

PROFESSIONAL SUMMARY

PMP® Certified Project Manager with eighteen years of experience in information technology and software development. Experienced in People Management, Process Management, and Project Management. Excellent leadership and organizational skills as well as outstanding collaboration skills. Internal and external client-interaction experience and the ability to work well with all levels of an organization.

Subject Matter expertise includes:

- Project Leadership & Management
- Process Management
- Quality Management
- Resource Management
- Budget Management
- SDLC, Waterfall, Agile
- CMMI, ITIL, Six Sigma
- Microsoft Word, Project, PowerPoint, Excel, Visio
- Sun Solaris, Unix, C/C++, Oracle SQL, Wiki, SharePoint, HTML

PROFESSIONAL EXPERIENCE

Global Telecommunications Systems Integrator & Outsourcer

1990 – 2008

Telecommunications Industry

Sr. Manager, Information Systems & Technology (2006 - 2008)

Project Work

- Successfully planned and executed SDLC process improvements for a billing solutions and web development organization of over 300 people. Managed projects using standard PMI methodologies and CMMI specific practices. Consistently met project schedule, scope, and costs and helped deliver a higher quality product with fewer software defects
- Created detailed project plans, staffing plans, communication plans, project estimates, and status reports. Managed project meetings, issues, conflicts, and corrective actions to closure.
- Consulted with upper management on project scope, issues, and risks and continually revised project to meet scope, schedule, quality, and cost objectives.
- Measured improvements and tracked performance via Earned Value, CPI, SPI, Defect Removal Efficiency, and Cost of Quality metrics.
- Managed cross-functional teams in multiple geographic locations.
- Developed and published dashboard and scorecard metrics; developed and presented training materials to the organization.
- Fostered an environment of quality awareness and commitment and established a culture of continual process improvement.

RTM CONSULTING

CANDIDATE RESUME

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- Provided Resource and Budget Management support to the organization, gaining valuable experience in Resource Management and Financial Management and Planning.

Sr. Manager, Information Systems & Technology (2004 – 2006)

Project Work

- Managed the globalization and consolidation of Convergys application support centers. Created a support strategy and identified support infrastructure needs for consolidating and standardizing support processes and tools across Convergys global support centers
- Consulted with management to analyze and agree upon project approach, resources, milestones, and deliverables.
- Collaborated with representatives from each global support center to review and refine the support strategy and to create a catalog of support services.
- Utilized ITIL best practices as well as industry trends in defining our support strategy and processes.
- Provided presentations to project stakeholders.
- Gained valuable experience on how to increase client satisfaction and loyalty.

Sr. Manager, Information Systems & Technology (2002-2004)

Project Work

- Managed first-line billing production support team, providing 7x24 production support to Convergys clients. Managed employees in three different U.S. and overseas locations. Established standard production support processes and improvements and planned and executed the seamless transition of responsibilities from one support center to another.

Sr. Manager, Information Systems & Technology (2000 - 2002)

Project Work

- Managed a wireless provisioning implementation and support team. Provided direction and support to installation analysts, overseeing the creation of implementation project plans, cut-over plans, back-out plans, and implementation test plans. Successfully implemented and supported the system for several U.S. and overseas Convergys clients.

Senior Analyst, Systems (1995 - 2000)

Project Work

- Coordinated the implementation of a wireless telephone switch provisioning system for Convergys Tier I and II clients. Served as project manager as well as technical lead for this UNIX client/server system. Coordinated and managed all phases of the implementation, from the development of detailed project plans to the deployment of the system into production. Trained various organizations on the product, including internal business units, product managers, product trainers, and new developers.

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CANDIDATE RESUME

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Analyst (1993 - 1995)

Project Work

- Developed a client/server graphical user interface for a wireless telephone switch provisioning system. Developed the interface in C++ utilizing object oriented design techniques. Provided demonstrations of the system to prospective customers, which helped win new clients. Served as customer liaison, providing on-site customer support for product installations for U.S. and overseas clients.

Programmer Analyst/Intern (1990 - 1993)

Project Work

- Developed portions of a telecommunications information system for the Nippon Telephone and Telegraph project. Provided five weeks of on-site customer support in Tokyo, Japan. Investigated and resolved trouble reports and provided project status to upper management and client.

EDUCATION

B.S. Computer Science

Xavier University, Cincinnati, Ohio

1991

PMP Certification

The Project Management Institute

2008

KEY SKILLS

Project Management Lifecycle:

| | | |
|---------------------------------|-------------------------|-------------------|
| Project initiation and planning | User acceptance testing | Risk Management |
| Project monitoring and control | Budgeting | Project Execution |
| Requirements gathering | Unit Testing | Implementation |
| Development | System Testing | Project Closure |

Business Areas supported within IT:

| | | |
|--------------|--------------------|---------|
| Provisioning | Production Support | Billing |
|--------------|--------------------|---------|

Hardware/Infrastructure:

| | |
|------|------------------------------------|
| UNIX | Windows NT / NT Server / 2000 / XP |
|------|------------------------------------|

Software & Database Experience:

| | |
|--------|-----------|
| Oracle | Microsoft |
|--------|-----------|