

Debbie Noyes



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Profile

Highly energetic and results-driven **senior project manager** with extensive experience delivering complex projects on time, within budget and with high quality standards

Strengths

Tenacious • Attention to Detail and Quality • Highly motivated • Adaptable • Efficient • Professional • Goal-oriented • Multi-tasker • Ability to inject fun into everything I do • Connect People

Skills

Project Management • Leadership and Team Building • Time Management • Strategic Thinking • Problem Solving • Written and Verbal Communications • Collaborate Across Organization • Budgeting and Forecasting • Profitability Analytics • Employee Relations • Emotional Intelligence • Microsoft Office

Professional Experience

Maugel Architects - Harvard, MA

July 2011 - September 2020

Controller and Human Resource Manager

- Collaborated directly with CEO and COO to implement strategic financial planning and budgeting initiatives, resulting in:
 - Increased company size from 14 to 40+ employees
 - Increased annual revenues 3x
 - Increased annual profitability from break even to 20%
- Worked directly with principals to define monthly revenue projections and project plans
- Created online dashboard reports for real-time employee access to project contract details, outside engineer contracts, current project spending, current project profitability and forecasting
- Set and tracked financial metrics, monthly billable employee revenue targets and billable capacity
- Mentored Principals and Project Managers in monitoring project profitability
- Involved in acquisition of a residential architectural firm which accelerated the firms' growth trajectories by immediately expanding market position and geographical reach throughout New England
- Oversaw and managed payroll processing, ensuring accurate and timely payment to employees, reducing payroll errors by 100%.
- Assisted in the recruitment and selection process, successfully hiring and onboarding top-tier talent
- Updated company handbook clearly outlining company mission, values, employee and employer responsibilities, benefits and ensuring federal and state law compliance
- Organized annual off-site retreats, holiday parties, off-site quarterly strategic meetings and weekly company wide meetings
- In accordance with company mission, implemented community service initiative with local outreach to Loaves and Fishes, Habitat For Humanity, Shine Initiative, and St. Jude's Fitness For A Cure

New England Insurance Group - Shirley, MA

January 2001 - January 2012

Controller and Office Manager

- Responsible for accounts payable, accounts receivable, direct agency bill invoicing, payroll functions, employee continuing education, insurance licensure and employee benefits
- Analyzed revenues and expenses to forecast trends and plan operating budget
- Planned and implemented the corporate restructuring for a family business buyout
- Implemented new financial controls and accounting system, resulting in increased profitability
- Implemented new agency management system, resulting in increased sales growth, increased customer retention and a 20% reduction in personnel expenses

IDX Systems Corporation - Boston, MA

July 1990 - September 2001

Senior Implementation Consultant

- Led simultaneous multi-million dollar new customer implementation projects of Billing/Accounts Receivable and Patient Scheduling products on time, on budget and in compliance with quality standards
- Benefits to customer were increased 3rd party insurance carrier reimbursement, improved patient workflows and increased appointment volume
- Consistently met department goals and achieved highest customer performance ratings
- Acted as liaison between customer and programming, operations and sales/marketing
- Developed customer training sessions and documentation materials

Product Administrator

- Responsible for maintaining and developing Patient Scheduling software product
- Led team of software engineers, quality analysts, technical writers and training specialists through long-term development release cycles
- Defined project tasks, consistently meeting department objectives and aggressive timelines
- Prioritized product enhancements, defined requirements and functional specifications
- Organized and ran cross testing sessions, user group and focus group meetings
- Conducted product demonstrations for sales/marketing support, developed marketing materials, presented at product fairs and annual user's meeting

Education

Bryant University - Smithfield, RI

Bachelor of Science in Business with Honors

Hobbies/ Community Outreach

Traveling • Reading • Pickleball • Swimming • Walking Trails • Biking • Live Music • Planning family and friend group events • Loaves and Fishes Neighborhood Coordinator • Meals on Wheels Driver • Salvation Army Events Volunteer