

Bonnie Barit

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Highly successful professional in leading and executing strategic change, business planning and business process management (BPM) to measurably improve performance. Excellent in building and sustaining relationships. Superb communicator at all levels of cross-functional organizations to maximally achieve organizational goals and objectives. Certified Project Management Professional (PMP).

PROJECT MANAGEMENT INSTITUTE (PMI), WASH. D.C. CHAPTER 2006 – present
Active on New Member and Member Relations Committees.



HEWLETT-PACKARD COMPANY

1974-2005

Director, Operations and Strategy, Federal Services, Greenbelt, MD 2002-2005

Provided executive support for \$620-million organization of over 3,000 accounts and 1,000 people. Internal and external customer contact.

- Revitalized Project Management Office (**PMO**) **oversight** and **critical support** for project portfolio. Increased overall margins 7%; profitable for first time.
- **Led major cross-functional project** with Federal contracts and IT legacy systems that achieved compliance with government business mandate. First time a field-based project achieved acceptance on IT plan-of-record.
- Initiated **executive coaching** as **change agent** that gained commitment to use measurable data to set goals and assess performance.
- Led creation of **structured business plans, metrics** and **Balanced Scorecards (BSC)** that measured performance. Provided **root-cause analysis** if off track.
- Guided 21 management teams to **define** and **review tactical plans** to achieve business objectives. Increased goal attainment by 27%.
- Facilitated teams to **improve processes** using methodologies equivalent to **Lean, Six Sigma** and **TQC**. Reduced subcontractor payment from 30 to 19 days.

Planning, Process and Customer Satisfaction Manager, Commercial Services,
Rockville, MD

1997-2001

Led the creation, measurement and review of business plans, processes and customer surveys for \$1.2-billion organization with 3,800 people. Internal and external customer contact.

- **Facilitated development of mission and vision** for organization.
- Facilitated the development of **measurable objectives and strategies** to address business and organizational needs.
- Completed and implemented “*First Pass*” quality training program that educated management team on **importance of effective processes** and **improved process performance** in all businesses. Adopted worldwide.

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- Developed specific **plans to address customer feedback** to increase customer satisfaction scores.

Program Manager, Order-Fulfillment Re-engineering/BPR, Global Sales 1994-1996

Established infrastructure and implemented re-engineering methodology and change management for the largest non-product project in HP's history.

- **Increased accuracy of configurations 31%**. Increased **accuracy of orders 63%**.
- Created and led Quality Steering Committee recognized by HP executives for its creativity, focus on **customer/stakeholder needs** and **knowledge of processes and systems**.
- Implemented **change initiatives** in sales and support organizations.
- **Translated business requirements** for IT systems' implementation.

Worldwide Quality Manager, HP Consulting, Rockville, MD/Cupertino, CA 1991-1993

Provided quality/process leadership and oversight for transformation to a \$3.8-billion, process-based professional services organization of 4,500 people.

- Led executives and process teams to **design, measure and optimize processes** required for the new organization, including capability and capacity planning, resource management and knowledge management.
- Created program and **certified over 50 Quality Coaches/Black Belts** using process-excellence methodologies akin to **Lean, Six Sigma, TQC** and **Capability Maturity Model® (CMM)**.
- Delivered **Effective Business Process Management (EBPM) training** and **process owner responsibilities** to management at all levels.
- **Implemented comprehensive measurement system** at organizational, process and workforce level to align performance to strategy.

Professional Services Director, New England Area, Lexington, MA 1983-1990

Managed \$15-million, profit-and-loss organization comprised of software support, projects, education center and contract administration with over 100 people supporting a \$1.4-billion product sales organization.

- **Increased support revenues 86%, exceeded profit targets** and increased customer satisfaction scores.
- **Forecasted, budgeted, hired and retained top talent** with training, coaching, mentoring and promotion that maximized individuals' performance.
- Established **project business** that required detailed assessment of customer **requirements, schedules, risks, acceptance** and **pricing**.

Additional management and technical positions

1974-1982

EDUCATION, CERTIFICATIONS AND MEMBERSHIPS

George Washington University, Bachelor of Arts, Washington, D.C.

- Certified Project Management Professional (**PMP**), 2005
- IT Systems Management (**ITSM**) Foundation-level certified, 2005
- Staff **Consulting Skills**/Flawless Consulting, **Peter Block**, 1993
- Rummler-Brache certified, “**As-Is**”, “**Should-Be**” process analysis, 1992
- Member of Women in Technology (**WIT**); a not-for-profit organization offering women in technology networking opportunities and professional development.
- Member of Washington D.C. chapter of Project Management Institute (**PMI**)