

RMCP® Spotlight



Name, Job Title, Company

Alex Protani
Professional Services Operations Analyst
Tenable, Inc.

What is one of your favorite hobbies?

Running is a huge passion of mine. With everything going on in the world, it's the one thing that helps me reset and clear my head.

Why did you choose to work in resource management?

To be honest, I think resource management chose me. I have a technical background, but my mentor at the time (who is now my current boss) pitched the role to me and it sounded like a great fit. I felt like I had a lot of transferable skills that could make an impact.

What characteristics do you think make a good resource manager?

Good resource managers are persistent and consistent. When challenges arise, they untangle the wires and make all of the puzzle pieces fit. They are team players and come to the table with creative solutions to complex problems. They have a deep understanding of the project lifecycle and make strategic decisions that will positively impact the business. Resource managers are continuously looking for ways to improve and increase efficiency.

What has been your biggest resource management challenge to date; and if you have overcome it, how?

There were two big challenges to date:

1. Figuring out how to adapt and be flexible during a global pandemic. I think this is a common theme for everyone. Switching to full-time remote work was definitely a challenge for me personally, but also experiencing the side effects of multiple customers needing to cancel/reschedule their projects and our internal staff being directly affected by the pandemic. While it can be frustrating for resource management to feel like they're not able to keep people utilized like they were pre-pandemic, the best we can do is make adjustments that allow our customers more flexibility.
2. Migrating to a new PSA tool. This was a first for me and I really didn't know what to expect. Documenting requirements and telling vendors what we needed was the easy part, but pulling historical data was an entirely different beast. The challenge was trying to migrate the data while also learning about the tool at the same time, then enabling the rest of the team.



In order to overcome these challenges, you have to understand the impact that it will make across the organization. Not only does it make resource management's job 100 times easier, but it has also increased user adoption, given us visibility into new metrics, and increased delivery digitization.

Resource Management Institute

855-786-2555 x509

info@resourcemanagementinstitute.com

www.resourcemanagementinstitute.com