

Cindy Primrose Tindall

SENIOR IT PROJECT LEADER

CONTACT

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EXPERTISE & SKILLS

- Collaborative Leader
- Digital Transformation
- Program & Project Management
- IT Governance, Compliance, & Privacy
- Strategic Enterprise Agility
- Vendor Management

TECHNICAL SNAPSHOT

- Large-scale IT Implementations
- Enterprise Resource Planning (ERP)
- Human Capital Management (HCM)
- Human Resource Management System (HRMS)
- Customer Relationship Management (CRM)
- Application Programming Interface (API)
- Agile & Waterfall Methodologies

SUMMARY

Senior IT Project Leader experienced in directing enterprise-wide IT initiatives for Fortune 50/500 companies. Proven expertise driving digital transformation across IT governance and compliance, privacy, and human resources in multi-vendor environments. Recognized for building a collaborative culture and high-performing teams that deliver measurable business results.

PROFESSIONAL EXPERIENCE

PRINCIPAL PROJECT MANAGER

Verizon | Irving, TX | 2019 – 2024

Managed the Third-Party Service Provider (TPSP) data privacy workstream within a newly established Global Technology Services Consumer Compliance and Audit Program Management Office (PMO).

- Directed technical design, project delivery, and stakeholder coordination to ensure compliance with U.S. state consumer privacy regulations, including the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA). Achieved zero audit findings over four consecutive years.
- Promoted to Principal Project Manager, standardizing data governance practices for internal and vendor workstreams. Introduced a new work intake process, aligned data classification and mapping, and established shared documentation standards. These improvements increased data accuracy, streamlined integration delivery, and reduced privacy compliance risk.
- Integrated more than 80 application programming interfaces (APIs) into the consumer privacy rights portal using Agile methodologies, enabling completion of consumer access, correction, deletion, and portability requests within mandatory timelines.
- Led cross-functional collaboration among legal, business operations, product owners, security, and engineering teams to embed a privacy-by-design (PbD) framework in product development. Streamlined vendor data protection impact assessments (DPIAs), expediting legal analysis by 21%.

IT PROJECT MANAGER

BakerCorp | Plano, TX | 2016 – 2018

Delivered global IT initiatives for technical operations, including enterprise service management, application development, infrastructure services, system security, and compliance, impacting all lines of business.

- Spearheaded the implementation of IT infrastructure best practices, producing a 24% gain in service delivery efficiency.
- Facilitated an MPLS-to-VoIP conversion project encompassing 54 locations; reduced annual telecom expenses by \$500,000.

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SENIOR IT PROJECT LEADER

CERTIFICATION & TRAINING

- Certified Scrum Master
- Project Management Professional (PMP) Exam Prep Course Completed

EDUCATION

B.B.A. | MANAGEMENT

University of Oklahoma

PROFESSIONAL EXPERIENCE *CONTINUED*

IT PROJECT MANAGER *CONTINUED*

BakerCorp | Plano, TX | 2016 – 2018

- Managed legacy infrastructure upgrade projects to support mission-critical systems, network security, and the end-of-life (EOL) processes to maintain technical reliability, functionality, and security for business continuity.
- Directed the General Data Protection Regulation (GDPR) compliance project, managing company-wide data protection impact assessments (DPIAs) to identify compliance risks, define strategic and standardized privacy practices, and establish technical controls. Established a privacy-by-design (PbD) framework that consistently integrated privacy policies.

ADDITIONAL EXPERIENCE

APPLICATION SUPPORT SENIOR SPECIALIST

Perot Systems | Plano, TX

Oversaw projects and application support for PeopleSoft Human Resource Management System (HRMS), intranet web-based benefits tools, and acquisition data implementations utilizing Software Development Life Cycle (SDLC) and Project Management Life Cycle methodologies.

HRIS BUSINESS SYSTEMS ANALYST

Greyhound Bus Lines | Dallas, TX

Progressively advanced through HR, Benefits, HRIS, programming, and business systems roles, bridging business operations and technology to deliver enterprise solutions.

EMPLOYMENT MANAGER

Hyatt Regency Dallas | Dallas, TX

Managed all recruitment, orientation, and administration for over 850 employees.