

JUSTIN PIETRELLA

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PROFESSIONAL SUMMARY

Digital Consultant with extensive project management, account management, product ownership and business development experience across multiple business verticals.

- Efficient, organized and detail-oriented with fine-tuned, analytical and qualitative capabilities
- Strong negotiation, contracting and problem solving skills
- 12+ years of digital product and program management experience with proven track record of defining/protecting scope, budget and timeline with extensive experience building strategic, design and/or development proposals & budgets for large-scale CMS builds/implementations
- Deep-rooted experience implementing enterprise-wide, large-scale solutions by leading cross-disciplinary teams while steering organizational goals for diverse makeup of stakeholder groups
- Familiarity with Agile practices, methodologies and tools including JIRA, Confluence, Asana and MS Project
- Strong working knowledge of multiple Content Management Systems including Sitecore and Drupal
- Strong working knowledge of HTML, CSS and JavaScript

PROFESSIONAL EXPERIENCE

Massachusetts Bay Transportation Authority – Public Transit Agency

Boston, MA

Consultant, Customer Technology/Office of Chief Engineering

March 2019 – Present

Customer Technology Department

- Provided project/product management consulting for the Customer Technology Department across several different MBTA groups including Fare Transformation & Green Line Transformation
- Planned/directed research, systems analysis and testing for core MBTA products, guiding teams through agile development and execution cycles
- Responsible for understanding user and organizational needs; analyzing Customer Technology Department-defined requirements and recommending solutions, which met those requirements.
- Supported Fare Transformation team by creating, editing and testing automation scripts specific to Pass Programs product
- Led project management efforts in support of Customer Technology Department portfolio of core MBTA products by collaborating with product management, engineering, data specialists and content teams within agile work streams

Office of Chief Engineering - Asset Management

- Provide business analysis, quality assurance and project management consulting for the Asset Management group
- Collaborate with Asset Management analysts and department leads in order to document and visualize Asset Management track assessment data within Excel and Tableau-displayed dashboards.
- Collaborate with Senior Asset Information Managers to conduct quality assurance testing for D2/OpenText integrations and provide business analysis & systems design consulting
- Provide research, business analysis and project management consulting to Director and Deputy Director of Asset Management in support of Trapeze, D2 and OpenText integrations as well as vendor relationship management efforts with Flatirons Digital Innovations

Velir, Inc. – Full Service Digital Strategy and Development Agency

Somerville, MA

Program Manager

2012 - 2018

- Oversaw multiple, varying-sized projects while leading design, development and UX teams on large-scale web initiatives that successfully met requirements of quality, cost and timeline
- Worked closely with clients to translate requirements into actionable tasks and communicate deliverables and project plan to internal and external stakeholders from discovery through deployment
- Responsible for fostering client partnerships by understanding overarching business objectives, assessing priorities and aligning client's digital roadmaps to Velir services and offerings
- Directly managed 2 Project Managers within portfolio of accounts
- Acted as client advocate within Velir by understanding business complexities, building project teams and ensuring high-level client business objectives and goals are achieved while monitoring progress of in-flight projects to achieve positive financial outcomes for Velir

References available upon request

- Worked in tandem with the VP of Client Services to identify areas of potential growth and opportunities for new work within portfolio of existing clients
- Ensured success and growth of the portfolio by partnering with Business Development group to prepare/facilitate pitches, strategic roadmaps, contract execution and nurture strong executive-level client relationships with potential accounts
- Product owner of Velir's proprietary data management and visualization platform; SME for all data visualization and data management-related engagements
 - Collaborated with VP of Data Strategy, CEO and Marketing team to create Go-To-Market strategies, plans and related marketing materials

Partners Healthcare – Healthcare System

Charlestown, MA

Applications Analyst

2008 - 2012

- Managed cross-departmental project teams which deliver enterprise-wide, clinical data integrations at database and application levels
- Worked closely with enterprise clinical systems personnel and end-users to define business needs, scope and requirements of projects to meet system, operational, and organizational objectives
- Created UI functional specifications, forecasted project timelines and presented design, workflow and implementation proposals to senior level management

CERTIFICATIONS

- **General Assembly** – Front-End Web Development Certification

October 2017