

PROFESSIONAL SUMMARY

Innovative, results oriented **project manager / senior manager** with over fifteen years of experience and a passion for building relationships and exceeding client and management expectations. Proven success in the areas of project management, CRM/SFA, customer care centers, operations, software and new product implementations, process re-engineering, and e-business solutions. Strong skills in team building, communication and presentation, as well as inter-department and executive client relations and account management.

Subject Matter expertise includes:

- Project Management
- PMO Development
- Multiple Project Methodologies
- Telecomm, Aviation, Banking, Publishing, Broadband, Billing Systems
- Strategy and Planning
- Large Global System Implementations
- Customer Relationship Management
- Business Process Analysis
- Sales Force Automation
- Software Development Life Cycle

PROFESSIONAL EXPERIENCE

Information Systems Consultancy

2008 – 2009

Data Gathering and Global Services Leader

Project Manager / Senior Manager, IT

Sr. Manager that led project teams and project managers globally in projects across multiple Domains for internal IT, infrastructure projects and internal SDLC customer projects

- Managed multiple internal infrastructure projects for software development across internal domains with IT development and engineering utilizing a RUP / Agile SDLC methodology
- Managed multiple application development projects and upgrades to move from legacy internal built software to newer technology. Worked with the business side to understand and develop requirements to deliver to the IT development units. Managed entire project team from requirements thru development, testing, training, implementation, and closure
- Managed multiple product development projects and managed other PM's for our Energy Domain. The Energy domain is a key domain for customers and the overall company.

Global Aviation Company

2006 – 2007

Information Technology Organization

Senior Project Manager, Consulting Client

Project Lead and responsible for managing multiple projects globally utilizing RUP, Rational Tools and Primavera

- IP Sales and Service Call Center outsourcing with Alpine Access. Led the business call center and IT project teams to develop a coordinated, transparent to customer resolution to fill all customer orders globally. Project significantly reduced manual processes, costs, and improved the customer experience overall.
- Project to move entire product line to a new state and new ecommerce process. I led a cross functional team from distribution, finance, procurement, IT, Boeing, and outside distribution third party leader Aviall in Texas. All products were transported from Denver to Texas to be incorporated into Aviall's global distribution processes which significantly improved all aspects of Jeppesen's product line distribution.
- New product launch of an electronic text viewer of Airway Manuals for pilots globally. This project would allow pilots to utilize electronic viewing and searching versus manual document review, search, and manual update insertion into paper manuals. This was a significant change to the century old manual process pilots currently used. With product management, marketing, IT, and development we developed a cost free way for pilots to use the new system and in time pay for paper updates. A significant cost reduction to Jepsersen and improved processes and ease of use for the end users.
- New Boeing/Jeppesen/Aviall retail ecommerce website for multiple product lines. This project utilized all the changes developed with the new outsourced call center, the new distribution processes and new developing product lines. This new website was created and built across multiple internal organizations and outside vendors.

Publishing Software Company

2006 – 2006

Information Technology / Implementation

Senior Project Manager, Consulting Client

Project Lead and responsible for managing Global Projects

- Global Oracle Financials upgrade and consolidation to one instance. Led the project management of this project to move multiple Oracle servers, different Oracle versions, and improve processes to one global location in India. Worked with the India team and Denver team to consolidate Oracle systems to India. I worked predominantly at night with India and was able to work on another client project daily with complete client approval and satisfaction.
- Coordinate multiple ERP vendor solutions from order to fulfillment

RTM CONSULTING

CANDIDATE RESUME

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Lehman Bros.

2006 – 2006

Banking, Mortgage Loans

Senior Project Manager, Consulting Client

Project Lead and responsible for managing multiple internal customer Projects

- I led multiple teams across multiple divisions for mortgage loan automation which would reduce huge costs in manual processes
- Process reengineered loan default processes for automation
- Developed customer self service portals

RBI

2005 – 2006

Publishing Industry

Senior Project Manager, Global IT Program Management Office

Responsible for overall project planning and managing all ONYX CRM implementations nationally

- Managed the project with a third party vendor to develop, test, train, and implement new CRM/SFA software and processes in the Los Angeles Media Division consisting of Variety publications. This is the largest revenue maker for the company so it was crucial this be easy for the sales force to use and transparent to internal business and customers.
- Managed the project with a third party vendor to develop, test, train, and implement new CRM/SFA software and processes in the New York Media Division; Multichannel News; Broadcasting & Cable, etc
- Managed the project with a third party vendor to develop, test, train, and implement new CRM/SFA software and processes Chicago Media Division; Engineering; Manufacturing; Hotels; Food & Services, etc
- Managed the project with a third party vendor to develop, test, train, and implement new CRM/SFA software and processes 411 Business to business directories and DM2 Information listings

PeopleSoft / Oracle

2004 – 2005

Software Development Industry

Senior Project Manager, Global Customer Operations

Managed multiple Global projects and teams consisting of:

- Advanced Pricing Configurator, to automate sales rep bundle pricing
- Sales Incentive System, to automate and track sales rep compensation
- Sales Plan Electronic Delivery, to automate delivery and sign off of yearly sales plans

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CANDIDATE RESUME

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Apple Computers

2003 – 2004

Computer Hardware and Software

Senior Manager, Worldwide Business Process Reengineering

Manage a global CRM, customer relationship management, and SFA, sales force automation project

- Develop global CRM project team with managers from Europe (EMEA), Asia, Australia, Latin America, Canada, and the United States
- Perform worldwide site visits for as-is analysis and requirements analysis for a PeopleSoft implementation in excess of 1500 member sales force, including, telesales and field sales
- Develop workshops for detailed analysis and preliminary demonstrations
- Perform detailed gap analysis of different CRM software solutions
- Lead a global team in a detailed use case analysis of SFA tools such as, Salesforce.com, PeopleSoft, Siebel, and internal Apple developed SFA

Responsible for developing a Worldwide Sales Project Management Office (PMO)

- Develop global sales project steering committee and project team with sales top executives
- Lead a team to create a project methodology to be used companywide with IT and business owners worldwide
- Manage, prioritize, plan and approve with the steering committee all sales projects and budget in excess of 10M
- Audit all phases of projects including methodology, budget, and timeline

AT&T Broadband

2001 – 2002

Broadband/ Cable TV Industry

Senior Project Manager

Coordinated cross-functional teams that performed implementations, training, integration and configuration of enterprise billing system CRM applications

Projects and responsibilities include:

- ICOMS, CSG, CableData software application conversions and implementations
- Develop critical positive relationships to build cooperation and teamwork with site executives, corporate management, site personnel and project teams in each location nationwide
- Requirements and business process analysis
- Project management office coordination and development
- Manage and coordinate implementation, installation, and configuration subject matter experts

Vroom Technologies (Startup)

2000 – 2001

Telecomm CRM and SFA Software Development Industry

Senior Manager, Client Services Implementations

- Responsible for client implementations of the Vroom CRM/SFA software suite for large corporate deployments
- Supervise other project managers and their projects and/or implementations nationally
- Develop department policies and procedures and the “Velocity” implementation project methodology including:
 - CD based methodology including all project phases, templates, and documentation for PM’s
 - Client presentations and training
 - Requirements and business process analysis
 - Project team development
 - Strong communication and team building skills with executives, employees, and teams
- Prepare and present “added value presentations” for client executives in pre-sales engagements
 - Assist in developing Vroom’s consulting service strategy

JD Edwards

1998 – 2000

Worldwide ERP Software Development Industry

Business Systems Analyst / Project Manager

- Perform research and analysis for business requirements to develop a complete Customer Relationship Management (CRM) solution utilizing Siebel software
- Implement new call-management CRM software in a worldwide call center of more than 450 seats
- Manage multiple projects in a matrix management organization, provided business systems analysis, and overall account management for JD Edwards’ worldwide customer service
- Manage multiple tactical projects simultaneously while providing strategic account supervision to customer service management
- Manage intranet projects to automate internal processes and extranet e-business portals for business partners and customers to access for self-service
- Vendor selection, ROI Analysis, “Build vs. Buy”, Competitor Analysis, and RFP/RFI
- Responsible for gathering: Business and functional requirements, test cases, project management processes, etc
- Project Manage across different geographical locations including international

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CANDIDATE RESUME

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ODS Technologies / Television games Network

1997 – 1998

Interactive Cable TV Industry

Manager of Business Analysis & Project Management / Manager of Operations

- As Project Manager, implemented several high profile systems projects through business analysis and software development in a client/server environment including; new product delivery and implementation, business process planning, hands on call center development, testing, and billing process and application implementation
- Direct analysis, design and implementation of a national call center
- Develop business processes and e-commerce solutions for remote cash deposit, home banking and age/address verification

IBM

1989 – 1996

Computer Software and Hardware Industry

Project Manager/Professional Services Manager/Branch Operations Manager

- Manage vendor and subcontractor projects for United Artists theatres nationwide
- Project team lead for large data center moves and responsible for large cross-functional team communication
- Supervise hardware and software services for 1000+ AS/400 customers, and their quality and satisfaction
- Sell professional services and manage a team of 30+ AS/400 consultants
- Responsible for six million-dollar budget of a services branch
- Project manager, responsible for client relations, management and satisfaction process
- Participate in six sigma and ISO project for re-engineering the branch services department

ROLM / Siemens Corporation

1981 – 1989

Telecomm Industry

Sr. Service Planning Manager/Area Customer Service Manager

- Project manage and consolidate a tri-state customer service call center including transfer of personnel and skills to reduce downsizing and impact to personnel and the business
- Responsible for serviceability requirements for new products
- Create service plans and analyze field data for product improvements

EDUCATION

Logistics and Planning	1981
United States Marine Corp, Global Operations	
Certificate, Project Management	1995
IBM	
Member of PMI	ongoing
PMI	
Bachelor of Science	2010
Regis University (in Process)	

KEY SKILLS

Project Management Lifecycle:

RFI / RFP development/ product selection	Project Control	Application and user acceptance testing plans
Contract negotiation	Custom / Application Development	User acceptance testing
Project initiation and planning	User acceptance testing	Risk Management
Project monitoring and control	Budgeting	Implementation
Requirements gathering	Unit Testing	Project Closure
Project Execution	System Testing	Post project review and celebration.
	Multiple Project Methodologies	

Business Areas supported within IT:

Order Entry/ Customer Care	International Projects	Legal
Billing	Production Support	Contract Management
Provisioning	Finance	Risk Management
Telephony	Business Executives	Program Office
High Speed Data	Product Marketing	Regions / Markets
Cable	Operations	Data Center Management
Billing/Payroll/ Benefits	Vendor Management	

Hardware/Infrastructure:

HP UNIX	IVR	Disaster Recovery/Business Recovery
Cisco Series Routers	Citrix	Intranet/Internet
EMC	HP NetServer Family of Products	DS3/T1/ISDN
Sun	AS/400	Back-up and Recovery

Software & Database Experience:

ICOMS	Windows NT/ NT Server / 2000 / XP	Lotus Notes
PeopleSoft CRM / SFA	Microsoft Project	MAC OSX
Citrix	Microsoft Office Suite	Primavera
CSG	Microsoft Exchange Server	Agile
DST Innovis	Onyx CRM / SFA	RUP
Oracle	Siebel CRM / SFA	PMBOK
Access		