

PERSONAL SUMMARY

\*\*\*\*\*Best Selling Project Management Author\*\*\*\*\*

Have excellent analytical, verbal, and written skills. Enjoy the opportunity to work with others in a team-oriented position. Excel under pressure and a proven leader. Proficient at coordinating multiple tasks, implementing viable solutions to problem areas, and successfully completing the most challenging mission-critical projects. Seeking a project management or data analyst position.

AREAS OF EXPERTISE

Data Analysis Risk Management Virtual Team Management Supply Chain Management	WordPress Development Scheduling And Cost Control Project & Program Management Network Design And Implementation	Contract Management Business Management Email List Management Internet Video Production
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PROFESSIONAL HISTORY

Project Management Office (PMO) Manager – The Volpé Consortium, Incorporated 2006-2020

Manage a Project Management Office specializing in data analysis, business analysis and project management consulting and training, computer networking, project auditing, internet marketing, email marketing and list management, internet video production, and WordPress development. Additionally, manage overall project portfolio risk management, project management Governance, contract management, schedule and cost control, and overall project portfolio quality assurance. Establish project management methodology, policies, and procedures for delivering all projects including project life cycle process, lessons learned database, estimation process, cost control process, and schedule control process.

- Consulted on IT project management processes and policies at MD Anderson.
- Developed internet marketing campaigns including websites, list building, sales funnels, and landing pages.
- Developed course materials and taught project management and business analysis worldwide including Africa.
- Managed deployment of 3G service for Cingular Wireless including UMTS, SS7 over ATM, HLR, and Sigtran.

Project Management Office (PMO) Manager – D & S Consultants, Incorporated (Riyadh, Saudi Arabia) 2013-2014

Established a Project Management Office (PMO) and managed a team of engineers and subcontractors for a Motorola TETRA Land Mobile Radio project for the Saudi Arabian Ministry of Interior. \$16M project for acceptance. Nearly \$1B total project budget.

- Successfully built and directed multiple teams to maximize performance for the successful delivery and execution of the project plan as per contract.
- Delivered project plan, system engineering design studies, Concept of Operation studies (CONOPS), site acceptance test documents, and engineering deliverables.
- Completed system acceptance testing of the Land Mobile radio communication system across East, West, and Central provinces of the Kingdom of Saudi Arabia.
- Hosted project meetings and produced reports for the Program Director, General Supervisor, and project Board.

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Industrial Telecommunications Project Manager - General Communications Incorporated

2011 - 2011

Managed daily activities of fire and gas automation projects on the North Slope of Alaska and Anchorage, Alaska for GCI's corporate clients including BP. Additionally, completed data analysis, managed overall project risk management, contract management, scheduling and cost control, and overall project quality assurance. Managed a team of engineers, technical resources, and support staff to deliver telecommunication infrastructure projects in one of the most challenging geographical environments on the planet for client's customers in the oil and gas industry.

- Developed scope, schedule, and budget in accordance with customer requirements and reasonable delivery intervals.
- Managed customer service activities, networked with customer management and staff, managed client expectations, and developed project delivery and infrastructure enhancements.

Sterling Project Manager - Sensus Metering Systems

2006-2008

Managed the daily activities of a new product introduction (NPI) effort to deliver the water utility industry's first residential solid state water meter for North America. Duties included data analysis, project risk management, contract management, schedule and cost control, and overall project quality assurance. Core project team consisted of multiple people from several different countries ranging in skill sets from non-degreed draftsman to PhD scientists. Budget for project was in excess of six million dollars. Established project management methodology, policies, and procedures for delivering all projects including project life cycle process, lessons learned database, estimation process, cost control process, and schedule control process.

- Key employee in negotiation of a Manufacturing Service Agreement (MSA) with Jabil Circuits.
- Completed development of the company's first detailed Product Requirements Document (PRD).
- Completed development of the company's first detailed New Product Introduction (NPI) life cycle.

WAN Project Manager - Trillion Partners, Incorporated (Contracted By Novotus)

2005-2006

Managed daily aspects of WAN projects to include data analysis, risk management, customer interface, schedule and cost control, and overall project quality for the largest national service provider of fixed wireless and fiber wide area networks for K-12 school districts. Trillion managed over 200,000 miles of networks and provided services to over 1,500 schools coast to coast in the United States specializing in designing, installing, operating, and maintaining wireless and fiber wide area network systems and providing value added secure network and voice services to help school districts deliver better educational outcomes.

- Designed and deployed a Layer 3 network diagram tool that reduced development time by 80%.
- Managed a total of five network projects (some exceeding 1000 miles) and two development projects.
- Reviewed and consulted on PMO processes that resulted in the unification of test metrics and overall cohesiveness.

Program Manager (Master Level Business Planning Manager): Pay Per Use Meter - Hewlett-Packard

2002-2005

Managed daily aspects of the metering technology for HP's Utility Computing Program (Pay per Use). Managed data analysis, technology selection, customer satisfaction, quality, introduction of new software versions (NPI) leveraging CMM processes, support plan development, continuing improvement, manufacturing, and product roadmap. Worked with a cross-functional team from Supply Chain, R&D, product marketing, and HP Financial Services to deliver \$30M deals. Defined and managed processes as well as developed and drove project plans. Managed metering escalations and acted as a single point of contact for customers and HP groups.

- Assisted with the establishment of a Support Center in India.
- Reduced maximum customer billings from 29 to 0 within four months.
- Increased monthly customer billing measurements from 88% to 98% within six months.
- Senior member of the team that delivered the IT industry's first Windows Utility Computing Solution.

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Program Manager: Worldwide Manufacturing - Compaq Computer Corporation

2000-2002

Managed the delivery of some of the most powerful fault-tolerant solutions in the world (99.999+% up-time). These systems powered more than 100 stock and commodity exchanges, including 14 of the world's largest; they supported 95 percent of the world's securities transactions; they helped process two out of every three credit card transactions and three out of every four electronic funds transfers; and they helped control 65 percent of the world's telecom infrastructure. Responsibilities included data analysis and managing project milestones; communicating schedule impacts to cross-functional project teams/virtual teams and escalating as necessary to maintain project plan integrity. Monitored and reported project progress versus milestones ensuring manufacturability and testability of new and existing products with a constant focus on value engineering. Created, reviewed, and approved Engineering Change Notices, Process Change Requests, and developed Manufacturing Plans. Coordinated with customers, marketing, operations, engineering, logistics, materials, software, production, and suppliers to ensure timely design and materials delivery in support of new/existing product builds. Customers included America Online, NASDAQ, Motorola, Verizon, AT&T, Nokia, and Ericsson. My project teams included individuals from Sweden, Scotland, France, Australia, India, many states within the U.S, and other countries.

- Delivered 2.5G and 3G SS7 solutions to the telecommunications market.
- Senior member of the Non Stop Engineering Division Component End of Life Core Team.
- Senior member of the team that delivered the telco industry's first fault-tolerant SNMP solution running an SCTP protocol.

Corporate Information Technology Manager - Paradigm Metals, Incorporated

1995-1999

Managed all activities associated with implementation and operation of the IT Department including data analysis.

- Instrumental in the design of a critical scheduling technique used in a popular CIM software tool.
- Designed and implemented corporate intranet used to conduct 100% of the corporation's business.
- Created IT department, hired personnel, and wrote policies and procedures leading to ISO 9002 certification.
- Implemented production control and computer integrated manufacturing (CIM) solution that processed 100% of the corporation's orders across two states.

Project Management Office (PMO) Manager - Bitt Technologies, Incorporated

1993-1995

Managed all project and corporate operations including data analysis at BTI as well as all activities related to the establishment of the PMO. Manager license Texas Board of Private Investigators and Private Security Agencies.

- Negotiated and implemented strategic partnerships with corporations like Honeywell to established BTI as a leader in home automation, telephony, high-end electronic security, and systems integration.
- Developed and implemented marketing plan to attract and retain customers that included Fort Hood, the Defense Contract Audit Agency (DCAA), and the U.S. Department of Agriculture (USDA), which represented approximately 60% of corporate revenue.
- Prepared proposals that won more than 10 Government service contracts for implementation and support of IT systems.

Assistant Project Management Office (PMO) Manager - Microdyne Corporation

1989-1993

Managed a computer networking project office at Fort Hood, Texas. Oversaw contract management, materials management, and personnel. SECRET Clearance.

- Successfully increased service call close rate by 80% in six months.
- Managed Federal contracts in support of operation Just Cause (Panama).
- Managed Federal contracts in support of operation Desert Storm (Kuwait).
- Managed Federal contracts in support of operation Restore Hope (Somalia).

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 ACADEMIC CREDENTIALS
 

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North Slope Training Cooperative (NSTC)

Camps & Safety Orientation, Alaska Safety Handbooks (BP ASH & ASH), Hazcom, Hazwoper Level 1, Personal Protective Equipment, Environmental Excellence, Hydrogen Sulfide / Iron Sulfide (H<sub>2</sub>S/FeS), and Thinking Driver

Professional Certificate in Business Analysis

*The George Washington University School of Business*

Courses Included: Foundations of Business Analysis, How to Gather and Document User Requirements, Testing Techniques for Tracing and Validating Requirements, Business Data Modeling, Business Process Modeling, Developing Use Cases, and Negotiating Skills for Project Managers

Bachelor of Science in Management

*University of Phoenix*

Advanced Master's Certificate in Project Management

*The George Washington University School of Business*

Master's Certificate in Project Management

*The George Washington University School of Business*

Courses Included: Project Management, Leadership, and Communications; Scheduling and Cost Control; Risk Management; Quality; Contracting for Project Managers; Managing Projects; and Fundamentals of Project Management

Bachelor of Science in Electronics Engineering

*Cook's Institute of Electronics Engineering*

Associate of Science in Computer Engineering Technology

*Tampa Technical Institute*

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 SOFTWARE
 

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Primavera	Microsoft Word	SQL	Camtasia Studio	Microsoft Exchange
WordPress	Microsoft Project	UNIX	Microsoft Excel	Microsoft SharePoint
Microsoft Visio	Microsoft Windows	HTML	Microsoft Access	Microsoft PowerPoint

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 CERTIFICATIONS
 

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ISCET Industrial Journeyman	PMI Project Management Professional (PMP)	ISCET Computer Journeyman
ISCET Communications Journeyman	ISCET General Radiotelephone License	ISCET Radiotelephone License

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 GEOGRAPHICAL EXPERIENCE
 

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Ukraine (Resident)	Turkey	Africa	Japan	China
Ecuador (Resident)	Canada	Alaska	Egypt	England
Saudi Arabia (5 Year Visa)	Mexico	Caribbean	Thailand	Scotland
United Arab Emirates (UAE)	Moldova	Central America	Malaysia	USA (Citizen)