

Cindy Primrose Tindall

PROGRAM MANAGEMENT & PROJECT MANAGEMENT

CONTACT

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EXPERTISE & SKILLS

- People Leadership
- Operational Excellence
- Enterprise Program Management
- Technical Project Management
- Human Resource Management Systems
- IT Privacy Program Management
- IT Governance, Risk, & Compliance
- Digital Transformation
- Vendor Management
- Lifelong Learner

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)
- Cloud Services
- Program & Project Management
- Agile & Waterfall Methodologies

SUMMARY

Project management leader with over 20 years of experience delivering Information Technology and Human Resources initiatives for Fortune 50/500 companies — expertise in modernizing complex systems, enhancing operational efficiency, and leading cross-functional execution to drive organizational transformation.

PROFESSIONAL EXPERIENCE

PRINCIPAL PROJECT MANAGER

Verizon | Irving | 2019 - 2024

Managed the third-party service providers (TPSPs) integration workstream for a newly formed Information Technology (IT) Consumer Privacy Compliance Program Management Office (PMO).

- Provided technical leadership and expertise to ensure compliance with US consumer state privacy rights, including the California Privacy Rights Act (CCPA), California Privacy Act (CPRA), Colorado, Virginia, Maine, and Utah. Achieved zero audit findings over four consecutive years, demonstrating exceptional compliance and operational excellence.
- Championed vendor management privacy compliance by development of tools, playbooks, and process improvements; delivered 80+ vendor application programming interfaces (APIs) privacy data integrations; encompassed 11 consumer applications across 8 vendors using Agile methodologies.
- Collaborated closely with legal, business operations, product owners, security, and engineering teams to implement a privacy-by-design (PbD) approach. Streamlined product development process and privacy impact assessments, resulting in 25% reduction in legal review and analysis time.
- Promoted to Principal Project Manager to streamline the technical workstreams for the IT Consumer Privacy Data PMO. Established standardized protocols, technical data specifications, and tools to align internal and external processes. This initiative eliminated redundant data collection, processes, and storage, resulting in reduced operational costs and elevated data privacy for both consumers and the company.

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.

- Achieved key corporate mobility management objectives, leading the Microsoft Enterprise Mobility Suite implementation, essential to meet a strict timeline for deployment of 9 mobile applications to 567 devices across 45 locations.

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PROGRAM MANAGEMENT & PROJECT MANAGEMENT

CERTIFICATION & TRAINING

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

EDUCATION

B.B.A. | MANAGEMENT

University of Oklahoma

PROFESSIONAL EXPERIENCE *CONTINUED*

IT PROJECT MANAGER *CONTINUED*

BakerCorp | Plano, TX | 2016 – 2018

- Spearheaded General Data Protection Regulation (GDPR) Compliance program, partnering with business stakeholders and global cross-functional teams to align business needs with privacy and compliance requirements. Completed Data Protection Impact Assessments (DPIA) to identify compliance risks, define strategic and standardized privacy practices, and technical controls.
- Oversaw Information Technology (IT) invoicing and expense management for technical operations, enterprise applications, licensing, projects, and vendors. Worked closely with department teams to effectively manage cost and resource allocation, ensuring timely and budget-compliant execution.
- Managed legacy IT projects to support mission-critical systems, network security, and end-of-life (EOL) process, ensuring technical reliability, functionality, and security for business continuity.

APPLICATION SUPPORT SENIOR SPECIALIST

Perot Systems | Plano, TX | 2001 – 2005

Managed project management and application support for PeopleSoft Human Resource Management System (HRMS), Intranet web-based benefits tools, and company Human Resource data transitions utilizing Software Development Life Cycle (SDLC) and Project Management Life Cycle methodologies.

- Implemented nationwide Benefits Annual Open-Enrollment intranet application utilized by 10,000 associates. Increased on-time enrollment by 20%.
- Developed functional requirements in collaboration with end-users to streamline business processes, system performance, and government compliance.
- Led third-party vendor technical requirements and implementation processes.

HRIS BUSINESS SYSTEMS ANALYST

Greyhound Bus Lines | Dallas, TX | 1993 – 2001

- HRIS Business Systems Analyst
- HRIS Programmer Analyst
- Supervisor, Benefits
- Senior Benefits Representative
- Benefits Representative
- Human Resource Specialist

EMPLOYMENT MANAGER

Hyatt Regency Dallas | Dallas, TX | 1992 – 1993

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