

Lenice (LC) Miller, MS, PMP, CSM

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Profile

Strategic business and technical leader with over nine years of expertise in project management and business operations. Proven ability to define and execute product vision, strategy, and roadmap, leading end-to-end product lifecycles and optimizing Sales, Finance, Marketing and Service operational workflows. Skilled in collaborating with technical teams and engaging with business stakeholders to deliver innovative solutions and enhance customer experiences. Demonstrates exceptional leadership, communication, and change management skills, committed to driving organizational growth and excellence. Continuously exploring AI tools to enhance personal efficiency and productivity.

Employment History**Project Manager**

Penrod, Remote

January 2024 — Present

- Lead Salesforce and supporting technology projects averaging over \$1 million dollars.
- Develop and implement detailed project plans to streamline system implementation, testing, and training processes.
- Facilitate workshops and guide critical conversations to resolve conflicts, resolve trade-offs, and drive project success.
- Analyze and optimize operational processes to improve efficiency and support organizational growth objectives.
- Collaborate with internal engineering teams to scope, prioritize, and drive feature specifications.
- Responsible for organizing and refining Jira backlog for customer and engineering teams.

CEO & Principal Consultant

Ally in Tech, Remote

November 2022 — Present

- Ally in Tech, led by Lenice (L.C.) Miller, PMP, is a consultancy specializing in technical and operational transformations. With expertise in Salesforce, project management, and process optimization, L.C. offers customized solutions for organizations. Ally in Tech excels in Agile project management, relationship building, and Lean Six Sigma methodologies. The firm provides tailored support for Salesforce implementation, training

programs, and efficiency improvements, serving as an IT-focused thought partner for clients across various industries.

Product Owner

Sophos, Remote

November 2022 — October 2023

- Managed business transformation projects with accountability for Salesforce product scope.
- Ensured cross-functional alignment to drive planned delivery.
- Developed training and enablement materials to support a global network of 50K+ partners.
- Designed improved processes for customer and support alert systems to enhance conversion rates and response times.
- Engaged with business stakeholders to deliver roadmap updates, get solution feedback, and identify additional challenges and opportunities.
- Supported User Acceptance Testing for Sales, Partner and Marketing business units.

Program Manager

MuleSoft, a Salesforce company, Remote

February 2022 — November 2022

- Supported project managers, project teams, and sponsors to prepare for phased project deliverables.
- Analyzed, evaluated, tracked, and mitigated risks and issues to ensure successful program delivery.
- Partnered with business leads to communicate and enable system and process changes throughout the program.
- Proactively built relationships with key stakeholders across the business to understand each team's scope and requirements.

Delivery Manager

Coastal Cloud, Remote

June 2020 — January 2022

- Developed and communicated program visions, roadmaps, and progress to stakeholders from individual contributors to executives.
- Build an expert understanding of the customer journey for clients and identified key pain points of various systems.
- Conducted demos to business users of features completed.
- Drove end-to-end product lifecycle from concept to adoption, including requirements with prioritized features, corresponding justification, and success metrics.
- Organized cross-functional activities to ensure projects were completed on schedule and within budget.

- Acted as Scrum Master or Product Owner on various projects, removing impediments and refining product backlogs.
- Spearheaded change management activities (training, communications, etc.) to drive successful adoption.

Systems Analyst / Administrator

San Diego

November 2017 — June 2020

- Aligned business requirements and gained buy-in on process improvement initiatives, supporting global automotive and insurance divisions.
- Maintained and operated enterprise systems, achieving \$50K/year and 26 hours/month in time savings through digital transformation projects.
- Led stakeholder engagement with executive business partners to align recommendations with company strategy.
- Represented the Business Technology team as the domain and product expert for Enterprise Applications.
- Ensured the 'What' and 'Why' of every third party software or unique features were clearly defined, documented and communicated to business and engineering teams.

Network Engineer

Verizon, Cary

February 2015 — November 2017

- Promoted through progressively responsible positions, demonstrating expertise across acquired networks.
- Oversaw preventative maintenance of transport network equipment, ensuring uninterrupted network operations.

IT Lead

Letter Arts Book Club, Greensboro

January 2012 — February 2015

- Owned IT budgeting for an eCommerce organization, developing and maintaining documentation for updated processes and technologies.
- Enhanced targeted marketing, boosting company sales by 30%.
- Improved network performance and decreased remote downtime by 10%.
- Responsible for working with and configuring third party SaaS applications and third party vendor software.

Education

- **MS, Information Technology**
North Carolina A&T State University

- **BS, Information Systems / Business Administration**
University of North Carolina at Greensboro
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Skills

- Product Vision and Strategy
 - Salesforce Expertise
 - Stakeholder Engagement and Communication
 - Collaboration with Engineering Teams
 - Operational Workflow Optimization
 - Agile Methodologies
 - Change Management
 - Leadership and Team Management
 - AI & Generative AI Tools
 - Risk Management and Problem-Solving
 - Process Improvement and Optimization
 - Technical Acumen
 - Strong Verbal and Written Communication
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Certifications

- PMP (Project Management Professional)
 - Lean Six Sigma
 - CSM (Certified Scrum Master)
 - 6x Salesforce Certified
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Technologies

- PM tools such as Asana, Trello, Jira/Confluence, Smartsheet
- Salesforce (SFDC)
- NetSuite
- UltiPro
- Marketo
- HubSpot
- Zoho
- Google Suite
- Microsoft Suite
- AI tools such as Claude, ChatGPT, writing assistants, chatbots, and RPA tools