Pietro (Peter) Vardaro

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🖥 Skills & Software

- Agile Scrum
- Project Management
- Product Roadmapping
- Business Process Mapping
- Change Management
- Writing User Stories and PBIs, wireframes
- MS SQL
- APIs
- Azure DevOps
- SmartSheets/ ControlCenter /RM
- QuickBase
- ServiceNow - Enterprise Asset Management

🎓 Education

Stevens Institute of Technology
Bachelor of Engineering,   December 2010

📊 Project Achievements

Architected and created MarTRAK , a custom CMMS system for internal use, using Quickbase low code platform, with a customer portal with high customer adoption rate for placing orders and viewing compliance documentation.

Worked to create a project management tool that would support the project implementation projects internally and provide a dashboard to customers to track progress.

Refocused the product roadmap for our RFID platform to transition from an asset tracking tool to a full asset management platform, including historical data trending and insightful dashboards to facilitate asset utilization.

Created KPI reporting to prove efficacy of each program used for customer facing business line reviews.

Product Manager and Project Manager for launch 0 to 1 ServiceNow EAM instance reducing our backlog by 3MM in development costs,created clearer user stories and reduced rework by development team from 30% to 5%.

Awards
2025 CIO100
Project Clean Sweep

Speaking Engagements:
ServiceNow K25 - Project Clean sweep
Las Vegas, NV May, 2025

About Me

I am an experienced Product Manager, Product Owner, Project Manager, Sales Engineer and Implementation specialist looking to grow further in other industries. I love giving a voice to the needs and pain points of my customers. My success comes from my focus on the customer's experience while working with leaders to define the vision and roadmap. My detail oriented nature and passion has helped me build trust with my teams.

My Work Experience

US Med-Equip

IT Business Applications Manager   **Sept 2020- Present**

- Product Manager for USME's ServiceNow Enterprise Asset Management, CSM/FSM, Source to Pay Instance.
- Product Manager for RFID Hospital Asset Management Operations SaaS solution. Took the platform from an asset tracking tool to a clinical device management platform reporting out KPIs and trending of critical utilization data.
- Worked directly with offshore development team in daily stand ups and break out sessions to build new features and expand the product's features.
- As Implementation Project Manager, I have taken the feedback from all business units on what makes for a successful implementation and transformed it into a project plan for quicker, clearer and comprehensive project management of new customer implementations.
- Supported Sales team as an available resource during the sales process and helped define the sales strategy.
- Defined a product roadmap for our custom asset management program in simple to understand terms while collaborating with leadership and SMEs.
- Co-created IT PMO using smartsheets control center to automate project tracking tools for updates to stakeholders and Supported the acquisition of an organization that effectively doubled the company's size.

Martab Medical

Tech Development Manager   **May 2018-Sep 2020**

- Acted as Project Manager to implement Netsuite for sister company Martab Solutions
- Architected and acted as product owner for the new ERP system for internal operations and external customer facing system on low code platform Quickbase.
- Configured and deployed SalesForce CRM for internal and sales teams.
- Evaluated,negotiated, tested and deployed a new VoIP phone system.
- Managed IT support contracts to maintain IT infrastructure and security systems.
- Drove digital transformation from old manual processes.

Service Dept Manager: **Feb 2013-May 2018**

- Acted as a Project Manager to implement Unibiz R2 Rental solution.
- Created a PoC for a customer web portal for invoices, documentation and reporting.
- Managed workflow of company owned and customer equipment to service techs.
- Wrote service agreements tailored to the customers needs.
  Wrote new procedures to improve on existing processes for workflow and billing.
- Managed service documentation for equipment as well as calibrated tool metrology.
- Maintained customer notification system for preventive maintenance of critical equipment.

Field Service Engineer   **Mar 2011-Feb 2013**

- Improved the company's equipment compliance documentation by expanding functionality in existing softwares.
- Performed repairs and preventive maintenance on customer and company owned medical equipment in depot and in the field.
- Certified Service technician on an assortment of respiratory, critical care and blood management equipment.

Thank you for your interest and the opportunity to work with you!