WENDY RAULIN

PMO Center of Excellence Lead | Senior Project Manager

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PROFESSIONAL SUMMARY

Accomplished PMO Center of Excellence Lead and Senior Project Manager with 15+ years of experience driving large-scale, cross-functional technology initiatives across association and nonprofit sectors. Founded and built the PMO Center of Excellence at CSBS from the ground up, establishing standardized PMLC processes, integrating Agile and Waterfall methodologies with SDLC/STLC frameworks, and championing adoption of PM tools and best practices. Proven ability to navigate highly matrixed environments, influence without authority, and deliver complex projects on time and on budget. PMP-certified with additional Agile credentials and deep expertise in vendor management, stakeholder engagement, risk mitigation, and executive-level communication.

CORE COMPETENCIES

PMO Leadership:	PMLC design, implementation & optimization · Center of Excellence establishment · PM standards & tooling
Methodologies:	Agile, Waterfall, Hybrid · SDLC/STLC integration · PMBOK · Scrum
Project Delivery:	Large-scale cross-functional projects · Budget & resource management · Risk mitigation & scope control
Stakeholder Mgmt.:	Executive reporting · Governance forums · Conflict resolution · Organizational change management
Vendor Relations:	KPI/SLA tracking · RFP development · Performance management · Contract oversight
Tools:	Smartsheet · Jira ·MS Planner for the Web · MS Project Desktop · Visio· Microsoft Office Suite · Google Workspace

PROFESSIONAL EXPERIENCE

PMO Center of Excellence Lead | Conference of State Bank Supervisors (CSBS) | *Washington, DC (Hybrid)*

Aug 2020 – Present

- Founded and built the PMO Center of Excellence from the ground up, establishing a standardized PMLC that integrates Agile and Waterfall methodologies with SDLC/STLC frameworks, driving organization-wide adoption of PM best practices.
- Serve as System Owner for all CSBS project management tools—overseeing tool selection, licensing, user adoption, and continuous enhancement to ensure PM tooling meets evolving organizational needs.
- Own and actively manage the Project Management Lifecycle (PMLC), documenting the full project lifecycle and adapting processes for agile vs. waterfall contexts, including integration with SDLC and STLC.
- Establish standards, templates, and guidance for key PM artifacts and deliverables leveraged across the entire PMO and broader organization.
- Train stakeholders on IT governance requirements and approval gates from project ideation through closure; represent projects in governance and inter-team forums.
- Mentor project coordinators, project managers, and advanced project managers; serve as a subject matter expert and escalation point for PM process questions.

Senior Project Manager | Conference of State Bank Supervisors (CSBS) | *Washington, DC (Hybrid)*

Aug 2020 – Mar 2024

- Led enterprise-wide, cross-functional technical initiatives including new product launches, large-scale application development, systems integrations, process reengineering, and infrastructure upgrades.
- Directed complex projects end-to-end: defined project needs, developed charters and work plans, managed budgets and schedules, mitigated risks, and reported status to executive leadership.
- Managed vendor relationships with rigorous KPI/SLA tracking and performance oversight to drive project success and accountability.
- Developed and executed communication plans and organizational change management workstreams for high-visibility projects; served as single point of contact for strategic initiatives.
- Facilitated stakeholder consensus across internal and external matrix partners; negotiated resource availability and prioritization across concurrent project portfolios.
- Conducted financial forecast validation and ongoing reconciliation of project expenditures, ensuring budget adherence throughout the project lifecycle.

Project Manager | Fonteva, Inc.| *Arlington, VA*

Feb 2019 – Aug 2020

- Managed a $1.9M project portfolio, leading all aspects of the software development lifecycle for enterprise-level software projects.
- Developed and managed a full suite of PM artifacts—budgets, timelines, scope documents, risk registers, communication plans, and quality plans—to ensure on-time, on-budget delivery.
- Led cross-functional domestic and international project teams, managed resource planning, allocations, and utilization targets.
- Developed PM processes and templates to streamline methodology, coordinated project communications across clients, vendors, and internal stakeholders.

Senior Project Manager / PMO | Worldwide ERC | *Arlington, VA*

Feb 2017 – Feb 2019

- Implemented a new project management office (PMO) across the organization; developed and provided oversight of the project portfolio.
- Provided PM services for multiple concurrent projects, including project plans, status updates, timeline management, and cost estimates to completion.
- Evaluated new projects against strategic goals; balanced resources across the portfolio; drove business process analysis and re-engineering to ensure organizational agility.

Senior Consultant | DelCor Technology Solutions | *Silver Spring, MD*

Feb 2008 – Feb 2017

- Provided PM support for enterprise system implementations; delivered assessments and recommendations for improvement of mission-critical systems and business processes.
- Developed technology strategic plans and RFPs; facilitated vendor selection and change management for new enterprise systems.

Director, Endocrine Portal | The Endocrine Society | *Chevy Chase, MD*

Jul 2002 – Jul 2007

- Developed and managed online technology budgets; led strategic growth planning for the Society's online presence and digital initiatives.
- Served as project lead for all committee, volunteer, and stakeholder online initiatives.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Information Technology | *University of Phoenix*

Professional Certifications

- Project Management Professional (PMP) — Project Management Institute
- PMI Agile Certified Practitioner (PMI-ACP) — Project Management Institute
- Certified ScrumMaster (CSM) — Scrum Alliance