

# Ilia Bruns

## Project Coordinator

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### Summary

Ms. Bruns brings over 10 years of experience managing and successfully delivering complex software projects in both the telecommunications and transportation industries. As the lead project manager for HART's Flamingo Fares™ electronic fare collection system, Ms. Bruns turned around a failing project, successfully bringing onboard a new vendor team and a revised implementation schedule for this regional project. She helps agencies implement their new technology solutions to achieve their unique project specific goals through strong leadership and a deep understanding of blending Agency needs within the constraints of chosen software solutions. Leveraging her experience as a project manager, software tester, and technical writer, she will help the team complete tasks on schedule and on budget.

Ms. Bruns is highly organized with excellent communication and problem-solving skills. She brings a robust understanding of project implementation from initiation to operation. Ilia specializes in project management, business analysis, requirements gathering, schedule review, procedure and documentation creation, detailed testing, stakeholder management and communication, risk tracking and management, project status creation and presentation.

### Project Experience

#### **Flamingo Fares™ Fare Payment System, HART, Tampa, FL, July 2018 -August 2019**

The Flamingo system is a multi-jurisdictional electronic fare collection system, giving patrons from 5 different counties within the Tampa Bay region a single way to pay their fare. Flamingo utilizes a common set of APIs to integrate various types of payment methods and vendor equipment with the system. Users can pay using a scan-able mobile application, closed loop smartcards, or open payments such as Apple Pay, Google Pay, contactless credit cards, etc. Controlled by a highly configurable centralized back office, Flamingo was able to support all five agencies' dissimilar business rules to bring a seamless transit experience to the customer, while ensuring all entities were compensated correctly.

As the Project Manager for HART, Ms. Bruns was responsible for the overall management of the project, this included: schedule and budget creation and monitoring, issue/risk log updating and tracking, communication of project status to all project stakeholders, requirements gathering, business rule creation, overseeing of design and testing, vendor management and coordination, scope management, change order requests, and all procurement management. She managed multiple teams across numerous departments, agencies, and vendors to discuss and resolve complex project issues. When assigned Flamingo, the project had stalled. Ms. Bruns was able to successfully turn the project around by onboarding a new vendor team and delivering a new implementation schedule. This was accomplished through her strong leadership and a deep understanding of how to balance the Agencies' needs within the constraints of the software solution.

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### Work History

#### **Technical Consultant, Clevor Consulting Group, October 2019-Present**

In October 2019, Ms. Bruns joined Clevor Consulting as a technical consultant where she looks forward to leveraging her strong project management skills and experience with Flamingo Fares to help other transit agencies deliver their own innovative technology solutions to market.

#### **Project Manager I, HART, June 2018-August 2019**

As a project manager for HART, Ms. Bruns oversaw the completion of all Flamingo Fares deliverables. When assigned the project, Flamingo had stalled. Ilia was able to successfully turn the project around by onboarding a new vendor team and delivering a new implementation schedule. She was instrumental in the creation of the project's business and operating rules, bring together 5 different agencies and various vendors to produce documentation that was in accordance with each agency's individual processes and polices. She was responsible for monitoring the project's budget and reviewing and approving all Flamingo invoices. Ms. Bruns also produced, reviewed, and managed the project's schedule. She managed various stakeholders across different agencies, departments, and vendors to ensure excellent collaboration between teams, facilitating the resolution of complex issues. Ilia also constructed, designed, and created various status documents for differing project audiences to communicate project status, issues, and risks.

#### **Professional-Software Delivery Project Manager, AT&T, October 2010- April 2018**

As a project manager for AT&T, Ms. Bruns managed the delivery and completion of all assigned projects' deliverables, start to finish, while ensuring all relevant SOX, FCC, and internal company mandates, rules, regulations, and procedures were followed. She produced and updated all project planning deliverables. She created and continuously monitored all projects' budgets and schedules, taking proactive action to ensure targets were met. She also generated and presented formal project status reports to stakeholders weekly. Ms. Bruns opened, evaluated, and tracked all project change requests. Ilia Identified and monitored various project risks, making adjustments for avoidance and/or mitigation as needed, ensuring all projects were delivered on time and within budget.

#### **Specialist-Applications Developer-Application Tester, AT&T, June 2008- September 2010**

Ms. Bruns created and executed both manual and automated application test cases. She helped clients create and define requirements and ensured said requirements were valid and testable. Ms. Bruns also created, logged, and tracked test case defects from identification to resolution, ensuring a quality product was delivered every time.

### Education

**M.S., Management, Austin Peay State University, 2014** Ms. Bruns studied management, focusing on competitive advantages of non-market strategies

**B.S., Information Science and Technology, University of Missouri Rolla, 2008** Ms. Bruns studied information Science and Technology, focusing on human and computer interactions.

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### Professional Accomplishments

**2011** – AT&T: Wall of Stars Recipient Aug 2008, March 2011, and June 2011

**2016** – PMP certification earned (PMP certification ID #1989165)