

JUSTIN PIETRELLA

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QUALIFICATIONS

Senior Program Manager and Product Owner with extensive project management, account management 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, Visio, Project, Excel and PowerPoint
- Strong working knowledge of HTML, CSS and JavaScript

PROFESSIONAL EXPERIENCE

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 Digital Producers 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
- 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
- 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 Specialist

2008 - 2012

- Managed cross-departmental project teams which deliver enterprise-wide, clinical data integrations at database and application levels
- Worked closely with entity clinical systems personnel and end-users to define business needs, scope and requirements of projects to meet system, operational, and organizational objectives
- Provided Production Support to enterprise-wide clinical systems by deploying and maintaining solutions which enable the viewing of patient result reports and images
- Created UI functional specifications, forecasted project timelines and presented design, workflow and implementation proposals to senior level management

Massachusetts Financial Services – Investment Management Company

Boston, MA

Web Specialist

2005 - 2008

- Established standards for department intranet pages and led simultaneous redesign projects
- Familiarized fellow team members with in-house content management system
- Created new Operations documentation, including all escalation procedures
- Diagnosed and triaged bugs/issues and advise teams of developers and/or network team members to resolve

CERTIFICATIONS

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

October 2017

References available upon request