

# GEORGE PAIVA

## PROFILE

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### Information Technology Business Manager

Project Management ■ New System Development ■ Process Design and Portfolio Management

Accomplished Project/Process Manager with extensive (10+years) multi-industry experience inspiring systems in the Healthcare, Credit Services, Pharmaceuticals, Information Services, Payment Services, Investment and Securities, Banking, Manufacturing, and Computer Services environments. **Trench-hardened expert in managing cross-functional teams developing new systems and maintaining the business project portfolio.** Skilled at orchestrating software development from idea formation to system launch and through life-cycle management. Achieved an **MBA** in Business Management, Project Management Professional Certification from **PMI**, and a Blackbelt Certification in **Six Sigma**. Strong ability to "see the big picture" leading to re-engineering software development processes at large corporations and small companies, reducing time-to-market for new systems.

- Project Management
- Business Process Improvement
- Technical Expertise
- Six Sigma, DMAIC/LEAN
- New Business Development
- Training & Development

## EXPERIENCE

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10/2006 – Present [UnitedHealth Group](#) Hartford, CT.  
*Senior IT Project Manager, Infrastructure Services* **present**  
*Senior IT Project Manager, Application Operations* **10/2006-6/2009**



10/2000 – 10/2006 [GE Money \(formerly Consumer Finance\)](#) Stamford, CT.  
*IT Project Manager, Customer Solutions* **10/2004-10/2006**  
*Process Improvement Manager, Six Sigma-Blackbelt* **1/2003-10/2004**  
*Project Analyst* **10/2000-1/2003**



5/1997-10/2000 [Keane, Inc.](#) Boston, MA.  
*Senior Consultant*



8/1996 – 12/1996 [Branson Ultrasonics Corporation](#) Danbury, CT.  
*EDI Coordinator*



10/1991 – 5/1992 [IBM/IGS](#) Southbury, CT.  
*Multimedia Technician*

## EDUCATION

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2000 – 2003 [Albertus Magnus College](#) New Haven, CT.  
■ **M.B.A.** and **M.S.**, in Business Management.  
1992 – 1997 [Western Connecticut State University](#) Danbury, CT.  
■ **B.B.A.**, in Management Information Systems.

## CERTIFICATIONS

- **Greenbelt** and **Blackbelt** Certifications in **Six Sigma** Process Improvement.
- **Project Management Professional** Certification from **Project Management Institute**.

## REFERENCES

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Project Portfolios and Personal/Work references available upon request.

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