

# RTM CONSULTING CANDIDATE RESUME

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## PROFESSIONAL SUMMARY

A driven, energetic leader with a strong background managing large IT Projects. Over 15+ years experience in building skilled project teams that provide clients with desired results on time and within budget. Varied background in new process implementation and PMO structure implementation designed to drive operational efficiencies. Demonstrated success taking on increased project, program and organizational responsibility. Experience teaching leadership development / change management and a Master of Arts in Organizational Behavior.

Subject Matter expertise includes:

- Program & Project Management
- S/W Development Lifecycle
- Virtual Team Management
- PMO Leadership
- Resource Management
- Change Management
- Budget Management
- Process Development
- Call Center Launches
- Data Merge and Migration

## PROFESSIONAL EXPERIENCE

**Telecommunications Consulting & PS Organization**

**March 2006-present**

***Program Director***

**Denver, Colorado**

**2009-2010**

Leading an international staff of ~80 employees on a large telecommunications billing system conversion project. Partnering with the client as their single point on all software needs which include real time balance management and reporting as well as a new month end finance model. Responsible for all resource management and PMO deliverables across the program. These deliverables include project milestone tracking, risk management plan, resource planning, communication plan and external vendor management. Tracking to budget of over 150K project hours.

Responsibilities include the management of our company's software delivery to coincide with client development team's Agile methodology. Participate in reviews of backlog lists and task assignments. On track to finalize code for June 2010 launch.

Winner of the company's 2009 Global Implementation award for delivering on time and under budget.

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### ***Account Management Director***

**Charlotte North Carolina**

**2007-2009**

Responsible for the client relationship of company's largest North American Broadband customer. Managed Master Service Agreement worth \$22 M per year in revenue. Managed a team of (6) Senior Account Managers and client advocates dedicated to the client and responsible for an additional \$10M in software sales and delivery opportunities each year.

Managed the service bureau agreement and all production SLAs on behalf of client. Point of escalation on all issues reported on a 24/7 basis.

#### *Major Accomplishments:*

- Negotiated first offshore (India) staff augmentation contract with client for 2<sup>nd</sup> and 3<sup>rd</sup> shift coverage.
- Negotiated the first Data Center Consulting agreement between company and client

### ***Sr. Project Management Lead***

**2007**

**Southampton, England**

Managed a highly visible and strategic Billing System project for the EMEA Professional Services Team

- Hired and managed all project team members both in the United States and England
- Single point of contact and escalation point for the Client Executive Sponsor
- Successfully migrated and upgraded (14) large databases from various source systems without any production issues

### ***Program Management Office (PMO) Lead***

**2005-2007**

**Denver, Colorado**

Responsible for all Professional Service engagements for company's largest Broadband client. This involved managing consultants and full time employees that were billable to the client for software delivery projects implemented in call centers across the country. Built and managed the resource management plan to cover all client project needs. Projects included data migration, Web Self Care tools, User Interface (UI) enhancements and new core billing product enhancement requests. Responsible for implementing the PMO structure for all project teams to follow which included a project playbook covering the communication plan, resource management processes and general project status.

#### *Major Accomplishments:*

- Winner of the 2006 Q3 Employee Excellence Award for completing a 14 state large billing system conversion project successfully in eight months with multiple teams working in parallel
- Management oversight for training execution to all call center employees on new billing system. This was over 3000+ employees.
- Developed a cross functional team to deal with process synergies between all centers

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**CSG Systems, Inc., Denver, CO**

**2001 – 2005**

**Director of Product Management**

**2002-2005**

Responsible for all new enhancements to an internationally utilized telecommunications billing system. (ICMS, IBM iSeries) Managed a team of developers, analysts and project managers located globally and locally in Denver. Traveled to India to develop Level 2 and 3 support processes with outsourced call center staff. Responsible for overseeing all requirements gathering, change control process and release management timelines. Responsible for testing software performance against business processes and SLAs.

*Major Accomplishments:*

- Built successful cross functional relationship between business process owners and IT development team
- Managed multiple customer timelines for new site launches of the product software
- Traveled globally each year for four years to present new product functionality at user group meetings
- Developed a streamlined process for interfacing with all product partners and vendors
- Established a quarterly communication plan for product news updates to international customers

**Planet Consulting/CSG Systems, on-site at AT&T Broadband/Comcast 2001- 2002**

Provided management oversight to a twelve-month telecommunications billing system conversion. Responsible for overseeing impact to (27) other interfacing systems and the call center processes that depended on these systems.

*Major Accomplishments:*

- Successfully assisted in converting over 1M telephony subscribers in twelve months with no impact to other external systems
- Completed road trip to twelve US cities to communicate upcoming changes and participate in user training sessions
- Implemented new Governance process for managing development budget, resulting in better tracking and spending of available dollars

**Teletech Holdings, Denver CO**

**2000-2001**

**Director of New Call Center Launches**

Responsible for managing all facets of opening new call centers in the U. S. and Canada. Part of a team that opened a call center in Burbank, California. Participated in client discussions and sale of available seats for all shifts.

**Qwest/US WEST Communications, Denver, CO**

**1995 - 2000**

**Director of Process Improvement**

Responsible for various projects designed to improve business operational efficiencies and reduce cost.

*Major Accomplishments:*

- Opened three new call centers in twelve- month period which included launching desktop technology and hiring management team and hourly staff
- Winner of the 1999, 2000 US West/Qwest Employee President's Club for process improvements realized as a result of these call center deployments

**EDUCATION**

**Master of Arts** ▪ Organizational Behavior and Development

Regis University, Denver, Colorado

**Bachelor of Science** ▪ Social Sciences

St. Thomas Aquinas College, Blauvelt, New York

**KEY SKILLS**

**Project Management Lifecycle:**

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

**Business Areas supported within IT:**

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

**Hardware/Infrastructure:**

HP UNIX	IVR	Intranet/Internet/ DMZ
Cisco Series Routers	Citrix	DS3/T1/ISDN
EMC	HP NetServer Family of Products	Back-up and Recovery
Sun	AS/400	Control M
Cisco Local Director	Disaster Recovery/ Business Recovery	Connect Direct/FTP

**Software & Database Experience:**

ICOMS	Oracle	Windows NT/ NT Server / 2000 / XP
PeopleSoft HR & Payroll	Sybase	Vista Plus
Citrix Metaframe / Nfuse	EDI	Microsoft Project
CSG	Access	Microsoft IIS
DST Innovis	PowerBuilder Visual Studio/ Java (Servlets)	Microsoft Office Suite
D&B Financials / Payroll / HR		
Live Link Metratch		