

Christi McLean

Dear Visitor,

Thank you for stopping by my digital portfolio—I am thrilled you are here.

After more than 25 years leading large-scale ERP and digital transformation programs for companies like T-Mobile, Chevron, Costco, and Honda America, I have built a career on strategic delivery, complex problem-solving, and creating momentum where others see resistance.

Today, I am blending that experience with the future of work—leveraging AI, automation, and creative digital tools to enhance program delivery, drive smarter decisions, and empower businesses of all sizes.

You will find my resume, project portfolio, and blog series on this site, including recent ventures such as:

- Building branded, AI-powered websites for clients
- Developing custom GPT chatbots and automation flows
- Writing and publishing "AI Demystified: Master AI Like a Jedi – One Hour a Day"
- Launching a 10-book AI learning guide series

I am passionate about bridging the gap between traditional delivery and emerging technologies—and I would love to bring that energy, insight, and creativity to your organization.

Feel free to explore, download my resume, or connect with me on LinkedIn. I look forward to learning more about your work too.

With appreciation,

Christi McLean

Program Delivery Executive & AI Creative Technologist

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Christi McLean - Resume

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www.christimclean.com

IT PROGRAM DELIVERY EXECUTIVE | ERP Strategy | Digital Transformation

Senior Program Manager | SAP & Salesforce Delivery | Author of "AI Demystified" | AI Creative Technologist Experienced IT Program Delivery Leader with over 25 years delivering large-scale ERP programs, including SAP and Salesforce, for Fortune 500 companies. Known for bridging business strategy with enterprise technology implementation using Agile, Waterfall, and SAP ASAP methodologies. Recently expanded into AI-enhanced content, chatbot design, and creative problem-solving through custom ChatGPTs, AI-generated visuals, and interactive web development.

Authored "AI Demystified: Master AI Like a Jedi—One Hour a Day" and creator of multiple branded websites including Farm Fare & Floral, Masterfully Social, Masterful Charcuterie, and ChristiMcLean.com.

- ☑ 25+ years in Program management, implementation, consulting, account management, sales, and service including managing cross functional on and offshore resource management and 3rd party vendor management.
- ☑ 15+ years implementing large scale ERP and Cloud initiatives including HR, CRM, O2C, Finance and B2B systems. Defining roadmaps, building, and executing integration strategies across platforms.
- ☑ 15+ years in implementing via various Project Management Methodologies including Lean, Waterfall, SCRUM, Kanban, Rapid Prototyping and XP.
- ☑ 7+ years in software sales, engagement management, standard and premium support, and outsourcing services

Core Competencies

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|---|--|
| - ERP & SaaS Program Management (SAP, Successfactors, Salesforce) | - Agile, Waterfall, ASAP Methodologies |
| - Cross-Functional Team Leadership | - Process Improvement |
| - Strategic IT Transformation & Change Management | - Analytical Skill |
| - Business Transformation Strategy | - Financial Analysis |
| - AI Prompt Engineering & Chatbot Design | - 3rd Party Vendor Mgmt |
| - AI-Driven Visual & Content Development (Midjourney, Krea, Ideogram) | - Service Delivery |
| - Website Development & Automation (Wix, Custom GPTs) | - Negotiation Skills |
| - Program and Project Budgeting, Forecasting & Stakeholder Management | - SCRUM Certified – CSM |
| - Enterprise Sales & Program Management | - SCRUM Certified Product Owner – CSPO |
| - Project Management ProfessionalPMP | - Thought Leadership |
| - Cross-Functional Team Leadership | - Solution Implementation |
| - Customer Engagement & Retention | - OBSESSED with customer satisfaction |

Professional Experience

Broadreach IT | Senior IT Program Delivery Manager | 2016 – Present

Oversee business development, negotiation, and implementation of initiatives to increase Program saturation and maturity. Lead efforts to drive revenue and manage margin achievement through improving project execution processes. Develop revenue forecasts, watch budgets, and devise Program management plans.

- ✓ Delivered enterprise ERP and SaaS implementation programs using Agile and Waterfall methods.
- ✓ Managed stakeholder alignment, vendor relationships, and cross-functional teams across time zones.
- ✓ Applied AI tools to enhance executive communication and strategic content delivery.
- ✓ Exceeded utilization goals by effectively controlling PMO headcount.
- ✓ Coached and guided senior managers to improve effectiveness and policy enforcement, resulting in improved employee job satisfaction and higher performance levels.
- ✓ Owned and prioritized product backlog
- ✓ Collaborated with development team on all IT Program services and tasks.
- ✓ Act as customer escalation point within Customer/Vendor delivery organization.
- ✓ Lead efforts to drive revenue and manage margin achievement through improving project execution processes.
- ✓ Develop revenue forecasts, monitor budgets, and devise Program management plans.
- ✓ Program and Project Oversight and Delivery ownership.

- ✓ Working with Key accounts including Costco, REI and Puget Sound Energy.
- ✓ Drive process improvements documented best practices, and fostered collaboration.
- ✓ Develop and implement sales and support processes for new Program prospects and growth opportunities within active and inactive Programs Work closely with Project Delivery team to strategize and build pipelines of quality solutions for use in support of the client base.
- ✓ Identify opportunities with prospective clients, develop adoption and client expansion plans based on services and offerings.
- ✓ Meet regularly with CEO and leadership teams to review/coordinate sales/support efforts.

Key Customer Projects:

- ✓ Costco migration to cloud HCM solution Successfactors including integration with on premise Full Financial Systems for US and Canada.
- ✓ T-Mobile B2B development of payment portal for vendors and integration to backend systems for Procurement and Financials
- ✓ Globys B2B migration from a reporting solution to a full Payment solution working with 18 of the largest Telco's across the US, Canada, Australia and Dubai.
- ✓ Puget Sound Energy large scale cross functional upgrade and implementation across Finance, budgeting, CRM and HR systems.

Masterfully Social | Program Delivery Director & AI + Digital Solutions Consultant | 2022 – Present

- ✓ Built branded websites (Farm Fare & Floral, Masterful Charcuterie, ChristiMcLean.com). Including online bookings, stores, and galleries
- ✓ Created AI-generated visuals and branding using Midjourney, Krea, and Ideogram.
- ✓ Developed GPT-powered chatbots for customer support and education.
- ✓ Authored "AI Demystified" and began a 10-book AI Learning Guide series.
- ✓ Delivered social media strategy kits, caption kits, and automation setup for small business clients.
- ✓ Social Media Management: Generated weekly/monthly and yearly social media calendars and generated headlines for posting across social media platforms including Facebook, Instagram, X, Pinterest, and TikTok.

SAP AMERICA/Successfactors April 1999 to August 2016

Presales SAP Successfactors Engineering Specialist, SaaS May 2015 to August 2016:

Served as Program management business partner to sales specialists targeting Fortune 500 firms. Scope encompassed prospect qualification, strategy definition, and C-level sales presentations. Respond to RFI/RFPs; analyzed current customer/prospect requirements; and proposed optimal solutions. Communicated competitive intelligence from the field. Expanded existing client base and nurtured partnerships.

- ✓ Integrally supported Presales leadership in growing the team through training and mentoring PSEs.
- ✓ Demonstrated initiative to implement stronger processes, document best practices and drive collaboration.
- ✓ Provided on-going technical and functional support to well-qualified prospects conducting evaluations.

Sr Program Manager | Engagement Architect March 2010 to May 2015:

Drove Program management and business development for SAP premium support services, global support agreements, and SAP tools to global enterprise customers, including T-Mobile, Chevron, and Honda Motors of America (Global US, Japan, Canada). Defined engagement model based on deep understanding of customer's core business functions, technical requirements, and organizational structure. Partnered with Program teams to define and position collaborative engagements with SAPActive Global Support, and to customize value proposition for collaborative engagements, through value engineering assessments, results of engagement architect lead workshops, and vendor management.

- ✓ Directed strategic programs for global enterprise clients including T-Mobile, Chevron, and Honda America.
- ✓ Executed global rollouts of SAP (HANA, BW, SuccessFactors) including full-suite implementations and upgrades.
- ✓ Led program architecture, budgeting, delivery strategy, and quarterly executive reviews.
- ✓ Cultivated and maintained \$10M book of business and achieved 135% of target on Programs for upsell and revenue objectives.
- ✓ Delivered global rollout of SAP in Japan and US full suite with detailed high-volume data, Finance, and budgeting application's (BPC) safeguarded by program.
- ✓ Delivered multi-platform (SAP, Finance, S4 HANA, BW, Mobile) programs across platforms across account base (T-Mobile, Chevron, and Honda Motors of America (Global US, Japan, Canada).
- ✓ Formulated strategy to position added services and contract renewals, which proved key to capturing multiple 3-year renewals on 3 Programs.
- ✓ Directed quarterly review meetings for executive sponsor team, to clarify objectives, KPIs, balanced score card, and governance model.

Client Partner | Sr Program/Vendor Manager November 2006 to March 2010:

Advanced to this role to lead business development for SAP consulting services for customers including T-Mobile, Ingram Micro, Oakley, PACCAR, and Johns Manville. Focus on enterprise relationships, execute SAP consulting Program strategy and methodology, negotiate service and software contracts, and close the business. Held financial accountability for sales, revenue, demand creation, profitability, and customer satisfaction. Collaborated with software Program executives, VPs, and customer executive management to develop Program strategy. Guide implementation of SAP and partner solutions including global ERP, supply chain, finance, business intelligence and human capital management. Additionally, coordinate consulting projects utilizing SAP consulting resources and system integration partners such as Accenture, Infosys, Comsys, and Deloitte. Established as trusted advisor in several key, strategic Programs.

- ✓ Administered \$10M book of business for both Fixed Fee and T&M implementation and upgrade projects.
- ✓ Achieved 54% margin ensuring profitable P&L across assigned Programs.

- ✓ Achieved 135% of revenue targets through strategic consulting and service renewals.
- ✓ Admitted to Winners' Circle and developed pipeline worth 3x allocated quota pipeline.
- ✓ Oversaw vendor negotiations and contract execution for ERP rollouts and upgrade cycles.

Sr Project | Program Manager December 2005 to November 2006:

Orchestrated several simultaneous projects with budgets ranging from \$2M-\$20M. Scope encompassed budget development and administration, project tracking, and project delivery in compliance with budget and customers' expectations. Served as go-to project leader to repair projects in jeopardy and turn them around to deliver customer expectations on time and under budget. Served as trusted advisor to large SAP customers. Combined ASAP and PMI methodology. Achieved PMP Certification.

- ✓ Directed series of R/3 upgrades and implemented solutions including CRM – My T-Mobile.com relaunch, Industry Solutions for Retail, Oil and Gas, Telecom, Supplier Relationship Management, and Contract Lifecycle Management.
- ✓ Applied full scope of program management expertise: solution road mapping, project planning, and budgeting and resource management.

Sr SAP HCM Consultant April 1999 to December 2005:

Directed SAP HCM implementations including Personnel Administration, Organizational Management, Benefits, and Payroll. Served as subject matter expert in SAP HCM modules. Translated business requirements, guided clients through blueprint workshops, facilitated the decision process, directed configuration efforts, and tested integration.

- ✓ Seamlessly, successfully directed 6 full life cycle implementations. Delivered full-cycle SAP HCM implementations including Organizational Management, Benefits, and Payroll.
- ✓ Formulated implementation roadmaps and managed testing and integration across HCM and third-party solutions. (SuccessFactors, ADP, Kronos, Telao).
- ✓ knowledge transfer to clients to promote learning of specific configurations customized to customers' needs.
- ✓ Conducted escalated issue management and resolution in order to provide system options that met clients' requirements.

BOEING September 1997 to April 1999

Business Financial Analyst – 757 Final Assembly Program:

Performed labor forecasting and financial reporting for final assembly of 757, to develop 20-year plans for manufacture and resource planning. Supported finance and build organizations. Served as functional team member for planning, configuration recommendations, and testing phases of integrated business application system implementation.

- ✓ Led labor forecasting and cost modeling for 757 final assembly.
- ✓ Applied Lean Manufacturing principles to reduce inefficiencies and improve build plans.
- ✓ Supported forecasting, planning, and cross-functional team coordination for long-term resource strategies.
- ✓ Led collaborative efforts with solution engineering to drive inefficiencies out of build plans with LEAN Manufacturing principles.
- ✓ Identified and implemented cost saving recommendations via LEAN manufacturing principles.
- ✓ Designated to be cross-functional team lead for forecasting manpower requirements and costs.
- ✓ Elected to the Management Development Track.
- ✓ Facilitated LEAN manufacturing workshops to develop quick wins for permanent cost reduction.
- ✓ LEAN Manufacturing certified, Kanban and just in time inventory

Education & Certifications

MS, IT Project Management – Capella University

MBA, Finance & IT – University of Washington

BS, Marketing & Business – Central Washington University

PMP | CSM | CSPO

Tools & Technologies

SAP (HANA, BW, SuccessFactors), Salesforce, Workday, Jira, Confluence, AI Tools: ChatGPT, Midjourney, Krea, Ideogram, Wix, Canva, MS Project

Awards & Recognition

President's Circle Award – SAP Americas

Winner's Circle Award – SAP Americas

Projects & Publications

- Author: "AI Demystified: Master AI Like a Jedi – One Hour a Day"
- AI Booklet Series (10 Titles)
- Website Builds: Farm Fare & Floral, Masterfully Social, Masterful Charcuterie, ChristiMcLean.com
- AI Visual Design Portfolio: Midjourney, Krea, Ideogram
- GPT Bot Developer: Masterful Charcuterie