

MARIE ANNE BIOLE

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Senior Program Manager

SUMMARY

Results and data-driven program manager with 20 years of international experience in project and operations management, including substantial experience in quality assurance and ERP implementations. Proven ability to lead cross-functional teams, drive process and data improvement, and deliver solutions that meet or exceed client expectations under tight deadlines.

COMPETENCIES

- Project and Program Management
- Cross-Functional Team Leadership
- Problem Solving
- Process Improvement
- Quality Assurance
- End-to-End Delivery

EXPERIENCE

CAREER BREAK - RELOCATING

SENIOR PROGRAM MANAGER

AUG 2022 - Present

Relocated to Arizona from Hong Kong. Continued sharpening my skills in leadership, communications and program management through volunteering as an Advisory Board Member for the Rocky Mountain French American Chamber of Commerce, and as a Chair of the Membership Committee for Worldly Women Collective, a program of Global Ties Arizona. I am now eager to leverage my extensive background in project and operations management to drive innovation and operational excellence within a dynamic organization.

QA ENGINEER | DATA QUALITY ANALYST

AURAL ANALYTICS

DEC 2021 – JUL 2022

Bringing together decades of research in neuroscience, speech analytics and artificial intelligence, Aural Analytics has built proprietary metrics that use speech to capture changes in neurological health.

Led cross-functionally working with a team of linguists, data scientists, and AI engineers to successfully deliver high-quality speech metrics to pharmaceutical clients.

- Tested and validated scripts and speech metrics, working with data scientists to analyze and

remove defects, drastically improving the quality and timeliness of client deliveries.

- Developed operating criteria to ensure speech metrics met contract requirements and reconciled metrics across the organization, defining a client-centric single source of truth for speech metrics delivered to 50+ pharmaceutical clients in up to 20 languages.
- Developed a comprehensive dashboard to increase transparency on speech metrics and their delivery status, resulting in improved cross-functional collaboration.

CO-FOUNDER AND HEAD OF OPERATIONS

PELAGO

MAY 2014 – DEC 2020

A mobile-first self-service event management and ticketing technology startup to build and grow communities through events.

As part of the co-founding team, led business operations for Pelago, encompassing finance and accounting, human resources, vendor and partners management, and customer service.

- Spearheaded the implementation of critical business systems and processes including Quickbooks Online, Zendesk, Jira and Hubspot.
- Managed comprehensive financial accounting functions including AP, AR, revenue & expense transactions processing, monthly reconciliations across bank, PayPal, Stripe, PayMe by HSBC payment gateways, MySQL database.
- Directed customer service operations, effectively onboarding new customers and resolving customer service requests resulting in high customer satisfaction and retention rates.

ERP IMPLEMENTATION CONSULTANT

SELF-EMPLOYED

DEC 2012 – APR 2014

ERP Evaluation, selection, and implementation services

Oversaw the end-to-end system evaluation, selection, and implementation of cloud ERP solution ODOO to effectively improve operations efficiency for a small/medium packaging business.

IBM

OCT 2004 – NOV 2012

ERP Consulting Practice, IBM Global Business Services.

MANAGING CONSULTANT | JAN 2007 – NOV 2012

- Managed the end-to-end implementation of a complex supply chain improvement program for a luxury brand in Asia, including the installation of a new regional warehouse and a warehouse management system integrated with a newly implemented SAP, resulting in streamlined, automated warehouse operations, optimized supply network, and increased storage and distribution capacity.
- Led change integration for a global SAP rollout program at an Energy and Petrochemicals company including stakeholder engagement, risk identification and mitigation, communication, training, and benefits realization.

MANAGER, APPLICATION MANAGEMENT SERVICES | OCT 2004 – DEC 2006

Managed global SAP application support and maintenance of customer accounts working with China Global Delivery, to consistently meet SLA objectives.

EDUCATION

Master's Degree (Computer Science) INSA (Toulouse, France)

Master's Degree (Quality Management) ESCP-EAP (Paris, France)

Languages: English (Proficient), French (Native)