

RMCP® Spotlight



Name, Job Title, Company

Tony Rose

IT Resource Manager

The Cincinnati Insurance Companies

What is one of your favorite hobbies?

My current favorite hobby is cheering on my daughter, Chloe, who is very active in all the arts: drawing, musical plays, violin recitals, and performances. She keeps us busy and super proud.

Why did you choose to work in resource management?

In 2012, I noticed an internal job posting for an IT Resource Manager, a newly created role. I felt that I could add value to the department by creating best practices, improving efficiency, and recruiting the right people for the right roles within our department and organization.

What characteristics do you think make a good resource manager?

This is a people-based leadership role. I believe you need to enjoy working with people and be able to communicate in a way that relates to various personalities and ways of thinking.

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

One of my biggest challenges has been to help my team members understand why it's important to enter their time into our project portfolio management tool. They questioned the need for this tool, since we work in an enterprise IT department and not a professional consulting service. To get buy-in, I reviewed my allocation and heat map reports with each person and explained how the management tool helps me ensure that they are not being pulled into too many projects. It's been rewarding to gain trust and to see that they understand that I am looking out for them. Being able to properly plan and staff our project initiatives is key to implementing successful products and services for our customers.