

Rickey Burns, PMP

Enterprise Transformation & Strategic Operations Leader

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EXECUTIVE PROFILE

Enterprise transformation and strategic operations leader with 7+ years of experience driving complex change across multi-location businesses, enterprise systems, and cross-functional programs. Directed a \$60M+ enterprise portfolio spanning 25 simultaneous initiatives and contributed to technology integration across 100+ organizations supporting 1,000+ employees. Bridges executive priorities, business processes, and technology execution to standardize operations, strengthen governance, and accelerate adoption.

\$60M+

Enterprise portfolio
25 simultaneous initiatives

25 of 25

Initiatives completed
in 20 months

50%

Shorter delivery cycle
Repeatable operating playbooks

LEADERSHIP AND TRANSFORMATION CAPABILITIES

Strategy & operations

Strategic initiative execution; multi-site integration; operational improvement; business process standardization.

People & change

Cross-functional leadership; stakeholder alignment; vendor management; change readiness and adoption.

Portfolio & governance

Enterprise portfolio management; executive reporting; steering committees; risk and dependency management.

Enterprise systems

Business systems transformation; application and data migration; SaaS; current/future-state planning; SQL Server; cloud.

PROFESSIONAL EXPERIENCE

Delivery Lead, Enterprise Program Management

HUB INTERNATIONAL | Remote | Sep 2024 - Jul 2026

- Directed a \$60M+ enterprise portfolio spanning 25 simultaneous initiatives, coordinating applications, infrastructure, and business operations across multiple regions.
- Led 2 project managers, 2 engineers, and matrixed business, analysis, and training teams; aligned workstreams, ownership, executive decisions, and delivery priorities.
- Partnered with C-suite and regional leaders, internal technology teams, and vendors to oversee governance, risks, and outcomes. Completed all 25 initiatives in 20 months, with 100% completion of committed initiatives and milestones.
- Built repeatable implementation plans, governance artifacts, and operating playbooks that delivered a 50% shorter delivery cycle and were adopted across the enterprise.

PROFESSIONAL EXPERIENCE CONTINUED

Applications Project Manager, Technology Integration

HUB INTERNATIONAL | May 2023 - Sep 2024

- Managed enterprise business-application and data transitions for acquired organizations, supporting 250+ end users while preserving continuity of day-to-day operations.
- Facilitated steering committees and coordinated business leaders, data analysts, training partners, IT teams, and vendors through migrations, cutovers, and user readiness.

Project Manager, Application Systems Engineering

HUB INTERNATIONAL | Aug 2021 - May 2023

- Led technology integration for 30+ acquired organizations representing 200+ employees, delivering business value within 90 days of project kickoff.
- Aligned corporate development, regional leadership, and technical teams around integration priorities, application dependencies, business continuity, and delivery risks.
- Planned future-state environments and guided cloud, SQL database, SaaS, and custom-application migrations; informed legacy-system retain/replace and sequencing decisions.

Project Coordinator II, Technology Integration

COMPUCOM | Aug 2019 - Aug 2021

- Delivered 20+ on-site technology transitions onboarding 100+ employees, earning a 98% stakeholder satisfaction rating.
- Recruited and managed four lead technicians with zero turnover; supported executive stakeholders through critical transition periods.

SELECTED BUSINESS TRANSFORMATION PROJECT

Multi-Location Operations Knowledge & Reporting Hub

2026

Designed and developed an internal reference application consolidating business profiles, operating practices, technology inventories, and organizational data across 28+ business units.

Created stakeholder-friendly views, cross-unit comparisons, source-backed reference details, and exportable reports to make fragmented operational information easier to use for discovery and standardization.

EDUCATION CERTIFICATION AND SERVICE

Project Management Professional (PMP)

Certification

Master of Science in Information Technology

Western Governors University | Expected 2028

United States Army

Personnel Administration | 2011 - 2014