

Natalya I. Sabga, PMP®

Project Management – Operations Management – Management Consulting

PROFILE

- ✓ Dynamic Project Management Professional (PMP®) who optimizes business growth potential and accelerates business expansion by implementing efficiency strategies
- ✓ Proven eleven year operations and project management veteran leading through organization and strategy.
- ✓ Department building expertise, with a talent for aligning key decision makers and teams of professionals with business objectives, instilling a sense of common purpose, solidifying professional relationships with proven results.
- ✓ A leader that creates procedures, implements systems and creates teams which reduce cost and increase efficiency and revenue.
- ✓ Outstanding relationship development, strong data management skills, expertise in managing large and small projects
- ✓ Excels at streamlining programs including the development of processes and procedures, training programs, setting departmental and project goals.
- ✓ Delivers integrity, superior work ethic, and a dedicated commitment to the consistent development of operational initiatives

PROJECT MANGEMENT EXPERIENCE

ENTERPRISES

June 2009 - Present

President

Clients:

- **Florida Atlantic University, Executive Programs** (College of Business), Corporate Training and Special Projects Manager
June 2009 – Present

- Liaise with over forty (40) of the program's high profile Corporate Clientele* in conjunction with internal and external resources to:
 - Respond to RFIs and RFPs
 - Perform Needs Assessments
 - Develop Corporate Training Proposals
 - Implement Corporate Training and consulting programs.

Current Corporate Clients include: Office Depot, Inc; JM Family Enterprises; Campus Management Corp.; Petrobras Brazil; Sony Latin America. Approximate revenue generated: \$517,000.00 in 6 month time period.

- **LNC Associates, Inc.**, Consultant, Dec. 2009- Present (Ongoing)

Contracted to develop incorporation and implementation plan for newly formed freelance writing group.

FLORIDA ATLANTIC UNIVERSITY

July 2005 – June 2009

Career Progression

- **Associate Director of Executive Programs, Continuing Education Division** (College of Business), April 2007 – June 2009
- **Program Manager, Executive Programs, Continuing Education Division** (College of Business), July 2005 – April 2007

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☎ 561.789.5723

Implement and execute departmental operational procedure. Overseer of department of program coordinators, directing all logistics, planning, task, schedule and deliverable management, maintaining financial reports and program records.

- Manage team of 3 program coordinators and oversee program management of 75 simultaneous programs and 2,000+ students.
- Project and Maintain budget of \$500,00 - \$1,000,000.00 in revenue per annum
- Implement departmental course management systems, enforce schedule management, and streamline procedures to capture economies of scale
 - Implement document management and collaboration tools
 - Develop schedule management system for 2000+ student records' management, course planning, execution and closing
 - Manage 2000+ student database, educational records
 - Conduct email marketing initiatives and communication management using CRM system
 - Design and manage departmental website content and updates
- Liaise with corporate customer base to engage decision makers, perform needs assessments, develop and deliver custom-fit corporate training programs
 - Spearhead responses to requests (RFPs), proposal creation, and consultative sessions to meet Corporations' organizational objectives.
 - Develop detailed proposals and cost structures for outsourced corporate training initiatives
 - Liaise with client and University resources to match client needs with instructor expertise.
- Increase departmental revenue from \$400,000 to \$1 million+ without increasing cost by maximizing economies of scale and relying on industry standards and focusing on core competencies

VERIO, an NTT COMMUNICATIONS COMPANY

1998-2005

Career Progression

Operations Manager	(OEM Group)	Oct. 2004- July 2005
Implementation Manager	(OEM Group)	Jan. 2004- Oct. 2004
Senior Project Manager	(OEM Group)	April 2001- Jan. 2004
OEM Account Manager	(OEM Group)	Feb. 2000- April 2001
Training and Development Coordinator		March 1998- Feb. 2000

Operations Manager: Manage domestic and international team of 12 technical account and project managers, managing 10 high-profile clients across 5 timezones

- Assign projects, tasks and responsibilities according to master project schedule (MPS).
- Interface with senior leadership team; represent department and OEM clientele at management action group meetings.
- Maintain an effective working relationship across internal departments by recognizing functional objectives and keeping all lines of communication open.
- Advisory to review committee for strategic client contract negotiations and agreements. Responsible for incoming deal and contract management, working with team of business development professionals and senior in-house legal counsel.

Implementation Manager: Manage and train team of 4 project managers, each handling 2-3 simultaneous project implementations for high-profile clients

- Maintain master project schedule and ensure accountability of project managers to meet project deadlines.
- Develop performance measurement metrics.
- Manage strategic client projects from contract negotiation to launch.
- Develop operational processes and streamline inefficiencies in the strategic client implementation process.

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Snr. Project Manager: Lead key implementations of specialized revenue-impacting business relationships (incl. but not limited to the following):

SBC Communications

- Delivered ~ \$1 million solution including implementation, datacenter build, support infrastructure, external customer migration
- Manage internal team of 20 resources (in a functional environment) and liaise with 10 client teams across 3 time zones
- Create and complete quality assurance on 22 “Premier Partner” subdivisions in both test and production environments
- Develop remediation plans and assemble inter-departmental teams to ensure quality compliance and timely completion
- Efforts resulted in a corporate-wide quality-assurance program, applied best practices

AOL/TimeWarner

- Migrate 3,000 external customers into a tailor-fit datacenter solution
- Direct technical architecture and product branding initiative for over 50 Nationwide “RoadRunner” affiliates

Earthlink

- Direct custom implementation and development of mirrored server solution. Successfully launched first W23 implementation.

NTT Communications

- Act in the role of project and product manager for the dual datacenter implementation and new product launch for Parent Company (NTT Communications) in Otemachi and Karagasaki, Japan
- Performed continual ROI analysis and use of project management methodology and tools to prevent schedule and scope creep
- Developed and delivered custom Project reports (timelines, milestones, critical path, procurement tracking, resource assignment matrices, quality control worksheets) to ensure project milestones were met.
- Manage and Coordinate International team of resources, assign and manage internal resources for off-site implementation (in Japan)
- Conduct nightly bi-weekly implementation conference calls (to accommodate time zone differences) and distribute detailed meeting minutes and action item lists to responsible parties
- Successfully launch three new products and one new platform for web hosting services in Japanese market, resulting in a direct revenue accrual of \$550,000.00
- Manage and direct complete project life cycle from contractual negotiation → product requirement gathering → product launch.
- Awarded ‘Special Prize’ for dual Shared Hosting and VPS Implementation by NTT Communications President. Invited to accept in Shanghai China, with name immortalized on a plaque displayed at Tokyo headquarters

Snr. Account Executive: Effectively managed and streamlined European OEM Partners. Authored first comprehensive account level business rules- reducing margin for error and increasing efficiency cross-departmentally. Provided training and support for OEM Account Management Team.

Bluwinn/Hostcenter :

- Support shared hosting product across four international regions: German, Swiss, Italian, English hosted in Swiss Datacenter
- Re-established favorable client-vendor relationship and one-to-one account management model

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EDUCATION

<i>Master of Science (MS)</i> , Economics	Boston University	1997
<i>Bachelor of Arts (BA)</i> , Social Psychology	Florida Atlantic University	1995
<i>PMP®</i> - Project Management Professional	PMI	2006
<i>Six Sigma Green Belt Certified</i>	Six Sigma Partnering, LLC	2009

PERSONAL & PROFESSIONAL

Author, From Secretary to CEO- A Guide to Climbing the Corporate Ladder without Losing Your Identity, copyright 2008

Author, A Life Worth Remembering: A Chronicle of the Sabga Family and One of Its Most Distinguished Members, Trinidad and Tobago Press, copyright 2000.

Author, *AskN* - Professional Blog. www.NterprisesOnline.com/blog

HONORS & AWARDS

June 2005

Special Prize - Implementation and Provision of VPS Service in Collaboration with Verio and NTT Com

On Behalf of Mr. Suzuki, President of NTT Communications, Inc.

SKILLS

Microsoft Office 2003/2007 Professional Suite	Organizational Efficiency	Executive Programs Development
Adobe Acrobat	Logistics Planning	Team Training & Development
Microsoft Project	Effective Time Management	Strategic Business Development
Microsoft VISIO	Effective Presentations	Cross-functional Collaboration
IDS and Intelliworks (CRMs)	Process Improvements	

REFERENCES

Provided Upon Request...