

# Nylah Campos

## Delivery Manager

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### SUMMARY

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Dynamic Delivery Manager with over 12 years managing enterprise transformation and data engineering projects within the P&C Insurance sector. Proven track record leads large-scale programs using Agile methodologies, ensuring exceptional project delivery. Deep expertise supports stakeholder management and cross-functional leadership. Committed to driving operational excellence while achieving high customer satisfaction. Successfully foster collaboration across teams, enhancing efficiency and execution capability. Actively engaged in strategic planning, aligning objectives with business goals, enabling successful outcomes through effective management of resources and timelines.

### EXPERIENCE

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#### Senior Delivery Manager

TechNova Solutions 📅 January 2020 – Present 📍 Chicago, IL

Spearheaded delivery execution for multiple enterprise transformation initiatives, successfully leading projects from planning to closure within budget and time constraints. Focused on fostering collaboration among stakeholders and team members, improving alignment and clarity throughout project lifecycles.

- Executed complex enterprise transformation initiatives, managing each phase from conceptualization through successful implementation.
- Facilitated agile processes, resulting in increased productivity and a brighter atmosphere within project teams.
- Streamlined communication across various stakeholders, ensuring prompt resolution of issues and smooth progress.
- Enhanced project tracking through utilization of KPIs and SLAs, focusing on continual evaluation and improvement efforts.
- Promoted positive relationships with clients during strategic discussions, contributing significantly to client retention and satisfaction.
- Provided mentorship and guidance to junior team members in agile practices, instilling confidence and carefully elevating project skills.

#### Delivery Program Manager

DataVision Corp 📅 March 2016 – December 2019 📍 San Francisco, CA

Drove end-to-end delivery of complex data engineering projects by meticulously managing their alignment with enterprise transformation goals. Collaborated closely with clients to meet and exceed specifications, furthering project success.

- Led a diverse range of teams for agile transformations, resulting in streamlined operations and improved efficiencies.
- Implemented governance frameworks that set clear benchmarks for performance, guiding teams toward exceptional quality standards.
- Engaged in proactive risk assessment and problem-solving activities, ensuring project momentum remained steady.
- Contributed to leadership decision-making by facilitating discovery sessions, promoting open dialogue and shared understanding.
- Mentored aspiring project managers, aiding their professional growth while strengthening team capabilities.
- Cultivated a supportive environment where team contributions were valued, significantly boosting morale and engagement.

#### Program Manager

Innovatech Services 📅 June 2013 – February 2016 📍 Seattle, WA

Managed large-scale program delivery initiatives, balancing competing priorities in the fast-paced P&C Insurance sector. Collaborated with diverse groups, driving project success while supporting continual operational improvements.

- Outlined acceptance criteria through partnerships with business sponsors, ensuring all projects aligned with client needs and expectations.
- Adopted integrated Agile practices, translating into enhanced turnaround times and increasing overall delivery effectiveness.
- Forged strong relationships with vendors, streamlining delivery processes and optimizing resource allocation.
- Monitored agile practices with tools like Jira, resulting in transparency and better risk prioritization within teams.
- Encouraged continuous process improvements, creating an atmosphere focused on quality and responsive evaluations.
- Guided multi-disciplinary collaborative efforts, fortifying unity in approaches to solve complex problems.

### LEADERSHIP & AWARDS

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- Dean's List, University of Georgia
- Best Project Award, Innovatech Services Annual Conference

### EDUCATION

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#### Bachelor's Degree in Computer Science

University of Georgia 🎓 GPA: 3.6 📅 2014 📍 Athens, GA

**Coursework:** *Software Engineering, Database Management, Data Structures, Web Development*

## CERTIFICATIONS

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- Certified ScrumMaster (CSM) 📅 2020
- Project Management Professional (PMP) 📅 2018

## TECHNICAL SKILLS

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- **Project Management Tools:** Jira, Trello, Asana
- **Data Engineering Technologies:** SQL, Python, ETL Processes
- **Agile Methodologies:** Scrum, Kanban, Lean
- **Collaboration Platforms:** Slack, Zoom, Microsoft Teams
- **Quality Assurance Tools:** JUnit, Selenium, Postman
- **Documentation Standards:** Confluence, SharePoint, Markdown
- **Vendor Management Systems:** SAP, Oracle ERP, MDM Solutions
- **Governance Frameworks:** COBIT, ITIL, PMI PMBOK
- **Cloud Computing Platforms:** AWS, Azure, GCP
- **Performance Metrics Tracking:** KPIs, Dashboards, SLA Monitoring

## SKILLS

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- Agile Methodologies
- P&C Insurance
- Team Collaboration
- Continuous Improvement
- Project Management
- Jira
- Budget Control
- Vendor Management
- Stakeholder Engagement
- Cross-Functional Leadership
- Quality Assurance
- Customer Satisfaction
- Data Engineering
- Risk Management
- KPI Monitoring
- Strategic Planning

## PROFESSIONAL AFFILIATIONS

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- Member, Women in Technology
- Volunteer, Local Coding Bootcamp Instructor

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST