



PROJECT MANAGEMENT
CENTER FOR EXCELLENCE

A.J. CLARK SCHOOL OF ENGINEERING
Civil & Environmental Engineering Department

UNIVERSITY OF MARYLAND
2026 PROJECT MANAGEMENT SYMPOSIUM

Leading Across Borders: Lessons from Managing Global IT Programs

Kristy Abello

PMP®, SAFe® Agilist, PSM I
CISA, CISSP

PMSYMPOSIUM.UMD.EDU



**When you
manage a project
across
10 suppliers,
57 countries,
11 time zones...**



Kristy Abello



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18 years leading global IT programs across regions, business domains and IT competencies



Born and raised in the Philippines → relocated to the U.S. in 2021



Led enterprise transformations: data & analytics platforms, automation at scale, global network modernization, and supplier consolidation



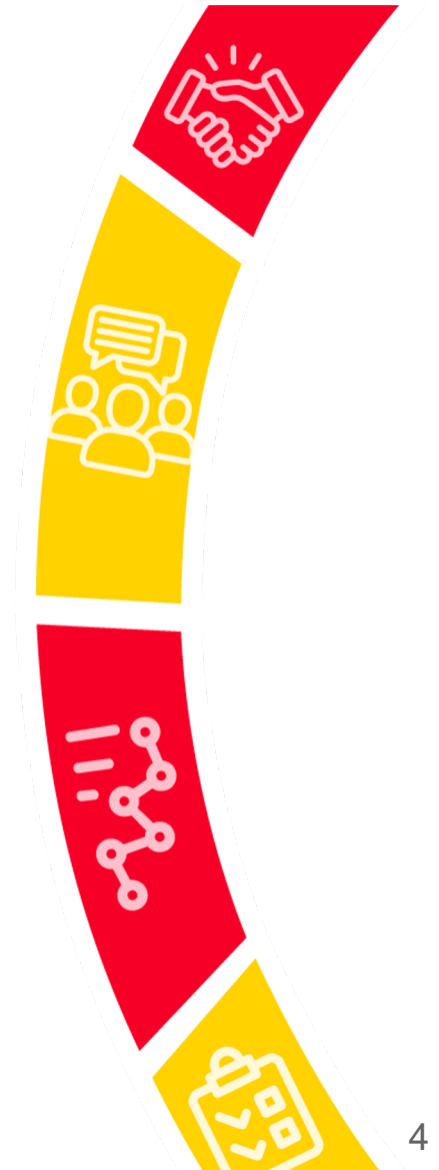
Known for turning complexity into alignment across teams, cultures, and vendors.
“Bring order to chaos”



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The **Customer** who was *not actually* a Customer





Same process, different realities



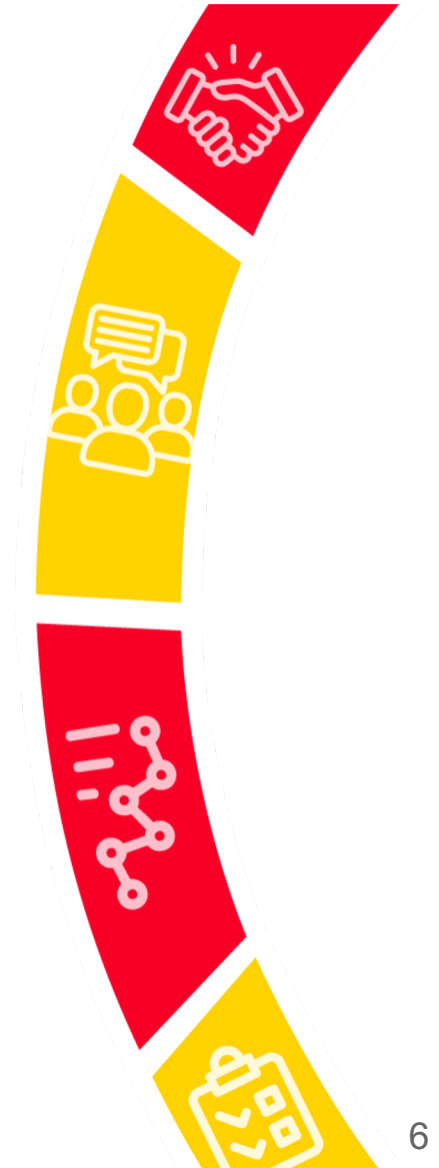
Standardization
fails when you
don't understand
how the business
actually runs.



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Metrics Saved Us from Ourselves



What Gets Measured Gets Aligned



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You don't have alignment until you have **shared metrics**.



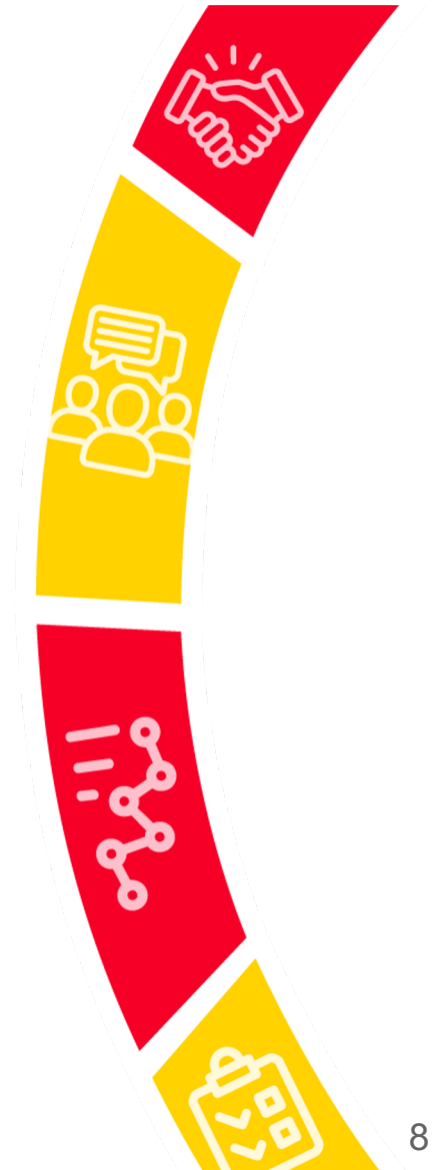
Know and execute your project's **data model**.



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Compliance Ate My Project Plan



Compliance will find you :)



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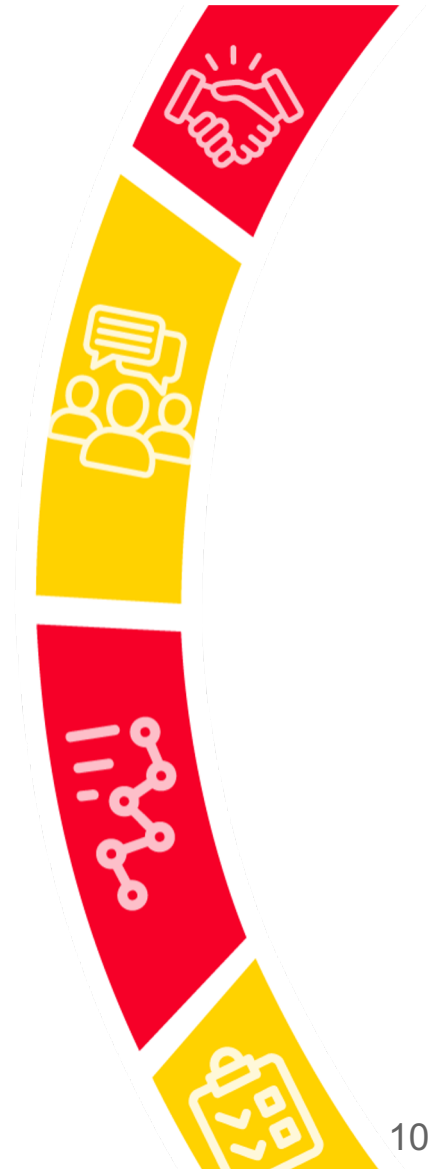
If you don't plan for **regulatory differences** early, they will plan your delays for you.



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The Vendor **Literally** Couldn't Go There



One vendor can't rule them all.



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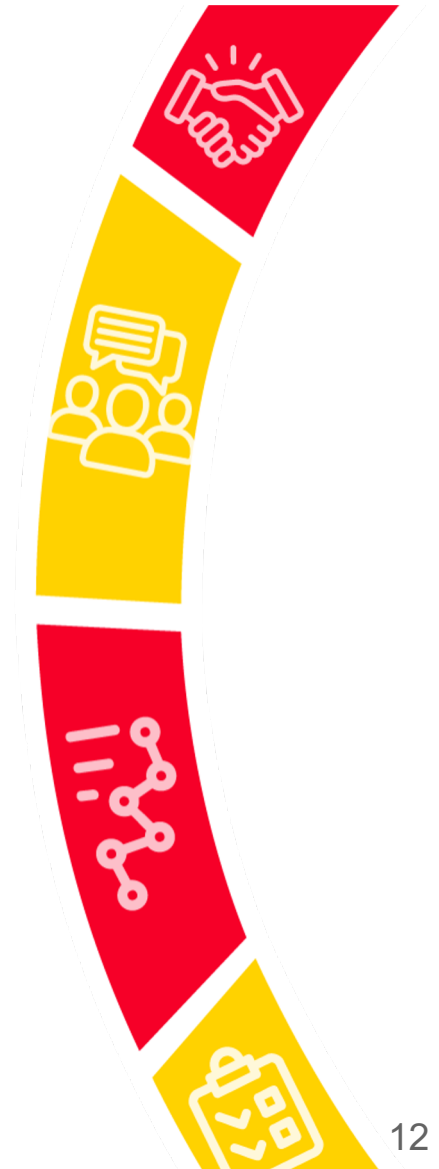
Resilient global delivery requires the right mix of suppliers, not just the biggest one.



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The meeting that **changed** everything



Culture Is Not a Constraint— It's the System.



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Projects move at
**the speed of
trust**—and trust
is built through
respect.



1. Listen deeply. Understand regional differences.
2. Metrics drive alignment across borders.
3. Regulatory differences can sink timelines.
4. Build a multi-supplier strategy.
5. Respect, kindness and cultural tolerance.





**We deliver technology,
but we lead people.**



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Questions & Evaluation

Evaluate Session:



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