

ALEX SWETT

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IMPLEMENTATION & ONBOARDING PROJECT MANAGER

SaaS Implementation • Client Delivery • Distributed Teams

PMP-certified Implementation Project Manager with deep experience leading client-facing SaaS implementations from kickoff through rollout and stabilization. Known for bringing structure to complex, stakeholder-heavy environments, coordinating distributed teams, and delivering predictable outcomes through strong documentation, risk management, and communication discipline. Technically fluent in SaaS configuration and content platforms, with the ability to translate client requirements into clear execution plans without over-engineering solutions.

CORE SKILLS

SaaS Implementation • Client Onboarding • Project Scoping & Planning • Stakeholder Management • Distributed Team Delivery • Risk & Issue Management • Documentation & Governance • Hybrid Waterfall / Agile Delivery • CMS Implementations • HTML / CSS (Implementation Support) • Jira • MS Project • PMP-Certified Delivery

PROFESSIONAL EXPERIENCE

Systems Solutions, Inc. (SSI / Meriplex) — Implementation & Delivery Project Manager

2023–2025 | Remote

- Owned end-to-end delivery for multiple concurrent SaaS and digital platform implementations, serving as the primary client-facing project lead from kickoff through go-live and transition to support.
- Led project scoping, planning, and rollout execution, translating client requirements into structured implementation plans, milestones, and acceptance criteria.
- Coordinated distributed delivery teams across engineering, product, and support to align configuration activities, resolve dependencies, and maintain delivery momentum.
- Established documentation standards including project plans, requirements summaries, risk logs, and status reports to ensure transparency and predictable execution.
- Managed risk and issue escalation proactively, keeping stakeholders informed and preventing downstream delivery surprises.
- Supported CMS-style platform deployments and configuration efforts, collaborating with technical teams to validate setup, content readiness, and rollout sequencing.

Brightly Software (Siemens) — Implementation Project Manager (SaaS)

2021–2023 | Remote

- Led client-facing SaaS implementations for regulated and stakeholder-heavy customers, acting as the single point of accountability throughout onboarding and rollout.
- Facilitated discovery sessions to clarify requirements, workflows, and success criteria, documenting outcomes to guide configuration and delivery activities.
- Managed implementation timelines, milestones, and dependencies across distributed teams, ensuring alignment between client expectations and technical execution.
- Partnered with engineering and product teams to coordinate configuration, testing, and go-live readiness without assuming engineering ownership.
- Delivered structured status reporting and governance artifacts that supported executive-level visibility and decision-making.
- Contributed to continuous improvement of implementation playbooks, documentation templates, and delivery standards.

TierPoint — Senior Client Implementation Project Manager

2019–2020 | Raleigh, NC

- Delivered client-facing implementation projects involving digital platforms and supporting systems, coordinating multiple internal teams and third-party vendors.
- Managed scope, timelines, and delivery risks in stakeholder-dense environments with limited tolerance for disruption.
- Produced clear project documentation, readiness checklists, and communication plans to support smooth rollouts and client confidence.

Charter Communications — Project Manager, Advanced Wi-Fi Solutions

2018–2019 | Durham, NC

- Led structured rollout projects across geographically distributed teams, coordinating planning, execution, and readiness activities.
- Built repeatable project artifacts and delivery checklists to improve consistency across deployments and reduce execution risk.

ENTERPRISE IT & DELIVERY FOUNDATIONS

Vice President / Director, IT — Wunderman (now Wunderman Thompson / VML)
Founder & Principal Consultant — Swett Solutions

Built foundational experience leading large-scale digital and platform deployments, coordinating distributed teams, and establishing documentation-driven delivery practices. Partnered closely with stakeholders to translate business needs into executable plans, developed governance frameworks to manage risk and change, and created delivery standards that supported consistent rollout and adoption across multiple organizations.

EDUCATION & CERTIFICATION

Project Management Professional (PMP) — Project Management Institute, 2025
Bachelor's Degree — Kenyon College

TECHNOLOGIES & TOOLS

SaaS & Workflow Platforms

Microsoft 365 • Google Workspace • Workflow & form-based SaaS platforms • Role/permission configuration • CSV/Data imports

Project & Delivery Tools

Smartsheet • MS Project • Monday.com • Excel • SharePoint • Teams • ServiceNow (tracking/reporting) • Jira / Confluence (working knowledge)

Enablement & Documentation

Training delivery • User guides • Process documentation • Readiness checklists • Adoption playbooks

Technical Context

SSO / Identity fundamentals • Environment readiness validation • Data accuracy checks • Onboarding troubleshooting and escalation coordination