

### **PROFESSIONAL SUMMARY**

Program / Project Manager with significant IT Project Management, Process Management, Business Analytics and Engineering experience across multiple industries, including Telecommunications, Cable/Broadband Communications, Financial and Insurance Services.

Subject Matter expertise includes:

- Project Management
- PMO Development
- Multiple Project Methodologies
- Strategy and Planning
- Project Process Design & Control
- Systems Integration
- Business Process Analysis
- Software Development Life Cycle

### **PROFESSIONAL EXPERIENCE**

Fortune 1000 Global Software and Services Firm

2007 – Present

#### ***Telecommunications Software and Services***

PMO Manager / Client Implementation Specialist

- Oversee direct reports who fulfill project management roles within the organization
- Lead Program and Project Management responsibilities for:
  - Key client accounts, including: Comcast, Suddenlink, RCN, NewWave, Pencor, Insight, Patriot, and Advanced
  - 10-15K hour projects that consistently finish under budget / on schedule
- Participated in the prestigious 2008 Corporate Future Leaders Group, a year-long program designed to sharpen leadership skills and prepare participants for career advancement. Selected as Facilitator of 2010 Future Leaders Group program.

# RTM CONSULTING

## CANDIDATE RESUME

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Technology Consulting Firm

2002 – 2007

### ***Technology Professional Services***

Founding Partner / Senior Consultant

#### ***Sarbanes Oxley Implementation Manager to Home Buyer's Warranty***

- Implemented Sarbanes Oxley IT general controls to include policies and procedures, general control matrices and test plans across 9 unique domains for insurance industry client.
- Managed the activities of 8 Process Owners to ensure all Sarbanes Oxley controls were supported by internal employees and prepared for transition to the Corporate Compliance Officer.

#### ***Workforce Automation Analyst to TOA Technologies***

- Generated detailed system requirements to integrate TOA's ETAdirect workforce automation solution with Mentis Broadband's Real Time Response (RTR) billing system integration platform.
- Performed detailed process analysis to identify optimization opportunities for TOA client, Charter Communications.

#### ***IT Project Manager to Home Buyer's Warranty***

- Managed a team of 4 contract engineers performing IT infrastructure analysis, environment design, and hardware and software implementation, to include Active Directory and MS Exchange upgrades.
- Managed a detailed data recovery initiative of client-proprietary data from DLT and LTO tape back-up equipment.
- Executed requirements gathering and initiated a vendor selection process to support the build-out of a new Data Center.

#### ***VoIP Product Manager to Mentis Broadband Solutions, Inc.***

- Managed the Transaction Management Interface-Voice (TMI-V) product life cycle from strategic planning to tactical activities enabling timely entrance into the VoIP market for Broadband Service Providers.
- Generated TMI-V specific marketing material which was posted to the corporate website and distributed in hard and soft-copy to potential customers.

#### ***Billing System Business Analyst to Sirius Satellite Radio***

- Utilized a Six Sigma methodology to evaluate the existing, home-grown billing system. The result of this evaluation provided executive justification for the legacy platform's replacement.
- Executed a comprehensive vendor and product evaluation of DST, CSG, Portal, Amdocs and Convergys billing systems. The detailed analysis ensured optimal system selection, supporting the unique billing needs of the satellite radio industry.

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## CANDIDATE RESUME

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### *IT Project Manager to ProCard Inc.*

- Managed numerous IT and Service Delivery projects, to include a multi-million dollar data center relocation project, Active Directory implementation, EMC Storage system evaluation, and Virtual Private Network (VPN) implementation.
- Implemented Project Management Institute (PMI) standardized documentation such as project plans, project roadmaps, risk and issues templates and facilitated process redesign via a Change Acceptance Process (CAP) methodology.

REN Consulting, Englewood, CO

2001 - 2002

### *Workforce Automation Project Manager to AT&T Broadband*

- Managed the deployment of CSG's WorkForce Express (WFX) workforce management application. This nationwide deployment created a recurring Return on Investment (ROI) of more than \$10 million annually for AT&T Broadband.
- Created project specific documentation such as project plans, deliverables matrix, milestone reports, and dashboards while standardizing numerous documentation practices for the WFX Implementation Team.

Touch America, Denver, CO

2000 ~ 2001

### *Senior Manager, Voice and Wireless Switching*

- Assembled a team of highly skilled switch engineers to maintain the classic Touch America switched network and a leased portion of the Qwest Communications switched network.
- Managed the departmental budget dedicated to human resource, hardware and software acquisition.

Qwest Communications, Dublin, OH

1997 ~ 2000

### *AIN Engineer / Switch Engineer / Team Lead of Data Test Facility Operations*

- Coordinated a team of engineers who addressed all aspects of the Data Test Facility operations, including software and hardware installations, upgrades and decommissions.
- Planned and executed the relocation of a 100 server IT Data Test Facility (DTF) from Ohio to Colorado. Through the relocation of the DTF, it was possible to recognize recurring annual cost savings in excess of \$1 million.
- Supervised the integration of Advanced Intelligent Network (AIN) platforms such as Integrated Voice Response (IVR) and Calling Card Platforms (CCP), addressing system implementation and design discrepancies.

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## CANDIDATE RESUME

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CompuServe (MCI), Columbus, OH

1997

### *Network Control Technician II*

- Facilitated network maintenance at CompuServe by coordinating field engineers and Local Exchange Carrier (LEC) technicians in diagnosing and testing network problems.
- Escalated issues in a timely fashion to ensure customer Service Level Agreements (SLAs) were maintained.
- Developed detailed escalation procedures and trained first level technicians on CompuServe systems and policies.

United States Air Force, Dayton, OH

1993 ~ 1997

### *Communications Computer Operator*

- Assigned to the position of Shift Supervisor in a Data Communications Operations Center in the US Air Force. Managed facility resources and performed mentoring and evaluations to both military and civilian personnel.
- Operated and maintained a variety of mainframe and DOS-based communication systems.
- Maintained Top Secret Clearance throughout military career.

## EDUCATION

**BS, Business Administration**

2010

Regis University, Denver, CO

**Associates of Science, Business Administration**

2000

Ohio Dominican College, Columbus, OH

## IT PLATFORM EXPERIENCE

### Software Experience

Microsoft Windows, Microsoft Office Suite, WordPerfect, Digité, PeopleSoft, SharePoint, WMS, UNIX, HP Openview, WMS, Primary Access, FrontPage, ReflectionX/2, Procomm, Symmetrix Remote Data Facility (SRDF), Equal Access Test System (EATS), Aperture, Helmsman, Internet Browsers, WorkForce Express (WFX), Web Time Sheet, QuickBooks, Visual Source Safe, The Vault, Real Time Response (RTR), ETAdirect, CCS and Adobe Acrobat

### Hardware Experience

IT Servers, Network and Security equipment, EMC Symmetrix 3830/3930, EMC Celerra, Nortel DMS-250 Switch, DSC and HP Service Control Point (SCP), DSC Service Management System (SMS), IVI Enhanced Services and Calling Card Platform, Sage, T-Berd, Ameritec testing device, Oscilloscope, Line/Circuit Patching, Telephone Quality Monitoring System (TQMS), TQMS responder, PC and peripheral