
CHRISTOPHER FREEMAN

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Senior IT Project Manager

Efficiency – Budget Management – Automation

Results-driven Senior Project Manager with extensive track record delivering large-scale, multi-million-dollar projects on time and within budget. Highly skilled in mission-critical Cloud Migrations for GCP and AWS, automation of critical workflows, and modernization of legacy systems. Experienced Scrum Master adept at implementing SAFe practices, managing full SDLC lifecycles, and guiding cross-functional teams to deliver scalable, secure, and user-centric solutions. Years of experience overseeing operations for high-performing, multi-disciplinary UX and creative teams. Develops business process flows for tracking enterprise level project and program budgets for Earned Value reporting.

KEY COMPETENCIES & SKILLS

PROJECT & PROGRAM MANAGEMENT • CROSS-FUNCTIONAL TEAM LEADERSHIP • ENTERPRISE CLOUD MIGRATIONS • RISK ANALYSIS & MANAGEMENT • TRAINING, MENTORING & COACHING • COMMUNICATION • WRITING, REPORTING & PRESENTATIONS • DATA ANALYSIS & MANAGEMENT • DATA INTEGRATION & ARCHITECTURE • BEST PRACTICES & WORKFLOWS • KPIS • ROAD MAPPING

SDLC • AWS • SCRUM • SAFE • MS OFFICE (EXCEL, OUTLOOK, POWER POINT & WORD) • VISIO • MS ACCESS • SHAREPOINT • WORDPRESS • SALESFORCE • MONDAY.COM • HUBSPOT • GOOGLE CLOUD PLATFORM (GCP) • APIGEE • FIGMA • JIRA • AGILE • CONFLUENCE • RALLY • CLARITY • SERVICE NOW • TEAM FOUNDATION SERVER • CRM • DEVOPS • GE IDX

PROFESSIONAL EXPERIENCE

SPHERE INTERNATIONAL, LLC, REMOTE

04/2025 – 12/2025

SENIOR PROJECT MANAGER, SALES & MARKETING DIGITAL TRANSFORMATION: Spearhead daily check-ins with marketing and sales teams to align CRM data, campaign goals, and project milestones. Oversee end-to-end content scheduling, analytics tracking, and A/B testing across digital channels. Analyze CRM and social analytics via Monday.com to refine targeting strategies and continuously improve campaign ROI. Collaborate with executive team to define regional expansion strategies and quarterly sales objectives. Utilizing Gen AI to create weekly social media and email campaigns.

KEY COMPETENCIES: EFFICIENCY, DATA MANAGEMENT & MIGRATION, RISK ANALYSIS, LEADERSHIP, PROJECT MANAGEMENT

Increased sales 18% and operational efficiency 33% with complete digital transformation and process optimization

- Digitized processes and centralized records to improve data accessibility and streamline sales operations
- Implemented and optimized CRM usage to enhance lead tracking, client management, and communication
- Re-designed social media presence to strengthen brand visibility, using GenAI to create graphics and videos

GLOBAL PAYMENTS, INC., REMOTE

02/2023 – 12/2024

SENIOR PROGRAM MANAGER & CONSULTANT: Collaborated with infrastructure, cybersecurity, and compliance teams to develop and execute the project plan for Cloud Migrations of financial applications. Worked with cross-functional stakeholders to troubleshoot performance bottlenecks and optimize deployment processes. Produced reports and dashboards outlining risk posture, project health, and progress metrics to strengthen real time decision making. Oversaw program governance, technical coordination, and budgets in alignment with corporate compliance.

KEY COMPETENCIES: CROSS-FUNCTIONAL TEAM LEADERSHIP, SUBJECT MATTER EXPERT, CLOUD MIGRATION MANAGEMENT

Enhanced architecture review productivity 150% by automating reporting processes and reducing approval times

- Managed cloud infrastructure builds and application migrations for over 100 mission-critical apps for 12 teams
- Automated data extraction from BRD submissions to populate centralized spreadsheet for real time tracking
- Developed reporting dashboard to visualize key metrics, improve transparency, and promote accountability
- Collaborated with PMO and architecture teams to streamline workflows and accelerate approval cycles

KEY COMPETENCIES: PROCESS IMPROVEMENT, AUTOMATION, DATA ANALYSIS & MANAGEMENT, DASHBOARDS, REPORTING

Accelerated ATO process 350% by automating reporting and streamlining data collection

- Designed visual matrix and RYG stoplight chart to track 67 ATO line items and enable clear visibility
- Streamlined report generation for each ATO item owner to consolidate all assigned deliverables
- Clarified submission requirements and improved data accuracy to reduce review delays and accelerate builds

KEY COMPETENCIES: PROBLEM SOLVING, COLLABORATION, VISION, LEADERSHIP, COMMUNICATION, EFFICIENCY

Improved app development efficiency by enabling real-time progress visibility to leadership and reducing reporting

- Created project schedule template to create user-friendly tracking system accessible to all stakeholders
- Divided deliverables into consistent 10% progress increments to standardize reporting across all projects
- Implemented and onboarded leadership to new system to eliminate confusion and improve communication

WALGREENS, REMOTE

03/2022 – 12/2022

SENIOR PROGRAM MANAGER & CONSULTANT: Collaborated with cloud architects and DevOps engineers to oversee infrastructure provisioning and CI/CD optimization of cloud migrations for over 50 APIs. Generated dashboards and progress reports to summarize milestones, dependencies, and risk mitigation efforts. Mentored junior project managers and analysts on agile delivery practices and stakeholder management.

KEY COMPETENCIES: PROBLEM SOLVING, ATTENTION TO DETAIL, CRITICAL THINKING, ADAPTABILITY, BEST PRACTICES

Increased API deployment speed 225% by resolving blockers, configuration errors, and inefficiencies

- Resolved URL omissions, incorrect endpoints, and timeout errors to overcome deployment failures
- Standardized configuration practices to enable daily API deployments and improve release efficiency
- Took ownership of API dashboard to directly review and report deployment and performance status
- Work with UX/UI team using Figma to design and present revised mobile device interface and workflows

OPTUM, REMOTE

09/2020 – 03/2022

SENIOR PROGRAM MANAGER & CONSULTANT: Collaborated with Salesforce administrators, data engineers, and QA testers to define and execute integration and testing plans. Authored technical documentation, user stories, and business requirement specifications to align teams on deliverables.

KEY COMPETENCIES: AUTOMATION, APIS, INITIATIVE, PRESENTATIONS, WORKFLOWS, PROCESS IMPROVEMENT, KPIS

Improved design efficiency 200%+ by automating provider data through Web2Lead and Salesforce workflow

- Created interactive demos to visualize system capabilities for stakeholders and accelerate design approvals
- Replaced manual Excel submissions with Web2Lead form to overcome workflow pain points
- Collaborated with developers to integrate Salesforce with GE IDX system and eliminate manual data entry

PAUL HASTINGS, LLP, LOS ANGELES, CA

04/2019 – 05/2020

SENIOR PROGRAM MANAGER & CONSULTANT: Directed firmwide Finance and PMO transformation initiatives to enhance enterprise stability, streamline processes, and strengthen governance controls across departments. Partnered with business, operations, and IT leaders to modernize infrastructure, improve financial system performance, and establish clear accountabilities. Maintained project schedules, budgets, and documentation across multiple concurrent initiatives.

OTHER RELEVANT EXPERIENCE

SONY INTERACTIVE ENTERTAINMENT, REMOTE	PROGRAM MANAGER, DATA MIGRATIONS, EMAIL SYSTEMS	2013 - 2019
L.A. CARE, LOS ANGELES, CA	PROJECT MANAGER, SALESFORCE, EHR SYSTEMS COORDINATOR	2011 - 2013

EDUCATION & CERTIFICATIONS

CALIFORNIA STATE UNIVERSITY NORTHRIDGE, LOS ANGELES, CA – **BACHELOR OF SCIENCE, BUSINESS TECHNOLOGY**
PROJECT MANAGEMENT PROFESSIONAL (PMP) • CERTIFIED SCRUMMASTER (CSM)