

RAMI ELAIAN

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SENIOR PROJECT MANAGEMENT | STRATEGY & TRANSFORMATION | CHANGE LEADERSHIP | CONTINUOUS IMPROVEMENT

PROFESSIONAL SUMMARY

PMP-certified senior project and transformation leader with 10+ years of project management experience and 15+ years leading complex business, technology, process-improvement, and governance initiatives across regulated utility, healthcare, public-sector, and consulting environments. Since 2015, have led multi-workstream projects and programs through strategy, planning, stakeholder alignment, implementation, performance management, change adoption, and sustainment, including direct leadership of a Process Improvement team and enterprise improvement portfolio. Trusted partner to management and cross-functional leaders with a record of establishing strategic metrics, resolving complex delivery issues, improving operating performance, and converting enterprise objectives into actionable roadmaps, controls, communications, and measurable outcomes. Master of Science in Project Management, PMP, and ASQ Six Sigma Green Belt.

CORE QUALIFICATIONS

- 10+ Years Project Management
- Executive & Senior Leadership Engagement
- KPI / Strategic Metrics
- Process Improvement / Lean Six Sigma
- Root Cause Analysis / CAPA
- Strategy & Transformation
- Cross-Functional Stakeholder Alignment
- Resource & Work Planning
- Governance / Regulatory Compliance
- Power BI / Executive Dashboards
- Change Management / Business Readiness
- Project Portfolio / Performance Reporting
- Budget / Schedule / Risk Management
- Training, Communications & Adoption
- Vendor / Contractor Coordination

PROFESSIONAL EXPERIENCE

Pacific Gas and Electric Company (PG&E) | California (Hybrid)

Expert, Business Systems Specialist / Program & Project Lead | Asset Knowledge Management | July 2021 – Present

- Manage a portfolio of cross-functional asset-data and data-remediation projects spanning ESRI GIS and SAP, leading project teams through planning, prioritization, requirements, execution, issue resolution, implementation, and sustainment while coordinating dependencies across Operations, Engineering, IT, Inspections, Estimating, Production Mapping, and contractor teams.
- Led the implementation of an enterprise data-remediation tracking system, defining business requirements, workflows, governance, status visibility, performance measures, and stakeholder needs to improve end-to-end tracking, accountability, and management reporting for remediation work.
- Led a DMAIC Six Sigma improvement project that transformed the map-correction process into a leaner, risk-based operating model; analyzed backlog and cycle-time drivers, redesigned workflow and prioritization, implemented controls, and transitioned the improved process into sustained performance management.
- Lead and coordinate multiple data-remediation projects that depend on the Asset Knowledge Management program, partnering with project teams and business owners to establish scope, priorities, milestones, dependencies, decision points, escalation paths, and measurable delivery outcomes.
- Develop project and program objectives, implementation roadmaps, governance frameworks, operating standards, resource priorities, and strategic metrics that translate enterprise goals into executable workplans and measurable results.
- Engage managers, senior leaders, SMEs, and partner organizations as a key consultant on complex business and delivery issues; facilitate decisions, resolve competing priorities and cross-functional constraints, and drive stakeholder alignment through negotiation and influence.
- Establish KPI, SLA, scorecard, backlog, quality, cycle-time, and executive reporting frameworks; analyze project and portfolio performance in Power BI, identify risks and performance issues, initiate corrective actions, and communicate status, decisions, and next steps to leadership.
- Lead change implementation for new systems, workflows, procedures, controls, and governance requirements, including stakeholder analysis, communications, coaching, training, adoption monitoring, and effectiveness reviews; reduced asset-data correction cycle time by more than 25% and delivered over \$500K in cost avoidance through automation, process redesign, workflow optimization, and stronger controls.

CGI Group | Sacramento, California

Senior Consultant – Project Manager | January 2018 – June 2021

- Led complex client projects from initiation and business planning through requirements, solution design, implementation, quality control, deployment, and operational transition, with accountability for scope, schedule, budget, risks, issues, dependencies, deliverables, vendors, and executive governance.
- Managed major project issues and change impacts, developed mitigation and recovery plans, coordinated internal and external resources, and maintained stakeholder alignment to protect timelines, quality, and business outcomes.
- Developed project plans, status reporting, performance metrics, executive dashboards, risk summaries, and financial / delivery reporting; used data to identify performance gaps and drive timely corrective action.
- Collaborated with client leaders, business teams, technology teams, and vendors to negotiate priorities, resolve delivery constraints, coordinate readiness activities, and implement sustainable process and system changes in regulated environments.

CGI Group | Sacramento, California

Process Improvement Manager / Project Lead | August 2015 – December 2017

- Led a portfolio of enterprise process-improvement and transformation projects while managing and coaching a Process Improvement team of approximately seven direct reports; set project priorities, assigned work, monitored delivery, removed roadblocks, and developed team capability across concurrent client initiatives.
- Functioned as project lead for Lean Six Sigma and operational-improvement engagements, defining problem statements, objectives, scope, stakeholders, workplans, milestones, measures, risks, and implementation roadmaps from assessment through implementation and sustainment.
- Partnered with client leadership, operational teams, technology groups, and vendors to facilitate stakeholder analysis, workshops, change interventions, communications, training, and adoption activities needed to achieve business readiness and sustained results.
- Directed data analysis, value-stream analysis, root-cause investigations, benchmarking, and structured problem solving; converted findings into prioritized solutions, implementation plans, governance controls, and measurable operational outcomes.
- Established KPI frameworks, operating metrics, procedures, workflows, quality controls, and governance mechanisms to track project effectiveness and sustain improvements in quality, cost, cycle time, service delivery, and operational consistency.
- Used negotiation and influence to gain leadership and frontline buy-in for process changes, resolve resistance, align cross-functional groups on decisions, and move improvement projects from recommendation to implementation.

EARLIER PROJECT & BUSINESS TRANSFORMATION EXPERIENCE

Senior Business Systems Analyst / Senior Business Analyst / Quality Management Lead — Stanford Healthcare • Xerox • UC Berkeley • Maximus • NEC • California ISO

- Supported and led business-analysis, quality-management, system-implementation, process-improvement, vendor-coordination, requirements, readiness, and governance work across healthcare, public-sector, technology, and energy organizations, building the foundation for later project and program leadership roles.

EDUCATION & CERTIFICATIONS

Master of Science, Information Technology (Project Management) — University of Maryland Global Campus

Bachelor of Science, Management Information Systems — California State University, Sacramento

Project Management Professional (PMP) — Project Management Institute

Certified Six Sigma Green Belt — ASQ | Lean Six Sigma Black Belt Course Completion — Villanova University

TECHNOLOGY & TOOLS

SAP • Power BI • Power Apps • ESRI ArcGIS • Palantir Foundry • Microsoft Copilot • SQL • Microsoft Access • JIRA • Confluence • SharePoint • Visio • MS Project • Agile / Scrum / SAgE