

# LAURA PALMORE

Cumming, Georgia | 770-634-1033 | Laura.Palmore@gmail.com

## SENIOR IT PROJECT / PROGRAM MANAGER

Enterprise Transformation | Cloud Migration | API & Systems Integration | Financial Services Technology

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### SUMMARY

Senior IT Project and Program Manager with 30+ years of experience leading complex enterprise technology initiatives in financial services and large corporate environments.

Proven track record delivering enterprise transformation programs including cloud migration, API-driven integration, post-acquisition system consolidation, and large-scale platform modernization. Experienced managing cross-functional teams across business, architecture, engineering, QA, and executive stakeholders.

Recognized for bringing structure to complex initiatives, aligning stakeholders, surfacing risks early, and driving successful delivery of programs ranging from \$700K to \$3M+.

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### CORE COMPETENCIES

- Enterprise Transformation Programs
  - Cloud Migration & Modernization (AWS)
  - API & Systems Integration
  - Post-Acquisition System Integration
  - Program & Project Delivery (Agile / Waterfall)
  - Stakeholder & Executive Communication
  - Vendor & Third-Party Management
  - Risk, Issue & Change Management
  - Cross-Functional Team Leadership
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### PROFESSIONAL EXPERIENCE

#### AI Tools For Business — Digital Platforms & AI Automation

**Owner / Program Lead** | 2020 – Present | ai-toolsforbusiness.com

*Designed and implemented digital platforms and automation solutions, maintaining hands-on experience with modern tools, CRM systems, and AI-driven technologies.*

- Built and deployed CRM and marketing automation platforms using GoHighLevel and integrated tools for lead capture and customer engagement
- Designed end-to-end workflows across websites, email marketing, and automation platforms
- Developed AI-assisted content, automation processes, and digital product delivery systems
- Managed full lifecycle of platform setup including domains, integrations, analytics, and campaign workflows

#### FISERV

**Senior Project Manager** | 2018 – 2019

*Led two enterprise technology initiatives: an AWS cloud operations platform and the charter and requirements phase of post-acquisition system integration following the First Data merger.*

- Delivered AWS-based cloud operations application enabling Operations teams to self-serve server provisioning and database data loading — accelerating the bank's ability to scale cloud infrastructure rapidly
- Led charter and requirements phase of First Data post-acquisition integration — driving large-scale stakeholder and technology partner sessions to rationalize software across both companies, determining platform survivors vs. migration candidates
- Partnered with Architecture and stakeholders to evaluate and select infrastructure capable of supporting the full migration, ensuring modern and scalable solutions were chosen over legacy systems

- Produced integration charter and requirements as the foundational blueprint for the enterprise-wide migration program

## **UNION BANK**

**Senior Project Manager (Remote) | 2015 – 2018**

*Delivered a \$3M strategic transformation initiative focused on API-first architecture and cloud integration.*

- Led enterprise API-first transformation program enabling modern integration across banking platforms
- Partnered with architecture and security teams to evaluate and implement enterprise integration platform solutions
- Managed third-party vendor selection, contract negotiations, and risk management processes
- Delivered AWS-based cloud implementation using DigitalML Ignite and CI/CD tools
- Led enhancements to online banking and credit card platforms, integrating front-end and backend systems
- Directed security enhancement initiatives including multi-factor authentication and mobile verification solutions

## **BANK OF AMERICA**

**VP, Technical Project Solutions Consultant | 2012 – 2015**

**VP, Technical Project Team Manager | 2007 – 2012**

*Led multiple enterprise technology initiatives across infrastructure, compliance, and digital platform transformation.*

- Managed \$1.5M+ ATM software modernization program spanning multiple ATM models — including lab buildout, software testing with the payments network, and infrastructure readiness — enabling rollout across 1,700+ locations
- Led \$2M+ regulatory compliance program across 5,000+ banking centers — managing development of document-determination software, major platform release, and infrastructure coordination — enabling enterprise-wide rollout of regulatory capabilities and supporting hardware
- Delivered multiple large-scale banking center platform software releases, managing full lifecycle including infrastructure buildout, software development, QA testing, and coordination with operations and support teams
- Delivered enterprise application transformation using Agile methodologies, defining core APIs and shared UI frameworks
- Partnered across business and technology teams to define requirements, manage development, and oversee testing and deployment
- Received Excellence Award for Project Management Leadership

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## **KEY ACHIEVEMENTS**

- Delivered \$3M enterprise API and cloud transformation program at Union Bank
- Led First Data post-acquisition integration charter and requirements at Fiserv — driving architecture rationalization and infrastructure selection across two enterprise technology stacks
- Enabled large-scale ATM and banking center platform rollouts across 1,700+ locations and 5,000+ banking centers at Bank of America through software readiness, lab validation, and infrastructure program management
- Successfully delivered multiple enterprise programs on time and within budget

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## **TOOLS & TECHNOLOGIES**

- Cloud & Integration: AWS, APIs, DigitalML Ignite, CI/CD
- Project Tools: JIRA, Rally, Confluence, MS Project
- Platforms: GoHighLevel, Shopify, Google Analytics, CRM systems
- Productivity: Microsoft Office Suite, Google Workspace

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## **EDUCATION**

**Bachelor of Business Administration (BBA)**

Management Information Systems

University of Georgia