Conrad Remington, *PMP*

IT PROJECT MANAGER & OPERATIONS LEADER

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EXECUTIVE PROFILE

Certified Project Management Professional (PMP)® with a decade of experience leading IT initiatives, PMO operations, and client delivery across municipal finance and Fortune 500 consulting. Focused on data integrity, measurable workflow design, team leadership, and practical AI-assisted research and internal AI agents. Empathetic, structured leader who resolves complex operational bottlenecks while consistently meeting or exceeding SLAs.

AREAS OF EXPERTISE

Project & Delivery Management

- Project Management (PMP®)
- PMO Operations & Governance
- UKG Pro WFM Implementation
- Process Improvement
- Risk & Issue Management
- SOWs & Change Requests
- Team Leadership & Coaching
- Client Delivery & SLA Governance
- Customer Service Operations

Platforms & PM Tools

- Smartsheet
- Jira
- Asana
- Monday
- Salesforce
- MS Office & MS Excel
- PowerPoint
- Google Workspace
- Adobe Creative Cloud

Data, AI & Technical

- Data Integrity
- AI Research Workflows
- Internal AI Agents
- Data Analytics
- SQL
- Tableau
- XML
- OpenRefine
- AWS

PROFESSIONAL EXPERIENCE

Municipal Advisory Council of Texas (MAC of Texas)

April 2025 – Present

IT Project Manager

- Assisting with the expansion and growth of MAC of Texas outside of Texas, coordinating cross-functional IT and operational initiatives to support multi-state scaling.
- Driving a rigorous focus on data integrity across municipal datasets, governance workflows, and internal reporting systems.
- Applying AI tools for structured research and designing internal AI agents tailored for various internal operational uses.

Accenture

January 2018 – February 2025

UKG Pro WFM Assistant Project Manager

July 2024 – February 2025

- Drove progress and documented internal projects, processes, and meetings; helped manage UKG Pro WFM implementations for external clients and drove excellence in day-to-day operations of the PMO.
- Worked directly with clients to ensure successful project execution, monitored project risks and issues in Smartsheet, and reported issues to PMO leadership.
- Drafted and edited Statements of Work (SOWs) and change requests, and aided in their implementation.
- Developed a process to streamline contractor onboarding, reducing time-to-start from a month to only a few weeks.

Call Center Special Project Team Lead

July 2023 – July 2024

- Oversaw 24 remote Medicaid call-center agents and day-to-day operations, monitoring queues, ensuring the team answered and addressed calls, and conducting 1:1 coaching and feedback.
- Directed agents to complete specialized compliance tasks including short call investigations, uploading legally required call recordings, and investigating transferred calls to identify root causes.
- Conceived and implemented a data collection process that improved reporting and enhanced backlog management, clearing an 800-task Medicaid compliance backlog within 4 days without additional headcount or overtime.
- Enhanced the agent role to address dynamic client demands and facilitated side projects involving backlog fulfillment.
- Collaborated with training, quality, and reporting teams to meet and exceed SLAs, and partnered with leadership to optimize workflows, improve processes, and implement change.

PROFESSIONAL EXPERIENCE (CONTINUED)

Accenture *(continued)*

January 2018 – February 2025

Trust and Safety Team & Product Lead

January 2019 – June 2023

- Partnered with a large social media client, launching multiple workflows to grow market share in eCommerce.
- Directed new workflows across multiple global sites and collaborated closely with site Team Leads to ensure expectations and KPIs were met or exceeded.
- Identified and implemented process improvements while working directly with senior project leadership.
- Developed and delivered bi-weekly project status presentations to senior leadership, keeping all stakeholders informed and aligned.
- Managed 15 to 30 agents, assisting with issues, providing coaching and feedback, and serving as primary point of contact.
- Co-created a process to quantify a previously untracked task-based workflow, delivering usable production metrics and resolving a year-long active backlog within 3 weeks.

Customer Service Associate

January 2018 – January 2019

- Delivered timely responses, exceeded quality expectations, maintained accurate data, resolved inquiries, and adapted to quickly changing client needs.

Northwestern University

December 2015 – March 2017

Reference Intern

- Provided reference assistance and user instruction in person and online, assisted patrons in the use of library resources, served as a computer consultant for the computer lab, and provided front desk library support.

EARLIER EXPERIENCE **Banana Republic** (June 2008 – January 2018) — Cashier & Technology Specialist (2013–2018); Non-Sales Associate, Visual Specialist & Merchandise Presentation Lead (2008–2013).

EDUCATION

Master of Science (M.S.), Library and Information Science
University of Illinois at Urbana-Champaign
Focus: special collections and metadata

Bachelor of Arts (B.A.), Art History
Drury University
Minors: Architecture, Fine Arts, and Global Studies

CERTIFICATIONS

Project Management Professional (PMP)® Certification

March 2025

Google Project Management: Professional Certification

January 2025