Beth Smith, PMP, PMI-ACP, CSM, SSM

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DIGITAL PROJECT MANAGER

Driving Strategic Digital Initiatives & Delivering Critical Value

SUMMARY

14+ years of experience delivering digital projects and driving strategic outcomes with global teams and budgets up to $2M. Skilled at leading cross-functional teams in technical environments with focus on customer experience, digital transformation, and data-driven decision-making. Builds relationships at all levels and solves problems through strong communication, leadership, and business acumen. Proven ability to lead Agile, cloud, and modernization initiatives aligned with business goals.

SKILLS

Agile/Hybrid | Schedules | Risk Mitigation | Scrum Master | SDLC | Cross-Functional Collaboration | Azure DevOps
Digital Strategy | Skilled Communicator | Problem Solving | Results-Based Leadership | Critical Thinking | Mentoring

PROFESSIONAL EXPERIENCE

Caterpillar (contract), Remote **2022 – present**

Digital Project Manager - Cat Digital Applications PMO – September 2022 - present

Working as Digital Project Manager for the following Cat Digital programs:

- **Resiliency Analysis:** Manages program researching ways to achieve high availability and resiliency for mission-critical Cat applications. On track for strategy to support Cat Digital's 99.9% availability goal by Q3 2025.
  - Defines areas of investigation with Operations Director and technical SMEs.
  - Identifies performance gaps, mitigates risks, and collaborates cross-functionally to improve system reliability.
- **Dealer E-site Monitoring:** Led program to implement both synthetic and real-time monitoring across 85+ dealer e-sites, achieving operational efficiency with a 10% reduction in dealer incidents.
  - Partnered with e-commerce SMEs and Operations to triage issues and manage workflows in Azure DevOps.
  - Program was nominated for the 2023 Cat Digital Process Excellence Award.
- **Enterprise Change Projects:** Leads forced change initiatives aligned with Cat Digital's strategic priorities.
  - **French Translations:** Ensures that UI, navigation, and content across 70+ e-commerce sites are translated into French in compliance with Québec Bill 96.
  - **Retire Legacy ACS in SharePoint Online:** Managed retirement of Azure Control Services for 24 apps.
  - **Enterprise GTS Upgrade:** Oversaw regression testing for the new version of Enterprise GTS for 10 apps.
- **Cat Inspect Refresh:** Collaborates with fellow project managers, product teams, and engineering to support delivery readiness and stakeholder alignment for the Cat Inspect platform modernization program.
  - Facilitates coordination between product owners and UX teams to prepare requirements for PBR sessions.
  - Oversees Go-to-Market and Dealer Migration planning, supporting seamless rollout across regions.
  - Ensures accurate syncing of tasks between Azure DevOps and Aha!, triaging and resolving any issues.

AT&T (contract), Remote **2021 – 2022**

SAFe® 5 Scrum Master / IT Project Manager – April 2021 - July 2022

- Drove network infrastructure enhancements as a SAFe® 5 Scrum Master, overseeing implementation of SD-WAN VNFs.
- Demonstrated Agile expertise by tracking iteration progress through Jira Align, ensuring efficient collaboration. Facilitated PI and sprint planning sessions. Strove for continuous improvement. Excelled at problem-solving.

(Continued)

IBM, Remote **2019 – 2020**

IT Project / Program Manager – September 2019 - September 2020
Led testing and deployment of a web framework for a federal government contract, resolving Jira defects. Guided root cause analysis. Created project delivery lifecycle plan. Excelled at team leadership and communication.

AT&T, Hoffman Estates / Schaumburg, IL, Hybrid **2000 – 2019**

Lead Project Manager **2011 - 2019**

Delivered 50+ software development projects over 8 years. Negotiated timelines, resolved conflicts, and escalated issues. Gathered business and operational requirements alongside client and business team. Collaborated daily with international teams.

- **Project / Team Management:** Spearheaded multiple, concurrent, cross-functional projects, working with applications and business partners to coordinate hybrid schedules and deliverables, while managing stakeholder expectations.
  - Created schedules for blended projects, coordinating applications using differing methodologies to arrive at point needed for pairwise, UAT, and integrated billing testing. Validated business requirements with client.
  - Managed budgets, gathered estimates, and performed true-ups. Negotiated with teams to align resources.
- **Billing projects:** Led multiple projects that enhanced billing functionality, added a new service, or addressed an outstanding issue while keeping management updated on billing cycle testing and defect tracking.
  - Led multiple projects to enhance billing functionality, improve cycle times, and automate tasks.
  - Drove quality management by collaborating with test manager after bills were available during cycle testing.
- **IT legacy transformation projects:** Led projects to move products to AT&T universal biller and retire legacy billers, adding interfaces and migrating accounts. Accomplished +$2M value realization by retiring legacy billers.
  - Managed migration from a PMO perspective, exhibiting team leadership during daily meetings to ensure the migration plan stayed on track. Worked with SMEs to identify reasons for fallout and resolved issues.

Software Development Process Support **2006 - 2011**

- Mentored project managers in SDLC best practices (deliverables, approvals, estimates, true-ups, project splits).
- Coached project managers in project governance, ensuring compliance standards. Performed SOX audits.

Technical Writer **2000 - 2006**

- Designed and built online help and administrator's guide for Centrex application. Prepared release documentation.

CURRENT CERTIFICATIONS

- **Project Management Professional® (PMP®)** - Project Management Institute
- **PMI Agile Certified Practitioner® (PMI-ACP®)** - Project Management Institute
- **Certified SAFe® 6 Scrum Master (SSM)** - Scaled Agile, Inc.
- **Certified ScrumMaster (CSM®)** - Scrum Alliance

EDUCATION

- **Graduate Certificate in IT Project Management,** University of Illinois Springfield
- **Certificate of Graduate Study, Technical Writing**, Northern Illinois University
- **Associate of Applied Science (A.A.S.) in Web Design/Development and Social Media,** Joliet Junior College (In progress)
- **Bachelor of Arts (B.A.)**, English; Minor: Journalism, Northern Illinois University

PROFESSIONAL TOOLS

- MS Office (Word, Excel, PowerPoint, Outlook, Project, SharePoint, Teams)
- PM tools (Azure DevOps, Microsoft Project, Jira Align, Planview LeanKit, Confluence)
- Integrated project initiation, workflow management, financial management systems