

Managing Projects Successfully through Artificial Intelligence (AI) and ChatGPT^{1, 2}

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Abstract

Artificial Intelligence (AI) and ChatGPT have been the talk of the town lately. Why not? Considering the fact that ChatGPT acquired one million users in only four days and 100 million users in just two months of launching, it makes perfect sense for project managers and corporate executives to make it a discussion topic. ChatGPT grew 75% faster than any tech giant in recent times. Thus, Project Managers around the world have been scrambling to figure out the impact of AI and Chatbots on projects and their careers.

This paper discusses three pathways project managers and executives can follow to launch products and successfully implement projects through AI tools such as ChatGPT, Bard, Jasper, and others. The authors review how real-life companies such as Uber, Lyft, Instacart, and Khan Academy have leveraged AI using ubiquitous mobile devices to enhance their customer base and revenues.

The paper also describes the three techniques project managers and executives can immediately utilize to implement Chatbots such as ChatGPT and enhance project success and their companies' bottom line. The three ChatGPT pathways that are discussed in the paper include:

1. Exploiting a Current Value proposition
2. Expanding the Value Proposition
3. Exploring a New Value Proposition

¹ *Editor's note: Second Editions are previously published papers that have continued relevance in today's project management world, or which were originally published in conference proceedings or in a language other than English. Original publication acknowledged; authors retain copyright. This paper was originally presented at the [16th UT Dallas PM Symposium in May 2024](#). It is republished here with the permission of the author and conference organizers.*

² How to cite this paper: Sheikh, R. A., Jarvis, R., Whitehall, J., Jawad, F. (2024). Managing Projects Successfully through Artificial Intelligence (AI) and ChatGPT; presented at the 16th University of Texas at Dallas Project Management Symposium in Richardson, TX, USA in May 2024; republished in the *PM World Journal*, Vol. XIII, Issue IX, September.

We also explore whether AI tools and software pose any threats or present opportunities to the project managers and the projects. A few research studies have shown that AI could have a profound impact on the world economy. Some industries might see a job loss due to the introduction of AI, especially those that do not adapt. Economists euphemistically call this “adjustment costs.”

Learning Objectives

1. Explain the three pathways to implement AI tools such as ChatGPT and deliver projects successfully.
2. Analyze how companies like Uber, Lyft, Instacart and Khan Academy have used ChatGPT to boost revenues.
3. Discuss if AI tools such as ChatGPT, Bard, Copilot, and others are a threat or opportunity for project managers and projects.
4. Describe how Project Managers can utilize AI tools and software such as Asana, ClickUP, Monday.com and others to enhance the project success rate and efficiency.

Each year, around \$48 trillion is dedicated to project investments. However, according to the Standish Group, only 35% (about \$16.8 trillion) of these projects are deemed successful. The staggering amount of wasted resources and missed benefits from the remaining 65% (about \$31.2 trillion) is truly astounding. Hence, the need for modernization and use of AI tools in project management. The three pathways along with the AI tools and software mentioned in this paper explain how the projects can be delivered successfully and possibly save some of the wasted resources.

Here's how project managers, executives, and companies can implement AI tools like ChatGPT, Bard, Jasper, and others to enhance project success and their companies' bottom line through the three discussed pathways:

Pathway 1: Exploiting a Current Value Proposition

Using AI tools such as ChatGPT, Bard, CoPilot, and others to further exploit a value proposition a company already provides to customers involves leveraging its capabilities to enhance and expand upon existing offerings. For example, Instacart, a \$2.5 billion company, has leveraged AI and ChatGPT to improve their core value proposition of providing fast, reliable, and affordable grocery delivery to customers at home. The plugin for ChatGPT aims to strengthen this value proposition by increasing the speed and efficiency of ordering groceries online.

With the plugin, customers can receive recommendations for meals to prepare, and once they find something they like, ChatGPT will create a new Instacart order that automatically adds all the necessary ingredients. This not only saves time for customers but also ensures that they receive the right ingredients for their meals.

To pursue this pathway for innovation using AI tools such as ChatGPT, Bard, and others without directing it toward any specific customer problems, companies can initially explore the core functions of ChatGPT and brainstorm potential applications. Here's how they can approach it:

- i. **Understanding AI and ChatGPT's Core Functions:** Begin by deeply engaging with AI tools (ChatGPT and others) to understand its capabilities and limitations. Explore how ChatGPT and other tools interpret and generate natural language text, respond to various prompts, and handle different types of queries.
- ii. **Brainstorming Potential Applications:** With an open mind, brainstorm potential applications of ChatGPT across different areas of the business. Consider how ChatGPT's natural language processing abilities could enhance existing features of products or services, streamline internal workflows, or improve customer interactions.
- iii. **Exploring Text-Based Interactions:** Given ChatGPT's strength in text-based interactions, focus on how it can be integrated into existing tasks and workflows that involve communication with customers or internal stakeholders. Explore opportunities to leverage ChatGPT for tasks such as customer support, content creation, data analysis, or decision-making.
- iv. **Identifying Relevant Problems:** While not initially directing ChatGPT toward specific customer problems, remain open to making connections between ChatGPT's capabilities and any relevant problems or pain points that the company may be aware of. Allow natural human cognition to take over and identify potential areas where ChatGPT could provide value.
- v. **Experimenting and Iterating:** Once potential applications have been identified, experiment with integrating ChatGPT into relevant processes or workflows on a small scale. Gather feedback from users and stakeholders, iterate on the implementations, and refine the applications based on insights gained from real-world usage.

- vi. **Monitoring Impact and Value Creation:** Continuously monitor the impact of ChatGPT's implementations on business metrics such as customer satisfaction, efficiency gains, or revenue growth. Evaluate the value created by ChatGPT and adjust strategies accordingly to maximize its potential.

By starting with an open mind and deeply engaging with ChatGPT and other AI tools' core functions, companies can explore innovative ways to leverage its capabilities and create value across various aspects of their business. This approach allows for organic discovery of new applications and solutions that may not have been apparent initially, leading to enhanced strategic goals and improved customer experiences.

Implementation of Pathway 1 in Project Management

- a) **Identify Pain Points:** Assess current project challenges, pain points, and inefficiencies where AI tools can offer immediate solutions. This could include streamlining communication on projects, automating repetitive tasks at organizations, or providing instant support to stakeholders.
- b) **Deploy Chatbots Strategically:** Implement AI tools in areas where they can add the most value and provide tangible benefits to the project team and stakeholders. For example, deploy Chatbots for project status updates, resource allocation, or issue resolution.
- c) **Measure Impact:** Continuously monitor and evaluate the impact of AI tools and software on project success metrics, such as efficiency gains, cost savings, and stakeholder satisfaction. Adjust Chatbot strategies as needed based on feedback and performance data.

Pathway 2: Expanding the Value Proposition

A company can follow these steps to expand its value proposition using ChatGPT to solve new problems for customers in a way that complements their current offering:

- i. **Identify New Customer Needs:** Begin by identifying new problems or challenges that customers may be facing, which complement the company's existing offering. This could involve conducting market research, analyzing customer feedback, or monitoring industry trends to uncover unmet needs or emerging opportunities.
- ii. **Understand ChatGPT's Capabilities:** Deeply engage with ChatGPT to understand its capabilities and how it can be leveraged to address the identified

customer needs. Explore ChatGPT's natural language processing abilities, its capacity to generate responses, and its potential applications in various contexts.

- iii. **Develop New Features or Services:** Based on the identified customer needs and ChatGPT's capabilities, develop new features or services that integrate ChatGPT into the company's existing offering. For example, create a personalized AI tutor like Khanmigo of Khan Academy, which helps students navigate online content more effectively and provides additional support to teachers in designing lesson plans.
- iv. **Test and Iterate:** Launch the new features or services on a small scale to test their effectiveness and gather feedback from users. Iterate on the implementations based on user insights, refining the features or services to better meet customer needs and expectations.
- v. **Communicate Value Proposition:** Clearly communicate the value proposition of the new features or services to customers, highlighting how they complement the company's existing offering and address specific pain points or challenges. Use marketing and communication channels to raise awareness and generate interest among target audiences.
- vi. **Monitor Performance and Impact:** Continuously monitor the performance and impact of the new features or services, tracking metrics such as user engagement, satisfaction levels, and business outcomes. Evaluate the success of the expansions in terms of their contribution to customer value, revenue growth, and overall business success.
- vii. **Scale and Iterate Further:** Once the new features or services have proven successful, consider scaling them up to reach a wider audience or expanding their functionalities to address additional customer needs. Continue to iterate and innovate based on evolving customer preferences, market dynamics, and technological advancements.

By leveraging AI tools to expand the company's value proposition and solve new problems for customers in a complementary manner, the company can enhance its competitiveness, drive customer loyalty, and unlock new growth opportunities in the market.

Following the pathway of expanding a company's value proposition by clearly defining perspectives and learning how to change them involves breaking down the value proposition into three core elements:

a. Goals Customers are Trying to Accomplish:

- Identify the primary objectives or goals that customers aim to achieve through the company's products or services. This may include tasks, needs, desires, or challenges that customers seek to fulfill or overcome.
- Conduct market research, surveys, or interviews to gain insights into customer goals and preferences. Understand what motivates customers to engage with the company's offerings and what outcomes they hope to attain.

b. Context in Which Customers are Trying to Accomplish Those Goals:

- Consider the broader context in which customers operate and interact with the company's products or services. This includes factors such as environmental conditions, technological trends, competitive landscape, regulatory constraints, and cultural influences.
- Analyze how contextual factors impact customers' ability to achieve their goals and shape their behaviors, preferences, and expectations. Identify opportunities to adapt the company's value proposition to better align with customer needs within specific contexts.

c. Specific Target Demographic of the Customers:

- Define the specific demographic segments or target audience groups that the company serves or intends to reach with its products or services. This may include factors such as age, gender, income level, geographic location, lifestyle, or psychographic characteristics.
- Develop detailed customer personas or profiles to represent different segments of the target demographic. Understand the unique needs, preferences, and pain points of each persona to tailor the company's value proposition and messaging accordingly.

By breaking down the value proposition into these three core elements, the company can gain a deeper understanding of its customers' goals, the context in which they operate, and the specific demographic segments it serves. This enables the company to adapt its value proposition and offerings to better meet customer needs, enhance customer satisfaction, and drive business growth. Additionally, by learning how to change perspectives and embrace emergent thinking, the company can foster creativity,

innovation, and adaptability in responding to evolving customer demands and market dynamics.

Emergent thinking is a process that offers a complementary skillset to design thinking. While design thinking typically encourages people to think of many different solutions before converging on one to implement, emergent thinking applies those same brainstorming techniques to the problem rather than the solution. During this process, it's key to maintain an open mind and avoid settling on a problem too quickly, which may be particularly challenging to do in conditions of uncertainty.

In project management, emergent thinking can be a valuable tool for exploring a wider range of innovation options. However, it's important to work with seasoned project managers so you can navigate ambiguity more effectively and take greater risks together. With the unprecedented level of pressure on companies to act quickly, or else suffer dramatic consequences for their future survival, it's also possible to withstand these pressures and explore a wider range of innovation options.

Implementation of Pathway 2 in Project Management

- a. **Identify New Opportunities:** Explore additional ways Chatbots can enhance project outcomes beyond their initial deployment. Look for opportunities to expand Chatbot capabilities to address evolving project needs, improve collaboration, or deliver personalized experiences to stakeholders.
- b. **Collaborate Across Functions:** Engage cross-functional teams to brainstorm and identify innovative use cases for Chatbots that align with project goals and objectives. Leverage expertise from different departments to identify untapped opportunities and potential synergies.
- c. **Iterate and Improve:** Adopt an iterative approach to continuously refine and improve Chatbot functionalities based on user feedback, emerging trends, and technological advancements. Regularly solicit input from project stakeholders to ensure Chatbots remain aligned with evolving project requirements and expectations.

Pathway 3: Exploring a New Value Proposition

Exploring a completely new value proposition using ChatGPT aligns with the concept of emergent thinking and represents a bold approach to innovation. Here's how companies can pursue this pathway with caution:

- i. **Embrace Uncertainty:** Recognize that exploring new value propositions entails a high level of uncertainty. Unlike the first two pathways, where customer needs are identified beforehand, this pathway involves venturing into uncharted territory where customer demand may not be clearly defined. Embrace uncertainty as a natural part of the innovation process and be prepared to iterate and adapt as new insights emerge.
- ii. **Experimentation and Iteration:** Take an experimental approach to innovation by testing various ideas and hypotheses using ChatGPT. Experiment with different applications, use cases, and scenarios to explore the full potential of ChatGPT in addressing new and unforeseen goals. Iterate on ideas based on feedback and insights gained from experimentation.
- iii. **User-Centric Design:** While customers may not know they need a new value proposition, it's still important to prioritize user-centric design principles. Focus on understanding user behaviors, preferences, and pain points to inform the development of new solutions. Involve users in the co-creation process and gather feedback to ensure that the new value proposition resonates with their needs and expectations.
- iv. **Cross-Disciplinary Collaboration:** Foster collaboration across diverse teams and disciplines to generate innovative ideas and approaches. Bring together individuals with different perspectives, backgrounds, and expertise to brainstorm, ideate, and explore possibilities for leveraging ChatGPT in novel ways. Encourage open dialogue and creative thinking to spark breakthrough innovations.
- v. **Risk Management:** Recognize that pursuing completely new value propositions involves inherent risks. Assess the potential risks and uncertainties associated with each idea or concept and develop strategies to mitigate them. Balance the pursuit of innovation with prudent risk management practices to safeguard against potential pitfalls.
- vi. **Monitor and Evaluate:** Continuously monitor the performance and impact of new value propositions introduced through ChatGPT. Collect data, analyze metrics, and solicit feedback to assess the effectiveness and viability of each initiative. Be prepared to pivot or adjust course based on the results of ongoing evaluation and learning.

By embracing the purest form of emergent thinking and exploring new value propositions with caution, companies can unlock breakthrough innovations and create significant value for customers and stakeholders. While this pathway may entail greater uncertainty, it also offers the potential for transformative growth and differentiation in the marketplace.

Implementation of Pathway 3 in Project Management

- a. **Think Outside the Box:** Encourage creative thinking and experimentation to explore entirely new ways Chatbots can create value for projects and organizations. Challenge assumptions and traditional project management practices to uncover innovative applications of AI tools and software.
- b. **Experiment with Emerging Technologies:** Stay informed about the latest advancements in AI and related technologies to identify opportunities for incorporating cutting-edge features and functionalities into project management. Experiment with natural language processing, machine learning, and other AI techniques to push the boundaries of AI tools and software in the project management arena.
- c. **Pilot New Initiatives:** Launch pilot projects or proof-of-concepts to test the feasibility and potential impact of new AI tools. Gather data and insights from pilot implementations to inform decision-making and determine the viability of scaling up the new AI solutions.

By following the three pathways, project managers and executives can leverage AI tools and software like ChatGPT, Bard, Jasper, Monday.com, and others to not only address current project challenges but also drive innovation, enhance collaboration, and unlock new opportunities for project success and organizational growth.

AI and Chatbots like ChatGPT, Bard, and others represent both threats and opportunities for project managers and projects:

Threats:

1. **Job Displacement:** The automation capabilities of AI and Chatbots can potentially lead to the displacement of certain project management tasks, especially those that involve repetitive or rule-based activities. This may create concerns about job security for project managers and team members.

2. **Skills Gap:** The integration of AI and Chatbots into project management processes may require project managers to acquire new skills related to AI technologies, data analysis, and machine learning. Failure to adapt to these changes could result in a skills gap within the project management workforce.
3. **Ethical Concerns:** AI algorithms used in Chatbots may inadvertently perpetuate biases present in the data, leading to ethical concerns related to fairness, transparency, and accountability. Project managers must navigate these ethical challenges to ensure that AI-driven decisions align with organizational values and principles.

Opportunities:

1. **Increased Efficiency:** AI and Chatbots can automate repetitive tasks, streamline workflows, and optimize resource allocation, leading to increased efficiency in project management processes. This allows project managers to focus on higher-value activities and strategic decision-making.
2. **Data-Driven Insights:** AI technologies enable project managers to analyze large volumes of data to uncover insights, trends, and patterns that can inform decision-making and risk management. By leveraging data-driven insights, project managers can make more informed and strategic decisions.
3. **Improved Collaboration:** Chatbots can facilitate communication and collaboration among project team members by providing real-time updates, scheduling meetings, and managing project-related tasks. This fosters greater collaboration and coordination, especially in geographically dispersed teams.
4. **Enhanced Decision-Making:** AI-powered analytics can help project managers identify potential risks, anticipate project delays, and optimize project schedules and resource allocation. This enables project managers to make more informed decisions and proactively address challenges before they escalate.
5. **Innovation:** AI and Chatbots open up new possibilities for innovation in project management, such as predictive analytics, predictive maintenance, and autonomous project management. Project managers can leverage these technologies to drive innovation and competitive advantage in their projects and organizations.

While AI and Chatbots pose certain threats to traditional project management roles and processes, they also present significant opportunities for increased efficiency, data-driven decision-making, improved collaboration, and innovation. By embracing these technologies and adapting to the changing landscape of project management, project managers can position themselves and their projects for success in the digital age.

Five AI Tools to Deliver Projects Successfully

Here's a list of five AI-driven tools and software platforms that project managers can utilize to enhance project delivery and resource efficiency.

1. **Asana:** It is a versatile tool that can be used for project management, task tracking, collaboration, communication, goal setting, workflow optimization, and reporting. It helps teams and individuals stay organized, focused, and productive by providing features such as task assignment, deadline setting, file sharing, messaging, goal tracking, workflow automation, and reporting capabilities.
2. **Monday.com:** It can be used for project management, task tracking, collaboration, workflow automation, resource management, reporting, and integrations with other tools. It helps teams stay organized, communicate effectively, collaborate efficiently, and meet project deadlines.
3. **Basecamp:** It is a project management and team collaboration tool that can be used for task management, communication, file sharing, project planning, collaboration, documentation, and reporting. It helps streamline project management processes, improve team collaboration, enhance communication, and ensure successful project execution. Basecamp provides a centralized platform for teams to work together efficiently and effectively.
4. **ClickUp:** It offers features for task management, project planning, collaboration, time tracking, reporting, workflow automation, and integration with third-party tools. It provides a comprehensive solution for teams to plan, communicate, execute projects, track progress, and analyze performance effectively. ClickUp's customizable platform is designed to meet the diverse needs of different teams and projects, making it a valuable tool for improving project management efficiency.

5. **Forecast:** It is an AI-powered project management software that uses machine learning to predict project timelines, allocate resources efficiently, and provide insights to help teams make data-driven decisions.

Conclusion and Key Takeaways

Using AI-based project management tools and software such as Asana, ChatGPT, Bard, Monday.com, and others can provide valuable insights and lessons learned. Here are some key takeaways:

1. **Efficiency and Automation:** AI tools and software such as Asana, Monday.com, ChatGPT, Bard, Jasper, and others can automate routine tasks such as scheduling meetings, generating reports, and providing updates, leading to increased efficiency and productivity within project management workflows.
2. **Enhanced Communication:** AI software and tools can facilitate communication and collaboration among project team members by serving as a central platform for discussions, knowledge sharing, and problem-solving. It enables real-time interaction and fosters transparency and accountability across the project team.
3. **Personalized Assistance:** It can provide personalized assistance to project managers and team members by offering tailored recommendations, insights, and support based on individual preferences and needs. This personalized approach enhances user experience and satisfaction.
4. **Decision Support:** The AI software can assist project managers in making informed decisions by analyzing project data, generating insights, and providing recommendations. It acts as a virtual assistant, helping project managers navigate complex issues and optimize project outcomes.
5. **Continuous Learning and Improvement:** Incorporating AI tools and software into project management processes encourages continuous learning and improvement. Project managers and team members can leverage AI to access relevant information, learn new skills, and stay updated on industry trends and best practices.
6. **Adaptability and Flexibility:** AI tools and software flexibility and adaptability make it suitable for various project management scenarios and contexts. It can adjust its

responses and interactions based on changing project requirements, stakeholder feedback, and emerging challenges.

7. **Integration with Existing Tools:** Tools such as ChatGPT and others can be integrated with existing project management tools and platforms, enhancing their functionality and extending their capabilities. This integration streamlines workflows, reduces silos, and improves overall system interoperability.
8. **Ethical Considerations:** While AI tools such as ChatGPT and others offer numerous benefits, it's essential to consider ethical considerations such as data privacy, bias mitigation, and responsible AI usage. Project managers should ensure that AI tools are deployed ethically and responsibly to avoid potential negative impacts.

Overall, the lessons learned from using AI tools and software such as Asana, ChatGPT, Bard, ClickUp, and others in project management highlight its potential to enhance efficiency, communication, decision-making, and learning within project teams. By leveraging AI effectively and responsibly, project managers can drive better project outcomes and deliver value to their organizations.

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About the Authors



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Dr. Rizwan A. Sheikh is a highly accomplished professional and a dynamic leader, with over 25 years of extensive experience in business and digital transformations, IT, AI, project and program management, strategy, academia, PMO, and cloud-based ERP implementations (including platforms like Oracle, SAP, and Microsoft). His area of expertise extends to data science, big data analysis, and management consulting with esteemed firms such as Deloitte. Dr. Sheikh has an impressive track record of markedly enhancing the success of mid-sized to Fortune 500 companies, such as PepsiCo, Merrill Lynch, AT&T, STERIS, Eaton Corporation, German Hospitals Group, Deloitte Consulting, and Progressive Insurance. His innovative and results-driven approach has been pivotal in securing multimillion-dollar savings, fostering revenue growth, and enhancing operational efficiencies for these companies. These accomplishments have been achieved through business and digital transformations, innovative business and IT strategy, capitalizing on big data analytics, comprehensive ERP implementations, proficient PMO leadership, and the integration of AI into project management frameworks.

Equipped with over two decades of experience and a robust educational background, including a Ph.D. in Strategy, Project, and Program Management, an MBA, and a B.Sc. in Information Systems, he has made a lasting impact on global companies. Dr. Sheikh is a certified Project Management Professional (PMP) and a Certified Scrum Master (CSM). Additionally, he has been honored with the "Microsoft Award for Innovative Vision and Dynamic Leadership." Besides his professional achievements, Dr. Sheikh is the author of "Blue Shark Team-Building: Leading High-Performance Teams during a Crisis," a seminal work offering invaluable insights for navigating through global crises like Covid-19.

Dr. Sheikh has occupied leadership roles, including Chairman of the IT Board, President of PMI Chapter, Board Member, CEO, and a Senior Executive position at Deloitte Consulting, among others. Moreover, he is a Professor of Practice and serves as an Affiliate Faculty at prestigious institutions such as Harvard, MIT, University of Cambridge, and others, where he has taught leadership, strategy, and project management.



Rebecca Jarvis, PMP

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Rebecca Jarvis has been a practicing Project Manager for over 15 years in various sectors. After earning her MA from the University of Chicago, she started her career at UNUM as a business analyst. After a couple of years translating business needs into technical requirements, she transitioned to project management where she worked closely with broker services to ensure projects impacting large national partners were executed on time and within budget. She then moved into the Energy sector, securing a position as a consultant with Bonneville Power Administration. She helped execute several medium sized initiatives that allowed the agency to reduce costs by more accurately forecasting resources according to the needs and priorities set by agency leadership. She then moved into the healthcare sector managing large projects including Epic implementations and upgrades, data center migrations and modernization initiatives, data and analytics projects including new EDW and MDM builds. After several years, she transitioned to a boutique consulting firm, specializing in helping Washington state agencies implement large COTS solutions. She has primarily focused on ERP solutions across several agencies. Rebecca is also the Practice Director for the project management practice at Liberum, where she not only executes projects but also assists her team in ensuring clients get best in class consulting services.



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Jeremiah Whitehall, PMP is a Founder and Partner of Liberum, a highly successful project management and organizational change management consulting firm based in Seattle, Washington. He has more than 20 years of experience assisting large-scale companies and public-sector organizations across the US with business and

organizational transformations, project management, software development, supply chain management, learning and development, lean, and six sigma projects.

Jeremiah specializes in program and project management, portfolio management, PMO, and building strong and healthy cultures for internal and external stakeholders so that everyone achieves true success.

Leveraging his project management, business transformation, lean, and six sigma experience, Jeremiah has led teams and initiatives at various organizations and achieved multimillion-dollar savings for his clients. Some of his key accomplishments include:

- Successfully led a multimillion-dollar implementation of a cloud-based labor system for the 7,200 employees of the Washington State Department of Transportation (WSDOT). The project achieved its vision, mission, and objectives. In addition, under Jeremiah's leadership, the team met all scheduled milestones and successfully delivered the planned scope within the budgeted amount.
- Led a cost savings initiative that realized over \$500 million in annual savings by reducing product waste at one of his clients.
- Spearheaded a business process improvement program at a client focusing on supply chain processes driving over \$3.0 million in annual savings.
- Managed and led a multimillion-dollar project portfolio.
- Setup and managed business PMOs for various clients.
- Leveraged Lean Six Sigma methodology to execute Kaizen and achieved operational improvements and multimillion-dollar cost savings for several clients.

Some of Jeremiah's key clients include:

- Department of Social and Health Services (DSHS), Washington
- Department of Ecology, Washington
- Washington State Department of Transportation (WSDOT)
- Campbell and others



Faiza Jawad, PMP, MBA

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Faiza Jawad is a distinguished professional with over 20 years of experience in project management, higher education pedagogy, strategic business development, marketing strategy, dynamic social media campaign coordination, dedicated career counseling, research and development, intercontinental partnerships, and effective team leadership. Her expertise in steering high-performance teams through challenging situations has been instrumental in surpassing organizational aspirations. Faiza's expertise includes collaborations with premier global institutions like Harvard and MIT, where she has skillfully orchestrated executive education programs. In addition, she has adeptly administered prominent academic endeavors, including MBA courses, and has held the reins of the career services and placement departments, demonstrating a remarkable blend of leadership and operational excellence. She is PMP Certified and holds a Bachelor's degree and MBA in Finance.