



PROJECT MANAGER

SUMMARY

Significant experience creating and managing Program/Project Management Offices (PMO), baselining and measuring performance, program communications, and applications development and infrastructure teams using best practice methodologies. Effectively builds consensus and performs against plan. Successfully manages complex and high risk projects across multiple geographies. Sets standards of excellence and quality.

Creates and manages master project schedules, service level agreements, and other performance based measures.. Builds, manages, and motivates project teams. Holds superb track record of project planning, scheduling, and delivering projects on time and within budget.

Utilizes expertise, experience, training, industry best practices (ISO 9000 Quality, Earned Value Management cost control), and technologies (MS Project 200x) to tackle difficult project challenges.

SKILLS & PROFESSIONAL DEVELOPMENT

- Microsoft Product Suite: Project 200x, Office
- Rapid Recovery of Troubled Projects
- Master's Certificate in Program Management, George Washington University
- Scheduling and Cost Control
- Systems Integration Project Management
- Rollout Planning and Cutover
- Negotiation Skills
- Remedy
- CA Clarity (product evaluation)
- ISO 9000 Quality
- Quality Assurance / Quality Control
- Networks: Intrusion Detection, Advanced Networking Techniques, Telecommunications Infrastructure, IP Address Management
- Computer Security



EMPLOYMENT HISTORY

WINDERMERE INFORMATION TECHNOLOGY SYSTEMS

2007 – 2008

Program Manager

Managed \$3 million contract for the Department of Defense (DoD). Oversaw all customer support, project management, reporting and report status, strategic planning functions, and financial accounting. Coordinated with subcontractors to deliver project goals within scope and to specification.

Supported customer and the contracting officer technical representative through Program Management Office (PMO). Held responsibility for meeting, managing, and performing to operational expectations and service level agreements, meeting or exceeding stringent program success metrics.

Developed picture resolution software and cellular collection software.

CREATIVE MARKETING ASSOCIATES/QRC, Inc.

2004 – 2007

Program Manager

Led \$30 million contract for the Department of Defense (DoD). Supervised a team of seven software, mechanical, and electrical engineers. Supported customer and the contracting officer technical representative through Program Management Office (PMO).

Instrumental in increasing revenue and profits while increasing client satisfaction ratings from 70% to 95%. Worked closely within the PMO to assume leadership of DoD contract procedures. Held responsibility for project management, quality control, quality assurance, product testing, hardware and software integration and testing, and inventory control. Held responsibility for meeting, managing, and performing to operational expectations and service level agreements.

Developed mapping software for multiple cellular technologies. Managed subcontractors. Delivered project within scope and on time. Generated proposals for follow on work.

SBI TECHNOLOGIES

2003 – 2004

Project Manager

Provided technical and project management support to multiple projects. Developed and implemented process improvement and aligned project delivery with executive management strategies. Directed service request verifications, maintained procedures and templates.

Resolved customer concerns and issues in a timely fashion through effective coordination in the project management office and in conjunction with larger program management office (Eagle Alliance). Facilitated and managed software installation, enhancement, and migration projects.



Instrumental in the development of standard operating procedure (SOP) for overall information technology processes on multiple projects. Held responsibility for meeting, managing, and performing to operational expectations and service level agreements.

Utilized Remedy and other enterprise wide software systems. Responsible for managing and facilitating projects for installs, changes, and moves. Projects ranged from software, hardware, telephony, and network requests. Additional responsibilities included customer representative and liaison between frameworks, workflow, and the customer. Facilitated prioritization of projects based on SLAs, Customer Service Advocate complaints, existing resources, and mission escalation.

Assigned network responsibilities to various offices. Provided interface between government customers and selected offices. Used in-house ticketing system to keep track of customer inquiries. Also provided project management support for company.

**U.S. AIR FORCE
Analyst**

1994 – 2003

Conducted evaluations on digital communications through application of leading edge software and electronic measuring equipment. Provided quality assurance and technical support on large scale data collection system.

Led data exploitation procedures utilizing signals analysis equipment. Conducted employee training session. Maintained cryptographic devices.

Performed detailed analysis of modern digital communications, analyzed and identified state-of-the-art communications by comprehensive software and electronic measuring equipment. Performed Quality Control and troubleshooting procedures for a data collection system, and performed in-depth analysis and configuration management on telecommunications systems.

Utilized in-house ticketing system Remedy to track customer inquiries and prioritizing projects based on mission requirements. Due to his knowledge as an analyst, he was selected to join an eleven-member team organized to battle terrorism after September 11th.

EDUCATION

B.S., Information Technology
University of Phoenix, Columbia, MD

Master's Certificate, Program Management
George Washington University

CLEARANCES

TS/SCI



For additional information, please call: 410.480.7160
AVeT, Inc.