

SUNNY CONNER

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Project manager with 10+ years of experience delivering complex, cross-functional projects across information technology, financial services, and engineering manufacturing environments. Proven track record managing full project lifecycles and delivering 15+ projects totaling \$60M+. Expertise in stakeholder alignment, risk management, and process optimization, with consistent success delivering projects on time and within budget in fast-paced, global environments.

EDUCATION

- **University of Wollongong**
MBA with Distinction
- **Jiangsu Normal University**
B.A. in Education and Psychology

EXPERIENCE

- **Cognizant** Cambridge, MA
Sr. Project Manager 2022 - 2023
 - Led multiple concurrent projects within a PMO supporting healthcare clients including BCBS and Dean Health.
 - Managed end-to-end delivery of technology implementations, including TriZetto (Facets, QNXT), improving billing and claims processes.
 - Established RACI matrices and ensured alignment across cross-functional teams.
 - Delivered consistent status reporting, risk tracking, and stakeholder communication at all levels.
- **Manulife / John Hancock** Boston, MA
Project Consultant 2022
 - Managed risk remediation projects focused on cryptographic standards across multiple technical workstreams.
 - Tracked project performance using Planview and Power BI dashboards; delivered executive-level updates (CEO and Steering Committee).
 - Coordinated cross-functional teams to ensure timely execution and risk mitigation.
 - Maintained project documentation and workflow systems including SharePoint.
- **Cansco** Dubai, UAE
Project Director 2018 - 2020
 - Directed end-to-end engineering and manufacturing projects from design through deployment using ERP systems.
 - Defined project scope, developed schedules, allocated resources, and managed budgets.
 - Led cross-functional teams including engineering, sales, and products to deliver client solutions.
 - Managed key accounts, negotiated contracts, and ensured alignment with SOW and delivery expectations.
- **FTV Proclad** Dubai, UAE
Business Project Management 2010 - 2018
 - Delivered global turnkey engineering projects across multiple regions (UAE, USA, Asia, EU).
 - Managed project plans, budgets, timelines, and vendor coordination for large-scale manufacturing initiatives.
 - Led project kickoff meetings, stakeholder presentations, and executive reporting.
 - Ensured quality delivery and escalated risks/issues to leadership when necessary.

CERTIFICATIONS

- **Project Management Professional (PMP), Project Management Institute** *since 2013*
- **Certified ScrumMaster (CSM)** *since 2022*
- **Microsoft IT Support Specialist Certificate** *2025*
- **Project Risk Management Professional (RMP) Training** *2015*
- **Life Insurance License** *2021*

SKILLS

- **Tools** Jira, ServiceNow, Smartsheet, Planview, Confluence, Azure DevOps, MS Project, Power BI, AI Tools, git
- **Methodologies** Agile, Waterfall, Hybrid
- **Technical** ERP Systems, PLM Processes, Data Reporting and Dashboards
- **Languages** English (Fluent), Mandarin (Native)
- **General** Communication, stakeholder management, multi-project coordination, executive presentations