

Dr. Ian Herzing, PMP

people | process | servant leadership | teaching

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CAREER SUMMARY

As a project manager, resource manager, human resource professional, and online teacher with 5 years of experience, I've enhanced operational efficiencies at growing professional services agencies, spearheading resource optimization and process improvements. I developed a PowerBi dashboard to provide real-time utilization insights and led process adoption at Level Agency, significantly improving workflow. My consultancy work with Herzing Smartsheet Consulting demonstrates my ability to deliver customized project management solutions, streamlining project delivery and reducing meeting frequencies for clients. My expertise in teaching as an online business adjunct demonstrates my ability to deliver engaging learning experiences through synchronous virtual sessions. I am prepared to drive meaningful impact as GlideFast Consulting's Resource Manager.

PROFESSIONAL EXPERIENCE

Resource Manager

February 2022 - Present

The Office of Experience | Creative & UX Agency | Chicago, IL

- Manages the overall resource management and workforce planning analysis cadence and ensured data was updated, accurate and properly distributed
- Ensures producers were as efficient and billable as possible and communicated with team leads and executives to ensure team members had appropriate visibility to resource utilization
- Worked closely with program/project managers to assemble teams qualified to perform work and be financially aligned with project budget and schedule plans.
- Built a skills inventory and skills allocation system with the firm's professional services automation (PSA) tool Parallax
- Provides direction for the resourcing and of scheduling of varying size and complexity in support of multiple programs with over \$15m of revenue
- People team & human resources leader responsible for driving learning, career, & talent development for 75+ employees
- Created competency framework outlining required skills for 15+ cross-functional roles as foundation for development plans

Key Accomplishment:

- Created a utilization reporting dashboard in PowerBI (integrated through WebVantage) to display agency-wide utilization metrics for individuals and departments in real-time
- **Results: 8%** increase in utilization year-to-date (2022)

Resource Manager

May 2019 – February 2022

Level Agency | Paid Media Agency | Pittsburgh, PA

- Worked closely with agency leaders to design and implement strategies that maximize the utilization of agency resources and fine tune the processes that define how teams work together (Six Sigma, CMM, ISO)
- Agency Process SME, responsible for process, adoption, improvement, and execution.
- Was visible and accessible to Level's teams, allowing for constant communication and a 'live' accurate view of activity and capacity across the group; the 'go to' person for all things workforce prioritization, planning, and resource management, recruiting new staff as needed
- Oversaw all interdepartmental hiring, recruiting, DEIB (DEI), and people operations functions for the 100+ person agency
- Directed talent acquisition team in developing inclusive sourcing strategies and optimized recruiting funnels, resulting in 2x pipeline growth

Key Accomplishment:

- Used a product and change management approach to drive ongoing improvement and adoption for the agency's defined internal process framework, the Level Agency Way (L.A.W.)
- **Results: 95%** company-wide adoption, **90%** of projects containing up-to-date brief information and assets
- Used coordination and planning skills to achieve results according to schedule

Smartsheet Consultant

August 2021 - Present

Herzing Smartsheet Consulting | www.herzingsmartsheet.consulting | Pittsburgh, PA

- Works with Smartsheet customers and partners on engagements to convert requirements into Smartsheet solutions
- Expert on advanced Smartsheet functionalities including premium add-ons (Control Center, Resource Management, Dynamic View, Pivot App)
- Built custom RACIs, project/program plans, change management plans, and conflict management for clients in healthcare, finance, fintech, and engineering industries.

Key Accomplishment:

- Led a solo consulting effort with Herzing University to design and implement the project management tool, Smartsheet, and a new process framework, workflow, and meeting cadence for the launch of new University courses
- **Results: 80%** reduction in project meetings, **40%** faster project completion rate, & an average of **4.5 days** variance planned versus actual project delivery (down from 15 days)

TEACHING EXPERIENCE

Online Project Management Adjunct Faculty

February 2024 - Present

ECPI University | Manassas, VA

- Lead online Project Management courses, ensuring interactive learning and alignment with current business program standard
- Apply real-world Project Management experience to impart practical skills and knowledge to adult learners
- Collaborate in the development of course content and teaching strategies to enhance remote instruction quality

EDUCATION

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|------------------------------|---|----------------|
| Trident University | Doctorate of Business Administration | Graduated 2024 |
| • GPA: 4.0 | | |
| Chatham University | Masters of Business Administration – Project Management | Graduated 2020 |
| • GPA: 4.0 | | |
| Saint Vincent College | Bachelor of Arts in Communication | Graduated 2019 |
| • GPA: 4.0 | | |

CERTIFICATIONS

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| OKRs Certified Professional (OKRsTraining.com) | January 2024 |
| Project Management Professional (PMP) | February 2023 |
| Resource Management Certified Professional (RMCP) | June 2022 |
| Smartsheet Core Project Management Certification | August 2023 |
| Smartsheet Core Product Certification | March 2022 |
| Certified SAFe® 5 Scrum Master (SSM) | August 2022 |
| Certified Scrum Product Owner (CSPO) | April 2022 |
| Certified Scrum Master (CSM) | December 2022 |

PUBLICATIONS

Herzing, I. (2024, January 17). *An Examination of Project Management Tools and Techniques (PMTT) in Digital Marketing Projects: A Case Study of The Office of Experience (OX)* [Symposium presentation]. AIUS Virtual Research Symposium. Online. <https://careered.libguides.com/tui/doctoral/researchsymposium>

SKILLS

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| Learning Management Systems | Canvas Moodle Blackboard Google Classroom |
| Project Management Methodologies | Agile Software Development Lifecycle Scrum Kanban Waterfall |
| Project Management Tools | Jira Trello Asana Smartsheet Clickup Basecamp Airtable |
| PSA Tools | Retain Parallax OpenAir Kimble |
| Rich Media Content Technologies | Loom Kahoot VoiceThread PowToons Edpuzzle |
| Time Management and Tracking Tools | Advantage Harvest Clockify |