

Rebecca Grube

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Kansas City Metropolitan Area

Experienced IT leader with broad versatility seeking challenging, undefined roles that require gumption and tenacity. As a passionate PMP-certified servant leader, I'm focused on making a difference by bridging gaps and connecting dots through strategic thinking, technology, and innovation. I have 14+ years of experience in operations, product, project, program, and people management. I constantly scan, discover, plan, and execute to optimize solutions. Focused on setting and driving organizational vision, I lead change through cross-functional collaboration, excellent communication, and genuine connection with colleagues at all levels.

PROFESSIONAL SKILLS

- Absorb information from disparate sources, understand the root causes, and implement solutions
- Unify siloed teams and cultivate culture of authenticity, candor, collaboration, and transparency
- Facilitate dispute resolution as a trusted confidant, identifying unhealthy tension with constant awareness of interpersonal dynamics to bring equitable solutions for improved team productivity
- Step in to facilitate executive-level meetings, communicating effectively in my leader's absence
- Deliver quality-first experiences and solutions for customer success
- Serve as organizational change agent, leading transformation initiatives
- Strong negotiating skills, influencing others in adoption of new technologies and processes
- Excellent judgment in decision-making; analytical and creative problem-solving
- Business and technology strategy development and tactical planning to execute
- Solid understanding of business functions to lead process improvement efforts
- Excel in ambiguous, fast-paced environments, bring calmness to chaos, and drive for clarity
- Create policies and procedures to align with organizational mission, vision, and goals
- Outstanding communication skills (written, verbal, and presentation)
- Excellent interpersonal skills; high EQ
- Foster culture focused on responsibility, integrity, accountability, and respect
- Financial planning and budget monitoring
- Vendor and stakeholder engagement and management
- Build and maintain key relationships with key stakeholders

Education

- **M.S. in Counseling**
 - Pittsburg State University, Pittsburg, KS
 - Magna Cum Laude; 3.88 GPA
- **B.A. in Education**
 - Washburn University, Topeka, KS
 - Emphasis Areas: Communications and Social Sciences

Certifications

- Project Management Professional, October 2015-Present

Industries

- IT, Healthcare, Higher Ed, High-growth startups, Non-profit organizations

PROFESSIONAL EXPERIENCE

IT PROJECT MANAGEMENT CONSULANT

COMMERCE BANK

KANSAS CITY, MO

01/2023-CURRENT

- Develop Operations project governance strategy, technology, and improved business processes.
- Lead daily standup meetings, reducing task delays by 23%.
- Manage budget, time, scope, and resource allocation.
- Share insight, analysis, and recommendations to improve operational excellence.
- Collaborate with cross-functional business leaders to define needs and drive key operational strategies throughout the organization.
- Partner with executive sponsor, effectively managing risks, issues, and conflicts as they arise.
- Develop, distill, analyze, and share data and customer insights with executive leadership.
- Develop personas and customer journeys to analyze and improve end-user experience.

CHIEF OF STAFF/SENIOR DIRECTOR OF PROGRAM AND PRODUCT MANAGEMENT

BARDAVON HEALTH INNOVATIONS

OVERLAND PARK, KS

05/2020 – 01/2023

- Save overburdened leader 15+ hours weekly, triaging meetings, emerging issues, and requests, closing open actions, completing deliverables, delegating tasks, and leading special projects with minimal involvement.
- Provide enterprise-wide communications to inform and influence adoption of effective solutions, process improvements, and organizational change.
- Monitor and report on key performance indicators (KPIs) and objectives and key results (OKRs) towards strategic goals.
- Oversee company operations management; analyze areas for improvement and implement new processes, resulting in 33% reduction in time to resolve cases.
- Lead software development for proprietary SaaS to ensure ROI and profitability.
- Work with Marketing and Sales teams, reviewing project proposals and assigned personnel.
- Collaborate with Data Analysts to develop dashboards to share with executives and recommend course correction when needed.
- Translate strategy into tactical, actionable steps to increase adoption by 17% and increase geographical expansion by 12%.
- Direct design and project execution of business transformation initiatives, from ideation through implementation, to drive profit optimization.
- Lead weekly meetings with senior leadership and executive teams to develop plans to address business issues and opportunities.

DIRECTOR, ENTERPRISE PROJECT MANAGEMENT OFFICE

UNIVERSITY OF KANSAS MEDICAL CENTER

KANSAS CITY, KS

02/2017 – 05/2020

- Design and implement strategy to build Enterprise Project Management Office.

- Ensure effective recruiting, onboarding, professional development, performance review management, and retention.
- Develop project cost control systems and evaluate current estimating and accounting practices.
- Manage executive governance and leadership teams to deliver high quality project results.
- Coach, mentor, and develop effective onboarding plans for new hires to ensure early success.

PROGRAM AND PRODUCT MANAGER

COMPUTERIZED ASSESSMENT & LEARNING

LAWRENCE, KS

05/2016 – 01/2017

- Develop overall product, user engagement, and growth initiatives strategies.
- Partner with clients to identify business needs and requirements, resulting in 43% Net Promoter Score (NPS) improvement.
- Collaborate with leaders of Engineering, Sales, Product and Marketing teams to drive overall product strategy and to determine pricing and packaging decisions.
- Elicit and use customer feedback, internal team feedback, and an overall product plan to prioritize growth roadmap.
- Monitor progress of program directives, manage project budgets, and request funding adjustments as needed.
- Resolve technical, financial, and operational issues, collaborating with cross-functional teams.
- Research industry standards and competitive landscape to ensure best practices in development.

IT PROJECT MANAGER

UNIVERSITY OF KANSAS

LAWRENCE, KS

11/2014 – 05/2016

- Create detailed project plan to describe required tasks for each project, including sequence and estimated time to completion.
- Consistently monitor project plans to ensure that project goals and milestones are delivered on time and within budget.
- Provide regular, detailed status updates and project forecasts.
- Plan and direct schedules, monitor budgets, and manage total of 37 technical projects through all lifecycle stages, meeting 87% of all goals and timelines.
- Monitor performance post implementation through warranty period.

SOLUTIONS DESIGN AND PRODUCT MANAGEMENT CONSULTANT

CERNER CORPORATION

KANSAS CITY, MO

09/2014 – 11/2014

- Develop user stories, acceptance criteria, knowledge base documentation, and traceability matrices to deliver 92% of deliverables on time and within budget.
- Examine, analyze, and improve business processes to improve end-user experience.
- Advocate for client needs in development of a suite of web applications.

SENIOR PROGRAM MANAGER

SAVE THE CHILDREN

WASHINGTON, D.C.

01/2014 – 09/2014

- Manage 34 staff members to deliver community and family engagement programming.
- Develop strategies to meet program needs.
- Analyze metrics from 300+ reports to recommend areas for improvement.
- Create capacity models to manage human resources to meet project demands and optimize resource planning.

SENIOR PRODUCT MANAGER

UNIVERSITY OF KANSAS

LAWRENCE, KS

06/2013 – 01/2014

- Manage product development, teams of product owners and designers, and product implementation process.
- Participate in and facilitate Agile ceremonies, including sprint planning, stakeholder demos, release planning, and retrospectives.
- Develop high-level product vision, considering mission, business goals, customer feedback, competitive landscape, and industry trends.
- Focus scrum teams to develop innovative approaches with effective resource allocation and strategic planning.
- Develop expertise in product to provide training and mentorship to stakeholders and end users.
- Leverage marketplace and industry technology trends to refine business strategies.

ASSESSMENT PROGRAM MANAGER

USD 204

BONNER SPRINGS, KS

07/2009 – 06/2013

- Analyze and share data from 36 national, state, and county reports with administration, educators, parents, and students.
- Standardize assessment administration training, procedures, processes, and workflows.
- Research state and local policies and perform gap analysis; develop strategies to meet state requirements.
- Create and deliver training content to educators to follow guidelines and best practices.

PROFESSIONAL AND PHILANTHROPIC ACTIVITIES

- Project Management Professional (PMP) certification, 2015-Current
- Kansas City Project Management Institute (KCPMI) member, 2015-Current
- KCPMI mentor, 2016-2018
- PEO Member, Fundraising Committee, 2015-Current
- Culture, Diversity, Equity, and Inclusion Committee, 2021
- Rose Brooks Center, Technology Committee, 2019
- Baldrige Examiner, 2018-2019
- KCPMI Presenter, 2018
- Kansas IT Office PM Training, 2015
- USD 256 School Board Member, 2007-2009