

Ike Hall

(801) 440-4227 | ike.hall@outlook.com | Taylorsville, Utah 84129 | [linkedin.com/ikehall](https://www.linkedin.com/in/ikehall)

SUMMARY

Director of Program and Project Management with 15+ years of experience leading strategic teams in the Telecom, SaaS, and Media industries. Successfully managed projects and programs with budgets ranging from \$1.2M to \$18M, consistently delivering 97% of projects on time and under budget. Proven success in change management initiatives, financial oversight, and risk management, ensuring practical and effective systems are in place to meet customer requirements while optimizing financial quality and schedules.

Demonstrated leadership ability, directing globally distributed teams of 10 individuals (including 2 people managers), providing targeted training and professional growth opportunities. Proven track record of building strong relationships with key stakeholders and serving as a trusted advisor to customers and internal teams.

CAREER HIGHLIGHTS

- Increased new business 15% through improved cross-functional collaboration and alignment of GTM strategies with product launches.
- Scaled project success rates 45% while enhancing efficiency and timeline accuracy across the organization.
- Improved production 62% through workflow automation and templization reducing project timelines from 18 months to 6-9 months.
- Reduced vendor costs 20% and product costs 15% by renegotiating contracts to improve margin.
- Helped 3 team members into senior leadership roles by providing targeted training and direct mentorship.

SELECTED EXPERIENCE

Clearlink

2023 – Present

Director of Project Management

Lead a team of 10, including 2 people managers, to oversee the Program Management Office and ensure project alignment with organizational goals. Manage \$1M+ project budgets to ensure all projects were delivered within scope, budget, and timeline. Develop and implement the strategic roadmap for the PMO, optimizing resource allocation, and aligning project priorities with business objectives. Collaborate closely with the CPO, product, and engineering teams to ensure strategic alignment and successful product launches. Create standardized PMO processes and documentation, improving communication and tracking across cross-functional teams.

Key Achievements:

- Improved project success rates 45% by establishing clear project frameworks and performance metrics.
- Delivered 96% on-time delivery of projects within scope and budget
- Increased resource efficiency 30% through the strategic roadmap, improving project prioritization and execution.
- Reduced product launch delays 20% through improved collaboration between cross-functional teams.
- Improved cross-functional communication 40% by standardizing reporting and communication channels.

Pluralsight

2021 – 2022

Senior Program Manager

Managed a portfolio of 8+ multi-channel programs, working closely with product, marketing, and engineering teams to deliver high-quality, on-time project outcomes. Collaborated with VP of Integrated Marketing to prioritize project timelines and manage resource allocation for projects with a combined budget of \$18M. Successfully aligned cross-functional teams with GTM strategies and improving operational efficiency. Oversaw the execution of GTM programs, ensuring product launches were aligned with business goals and customer needs.

Key Achievements:

- Achieved 98% on-time delivery for product launches aligning GTM with business and customer objectives.
- Reduced project delays 15% through improved collaboration and optimized resource allocation.

- Improved operational efficiency 25% for local GTM teams by establishing enablement tools and tracking systems.
- Increased stakeholder satisfaction 30% through improved communication and standardized reporting.

TruHearing

2019 – 2021

Senior Project Manager

Managed 1 project coordinator and oversaw a \$1.2M production and vendor budget to ensure the efficient delivery of marketing and operational projects. Led process improvements and workflow automation initiatives, optimizing vendor relationships and production processes to reduce costs and enhance delivery timelines. Administered Workfront, the company's project management system, providing expertise and support to ensure projects remained on track and aligned with business objectives. Worked cross-functionally with engineering and marketing teams to deliver integrated campaigns, product launches, and GTM initiatives.

Key Achievements:

- Reduced product costs 15% by consolidating vendors and optimizing vendor performance.
- Increased project tracking accuracy 35% utilizing Workfront aligning projects with business objectives.
- Improved on-time project delivery 40% by removing bottlenecks and improving cross-functional collaboration.
- Reduced project delays 30% through automating manual workflows and streamlining approval processes.

Remember My Service

2011 – 2019

Senior Project Manager

Led a team of production and project managers, overseeing the end-to-end delivery of projects with a focus on improving operational efficiency and vendor management. Managed vendor contracts and relationships, ensuring timely and cost-effective delivery of outsourced production services while maintaining quality. Implemented new production workflows, including automation tools and standardized processes to streamline project delivery and reduce turnaround times. Ensured compliance with internal and external regulations, negotiating favorable contracts and optimizing production budgets.

Key Achievements:

- Reduced production costs 20% through streamlined vendor communication and optimized contract negotiations.
- Enhanced project delivery speed 50% by implementing automation tools and standardized workflows.
- Increased customer satisfaction 30% by standardizing project tracking and communication processes.
- Reduced rework 25% by implementing quality control measures and ensuring compliance with internal standards.

OTHER PROFESSIONAL EXPERIENCE

United States Army, Iraq War Veteran

EDUCATION

The International Culinary School of Art Institutes, Culinary Arts Degree

PMP Certification

Certified SAFe 6 Agilist

Certified Scrum Master (CSM)

KEY SKILLS & TOOLS

Skills: Strategic Program Management, Cross-Functional Leadership, Operational Efficiency, Product Strategy, Go-to-Market (GTM) Strategy, Executive Stakeholder Collaboration, Resource Allocation, Financial Forecasting, Business Transformation, Process Improvement

Tools: Workfront, Jira, Confluence, SAFe (Scaled Agile Framework), GSuite (Google Workspace), Slack, Microsoft Teams