

CLIENT NAME

Waco, TX 75281 • 222-222-2345 • client@att.net

IT PROGRAM MANAGEMENT PROFESSIONAL

Human Resource Management / Advanced Leadership Development
Organization Development / Customer Service & Support Management

Proactive, management-level executive with 18 years' experience leading and training organizational development initiatives in the US, Europe, Central and South America. Proven ability to lead a team of professional engineers and department level managers to execute major capital improvement projects.

- Recognized expertise in management outsourcing, operational and process risk analysis.
- Strong communication skills, technical writing skills, and interaction skills. Effectively interacts with senior management, staff, peers, and clients.
- Organized, take-charge professional with exceptional follow-through abilities; able to plan and coordinate complex projects from conception to successful conclusion.

TECHNICAL BACKGROUND INCLUDES:

Operating Systems:	Windows 3.1 to Windows 7
Software:	Microsoft Suite, Adware
Methodologies:	ITIL, PMP
Protocols:	ipv4, ipv6, DMS, WAN, LAN
Hardware:	IBM PC, iPad

PROFESSIONAL EXPERIENCE INCLUDES:

BIG COMPANY, Irving, TX

2/2000-9/2012

Global Delivery Manager (6/2009-9/2012)

Liaisoned and interfaced with IT service providers and customers to determine project goals and timelines were being met consistent with the Nokia's standards. Negotiated within and across business lines to set clear expectations within user groups for successful creation of catalog of services, identification of job requirements, negotiation of SLAs, and management of service continuity, availability, capacity, and workforce needs.

Selected Achievements & Projects:

- Planned and coordinated migration of 23 servers, one 120-unit polling station, two IBM 6000 Unix towers, all required networking equipment within one weekend with 100% operational and zero downtime.
- Led development of contingency plans that managed all efforts to minimize disruptions of business caused by failure mission-critical systems.

Global User Care Manager / Global Planning Manager (4/2007-6/2009)

Selected to oversee and manage NSN work sight in Mexico. Researched, analyzed, and provided administrative and technical management support for ICP User Care Networks. Served as internal consultant for the acquisition and technical support of new applications, departmental systems and equipment. Consulted with software application users regarding application needs and performed analysis and recommended solutions.

Selected Achievements & Projects:

- Acted as the liaison and primary contact with application vendors and NSN employees for problem resolution and system updates.
- Developed, maintained, and revised application technical support documentation and troubleshooting guides in a timely manner.
- Devised, directed, and implemented training programs for application end-users.
- Helped develop computerized operations manual that fulfilled regulatory requirements.

Global Delivery Manger—Worldwide (8/2005-4/2007)

Hand selected to turn around underperforming project and improve remote network connectivity. Collaborated with end-users and crafted plan that resolved escalation of user complaints. Assessed progress and monitored feedback. Implemented the Nokia standard toolset for ITIL processes. Effectively employed SBA and SBA communications and delivery models with clear roles and responsibilities.

Selected Achievements & Projects:

- Standardized operations of RMT, Delivery Standardization, and Global Communication Process.
- Improved service report communication to all stakeholders.
- Simplified models of monitoring and reporting processes with improved links to business objectives.
- Improved remote connection infrastructure service levels and reliability to align with business requirements.

Head Project Manager—North & South America (4/2000-8/2005)

Provided leadership, vision, and direction to a team of seven project managers to execute IT operations for all Nokia North American clients including Cingular Wireless, T-Mobile, Vodafone, AT&T/AWS, Portal/Comcel/Concel, Telemar, and TIM. Maintained P&L responsibility and delivered solutions projects for key clients. Navigated projects through the duration of life cycle. Managed internal and external resources. Communicated customer's requirements to Nokia's account team and helped foster new business opportunities. Skillfully resolved conflicts between work teams regarding allocation of resources.

Selected Achievements & Projects:

- Managed and achieved broader functional and cross-functional objectives.
- Assigned projects and programs that involved multi functional regional and nationwide teams.
- Collaboratively developed functional strategy and vision of the mission.

MAJOR COMPANY, Irving, TX

1994-4/2000

Program Account Manager—Project Manager

Managed service and deliverables within the scope of the contracts including budget control, negotiations, contract clarification, reports, operational assessments, customer consults, and cost-effective solutions. Monitored operational standards and technical requirements to ensure customer satisfaction. Wrote process improvement policies and procedures, and instituted IS descriptions that increased productivity and encouraged career development. Scheduled upgrades and installed multiple hardware and software systems.

Selected Achievements & Projects:

- Improved customer support center effectiveness and expedited problem resolution for off-site vendors.
- Ensured stable desktop (LAN/WAN), servers (Mid-range/NT), and Telecommunication environments in a wide variety of geographical locations.
- Instituted strict security measurements with flexible communication operations.

EDUCATION

PMP Course, Company Name

Management Course, Company Name

Management Course, Major University

Business Administration / IS, 96 Hours, 4.0 GPA, Major University

Graduate Cryptology Technical Studies, U.S. Navy "A" School

Design Engineering, 25 Hours, Major University