JOLYNN STEPHENSON

Senior Technical Project Manager | Program Manager | Implementation Manager
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PROFESSIONAL SUMMARY

Senior Technical Project and Program Manager with 5+ years owning technology projects end to end, from requirements, SOWs, and site walks through procurement, configuration, delivery, and transition to operations. Sole technology project manager for a portfolio of 100+ recurring-revenue clients and up to 45 concurrent projects with budgets from $5K to $1M+ across healthcare, data center, manufacturing, commercial, and critical-infrastructure environments. Built the vendor network, SOPs, KPIs, and compliance processes that the company adopted division-wide. Known for translating between technical teams, leadership, and end users, backed by 17 years of technical, operational, and client-facing experience.

CORE SKILLS

Project & Program Management: Full project lifecycle, portfolio management, scope, schedule, and budget control, risk and issue management, resource planning, change management, executive reporting

Delivery & Operations: Requirements gathering, SOW development, proposals, contract negotiation, vendor and subcontractor management, procurement, onboarding, transition to operations

Process & Governance: SOP development, KPI design, process improvement, compliance and licensing tracking, documentation

Methodologies: Agile, Scrum, Waterfall, Hybrid

Tools: Jira, Smartsheet, Microsoft Project, Microsoft 365, ConnectWise, Autotask, Salesforce, HubSpot

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager **Aug 2023 – Aug 2026**

St. Moritz Security Services, Inc. | Pittsburgh, PA

- Owned every technology project end to end as the sole technology project manager, managing 100+ recurring-revenue client accounts and up to 45 concurrent projects with budgets from $5K to $1M+ and full margin accountability.
- Expanded the integrator network from three partners to nationwide coverage and directed 30+ third-party installation teams across multiple states.
- Created an Integrator Qualification Form and a state-by-state licensing and compliance directory, ensuring every partner met local requirements before work began.
- Led requirements gathering, SOW development, and contract negotiation for multi-site implementations, controlling scope, schedule, and subcontractor spend.
- Identified technical and supply chain risks early and presented status, trade-offs, and recovery plans to executive leadership.
- Built SOP templates by industry and customized for each client, adopted company- and division-wide to standardize onboarding and handoff to live operations.
- Aligned engineering, vendors, operations, and client stakeholders on implementation plans, and led cross-functional response to high-severity incidents.
- Established KPIs for project and vendor performance, closing delivery gaps through corrective action.
- Built the business case for a dedicated quoting and procurement role, which leadership approved and filled.

Project Coordinator **Dec 2022 – Aug 2023**

LEFCON, LLC | Harmony, PA

- Single-handedly led a regulatory multi-factor authentication (MFA) rollout across 200+ hospitality client properties and every user with system access, meeting a two-month compliance deadline.
- Owned configuration, compliance tracking, and stakeholder communication for the MFA rollout, maintaining contact with every property at least every two days.
- Directed technical projects for 400+ clients and properties, aligning schedules and resources across engineers, field technicians, and project managers.
- Served as primary point of contact for hospitality clients during technical transitions, managing scope, schedule, and expectations.
- Developed standardized project templates in Autotask and ConnectWise and implemented time and financial tracking to protect project margin.

Technology Procurement Specialist **Oct 2021 – Dec 2022**

LEFCON, LLC | Harmony, PA

- Directed purchasing for 400+ clients in ConnectWise, including quoting, sales orders, purchase orders, and invoicing, with monthly volume over $50,000.
- Designed and owned a ticketing and workflow process from proposal acceptance through end-user delivery.
- Implemented a new inventory management process and owned reordering, inventory control, and license and warranty renewals.

Technical Buyer **Nov 2018 – Mar 2020**

Integrity IT / The AME Group | Lexington, KY

- Delivered $30,000 in cost savings within five months through vendor negotiations.
- Implemented short- and long-term demand forecasting and improved collaboration between sales and technical teams.
- Owned purchasing and inventory for a 30-person team supporting 65+ managed service clients.

ADDITIONAL EXPERIENCE

Consultative Sales & Account Management | 2014 – 2018

- Managed customer accounts and consistently exceeded customer satisfaction and sales targets.

iOS Customer Support & Technical Supervisor, Xerox (supporting Apple) | 2009 – 2014

- Led a team of up to 20 supporting Apple iOS enterprise clients, owning training, documentation, and quality assurance.

EDUCATION & TRAINING

B.S., Environmental Engineering, Unity Environmental University (in progress)

Coursework toward B.A., Political Science, Southern New Hampshire University

Carpentry Pre-Apprenticeship, United Brotherhood of Carpenters (completed)