

Nuno Couto

Proven track record of delivering multi-million dollar projects on schedule, within budget, and according to scope within Higher Ed and beyond

QUALIFICATION HIGHLIGHTS

- Project manager for multi-million dollar software implementations, enterprise software systems upgrades, reporting solutions, and data warehousing projects as well as smaller implementations.
- Ten years of Higher Education project management experience and almost 20 years of experience in Student, Financials, HR, and web implementations.
- Broad understanding of various technologies through years of experience as developer, technical lead, database designer, and systems analyst.
- Strong aptitude for developing positive relationships with all project stakeholders including executive level sponsors.
- Developer of industry-first technology according to Vice-President at the time.
- Winner of annual and quarterly Best of the Best awards for Total Quality. Recognized seven other times for outstanding service.
- Created a user group consisting of representatives from 10 different local companies to share software implementation knowledge and experiences.
- Founded organization focused on mentoring university students and startup-companies internationally.
- Founder of blog dedicated to Higher Ed technology: blog.optimal-partners.com

EXPERIENCE

Boston College / Senior Project Manager

NOVEMBER 2013 - 2016, BRIGHTON MA

- Successfully managed multiple application development, product implementations, and upgrade projects:

- Light Provisioning – Major web application to allow self-service, automated granting of access for members of the University not needing full access privileges.
- Campus Groups – Complex web application to manage creation and management of membership of multiple types of groups across campus.
- Parents Email Communications – Implementation of system to more quickly and efficiently communicate to students’ parents during emergencies.
- Student Progress Reporting – Managed final phase of implementation of Pharos360 application to manage process of tracking contact with “at risk” students.
- NetIQ Access Manager – Web access management product that provides single sign-on capabilities
- NetIQ Identity Manager - System manages roles, affiliations, and entitlements for University community members, preventing duplication of effort.
- Enterprise Service Bus Upgrade – Platform that houses web services and routes messages between university and external systems.
- Tivoli Directory Integrator Upgrade- Tool for real time synchronization of repositories of data, with a special focus on identity data, including directories, databases, and operating system repositories.
- Net Access Management - Provides centralized access management including SSO, policy enforcement, and authorization.
- Transitioned multiple teams from Waterfall methodology to Agile project management approach.
- Implemented use of JIRA and Confluence for planning and tracking sprints, assignments, statuses and reporting.

Harvard University / Senior Project Manager

OCTOBER 2012 - 2013, CAMBRIDGE, MA

- Using agile approach and working closely with Harvard’s Office of Sponsored Programs as well as the Financial Systems department, managed \$2.5 million cross-university implementation of Huron’s Ecrf Effort Reporting hosted system and addition of Committed Effort functionality to Harvard’s internal systems.
- Included in responsibilities were the following:
 - Facilitating many meetings with senior Steering Committee members from across university.
 - Structuring customized project management processes.
 - Creating and managing a detailed integrated plan and schedule.
 - Managing and communicating risks and creating mitigation approaches with management team.

CONNECT WITH OPTIMAL PARTNERS

Facebook

|

LinkedIn

|

Twitter

|

Meetup

- Overseeing core team of about 10 core team project members and about 20 extended team members.
 - Supervising vendor project work according to schedule.
 - Managing project financials in close cooperation with project director.
- Project was delivered on time, per agreed upon scope, and within budget.

Boston College / Senior Project Manager

FEBRUARY 2007 - 2013, BRIGHTON, MA

- Manager of \$1 million implementation of Canvas Learning Management system across university on part-time basis.
- Functionality was delivered within schedule and budget. Client is very pleased.
- Managed implementation of \$1.7 million Data Mart and Cognos Reporting Environment through all phases of project lifecycle. This included daily managing a team that fluctuated between 5 and over 15 people across ITS and Institutional Research, managing relationships with Vice-Provost sponsors, developing a project plan and budget, recommending staffing skills and levels, and communicating with stakeholders at varying levels. Project was delivered on time, per agreed upon scope, and within budget.
- Managed the development of several web applications for the Graduate Schools of Nursing, Education, and Social Work. Clients were very happy with resulting industry leading software.
- Salvaged a troubled Oracle Application Express development project from impending failure by building a new team, improving client relationships, and implementing better processes and enhanced oversight. Project turned into a big success.
- Co-authored multi-year Data Warehouse roadmap and recommendations at the request of Associate Vice President.
- Led analysis and recommendations for Data Governance implementation research project.

Boston Scientific / Business Process Manager

2004 - 2007, NATICK, MA

- Project managed implementation of PeopleSoft 8.9 portal through all phases of project life cycle. This included developing relationships with VP-level sponsors, developing a project plan, recommending staffing skills and levels, communicating with stakeholders at varying levels in a highly matrixed environment, and directing and coordinating activities of about 25 people including several Directors and VPs. Project sponsors were very happy with my contribution.
- Managed technical integration of multiple HR projects including implementation of Learning Management System by coordinating between outsourced implementation team and dispersed internal technical team and managers.

CONNECT WITH OPTIMAL PARTNERS

[Facebook](#)

|

[LinkedIn](#)

|

[Twitter](#)

|

[Meetup](#)

- Coordinated design, development, testing, and implementation of improved synchronization processes between upgraded PeopleSoft, Microsoft Exchange system, and Phone System. Management was very happy with results.
- Leading cross-functional team, researched major integration problems between Microsoft Exchange, PeopleSoft, and eLearning systems, identified root causes, designed solution, presented results to senior management, and implemented improvements. Internal customers have expressed great satisfaction.

Boston Scientific / Senior PeopleSoft HR Application Developer

2001 - 2004, NATICK, MA

- Coordinated technical aspects of \$1.5 million PeopleSoft upgrade to version 8.3: application upgrade, migration from Windows to UNIX operating system and hardware, technical development, and security modifications.
- Acted as internal consultant and liaison to business during the planning stages of PeopleSoft upgrade project by answering questions, doing research, making recommendations to management, and leading needs gathering sessions with high-level functional end users and outside consultants.
- Migrated self-service web application used across the country from outdated servers to newer platform, coordinating all project activities with internal and external resources. Project was completed on time, within budget, and with highly satisfied customers.
- Formulated a business case for a knowledge repository and project managed the team that successfully implemented the related web application on time, within budget, and with satisfied customers.
- Created a user group consisting of representatives from 10 different local companies to share software implementation
- knowledge and experiences. This has significantly reduced research and development time. Feedback has been very positive.
- Determined how R&D could work more collaboratively with the use of information technology and presented recommendations to the Senior Vice-President.
- Awarded both quarterly and annual Best of Best awards for Total Quality and received several additional nominations for this departmental award. Recognized seven other times for outstanding service.
- Collaborated with HR to create a Speaker Series. The idea is to invite renowned speakers from outside to come and infuse the company with new ideas. One renowned process management expert agreed to present.
- Created screen and reporting enhancements, performed technical support, and installed and configured PeopleSoft application on Oracle database and Windows server.
- Completed a High Tech MBA in two years while working full-time.

CONNECT WITH OPTIMAL PARTNERS

Facebook

|

LinkedIn

|

Twitter

|

Meetup

Boston Scientific / Senior PeopleSoft HR Programmer/Analyst

1999 - 2001, NATICK, MA

- Led team that developed approach for PeopleSoft web application that allows employees to report a change in personal status and choose their new benefits options in one session. According to VP, this was an industry first.
- Provided leadership and hands-on assistance in the analysis, programming, documentation, testing, deployment, and support of enhancements to enterprise applications.

Accenture (formerly Andersen Consulting) / PeopleSoft Financials Consultant

1997 - 1999, WELLESLEY, MA

- Functioned as a key member of the PeopleSoft Financials implementation team and was the lead technical and functional support person after go-live.
- Developed screen, table, menu, SQR, SQL, and Crystal Reports enhancements.
- Provided expertise in Accounts Payable, General Ledger, and Purchasing modules in a functional and technical capacity including Pay Cycle, EDI, 1099 year end process, GL period end closes, batch overnight processes, security, and software patches.

EDUCATION

D'Amore-McKim School of Business at Northeastern University / MBA 2004

MBA High Technology

University of Massachusetts, Dartmouth / Bachelor's 1997

B.S Business Information Systems (Summa Cum Laude)

ADDITIONAL INFORMATION

Memberships:

- Project Management Institute
- American Society for the Advancement of Project Management
- International Association of Project and Program Management

Languages:

- Fluent in Portuguese

CONNECT WITH OPTIMAL PARTNERS

[Facebook](#)

|

[LinkedIn](#)

|

[Twitter](#)

|

[Meetup](#)

- Conversational in Spanish

Volunteer work:

- Advisor to Northeastern University's IDEA and MIT/Portugal startup incubators
- Member of Business Advisory Board of the Business Innovation and Research Center at the University of Massachusetts
- Counselor at Azorean Regional Directorate of Science and Technology
- Speaker at University forums on technology and project management
- Teaching children to read in Portuguese

Interests:

- Creating computerized systems for investment analysis, reading, fishing, nutrition, exercise, outdoors, mobile living

CONNECT WITH OPTIMAL PARTNERS

[Facebook](#)

|

[LinkedIn](#)

|

[Twitter](#)

|

[Meetup](#)