

## RMCP® Spotlight



***Name, Job Title, Company***

Julie Grove  
Resource Deployment Manager  
Ellucian

***What is one of your favorite hobbies?***

I love to cook! I grew up in the private club business with my dad as the General Manager of many; he picked up some great techniques and recipes along the way. We have been able to share our love of food with our friends and family by cooking tableside, entire meals from fresh Caesar salads, to steak Diane and topping things off with bananas foster flambé for dessert. It has been a fun and delicious hobby.

***Why did you choose to work in resource management?***

For years I was client facing, managing people and projects; it seemed like the perfect transition 4 years ago to provide my expertise on projects with the ability to prioritize timelines enabling the most suitable resource needed. My eyes are open regarding how essential the role and need to nurture Global strategic long-term solutions for Resource Management is, while fostering the sharing of resources and expertise around the world. This role brings such great value to an organization. The Resource Manager is the conduit, fulfilling the client needs and timelines with the most appropriate resource for the project and project manager, providing balance and assisting in utilization targets for the subject matter expert.

***What characteristics do you think make a good resource manager?***

Diligence to drive revenue and utilization targets by resourcing with an agile approach. Dedication to the success of all projects with efficient turn-around time and focus on priorities for Project Managers and Clients is critical. Strong communication and collaboration skills with multifaceted groups are a must. This role requires self-motivation and therefore a positive attitude with passion for the profession are great attributes to possess especially during times of stress. These characteristics were highlighted during the RMCP® program. I gained different perspective, formalized training, and authentic applications. I am a huge advocate for the program and learned a great deal but what really has impacted my learning and growth is the gaining of PCUs after certification. I read, listen, and apply things that I learn through each means of obtainment; invaluable and imperative to staying relevant.

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

COVID-19; the biggest challenge that everyone in the world faces currently. I have been fortunate over the past 4 years to have the official role of Resource Manager, but also operate in the capacity of special projects for Global Services and the PMO, while maintaining my RMO role. I resource for consultants but

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also for all Project Managers once projects are officially signed by clients. I was therefore called to action as the team lead for correctly tracking and recording the data necessary for COVID-19. We were able to approach and combat this challenge by providing deliberate direction to the PMs, driving positive outcomes for project information and managers to quickly see the impact of the circumstances. I designed deliverables and facilitated training sessions to ensure alignment and accurate results. This is an ongoing challenge of which the impacts to resources will be felt for years in the future. Now more than ever, resource collaboration and direction are needed to ensure revenue targets, utilization and client satisfaction are met globally. I am honored to be part of the solution.