JIMMY R. WILSON JR

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# EXECUTIVE SUMMARY

Certified Project Management Professional (PMP) and veteran Program Management consultant with diverse experience in the areas of customer service, finance, technology and operations. Proven ability to analyze complex business problems, formulate and implement strategic solutions, and build and motivate teams. Work closely with senior leaders in a variety of industries including Hospitality, Telecom, Media, Insurance and Travel. Demonstrated ability to develop and implement processes and solutions required to efficiently and effectively deliver value. Expertise includes:

* Strategy Development and Implementation • Project/Program Management
* Process Improvement and Innovation • Change Management
* Data Migration Processes • Vendor Evaluation, Selection and Management
* Management of remote/off-shore teams • Relationship Management
* Business Intelligence • Loyalty Systems

# PROFESSIONAL EXPERIENCE

**Pinnacle Consulting Services, Inc** – Atlanta, Georgia **2000– Present**

##### Independent Consultant

* Serve clients in the areas of Program and Project Management for mission-critical and high-profile projects
* Provide leadership to turn around troubled projects and deliver solutions to accomplish organizational goals
* Consult with client leadership to strategically leverage their investment in technology to enhance their business

**InterContinental Hotels Group (IHG) 2011-2017; 2018-2020**

##### Consultant/Project Manager

* Collaborated with select team of project managers and consultants to establish foundation for Project Management Office (PMO) practices
* Successfully served as Program Manager overseeing all Loyalty projects including enhancements and maintenance initiatives; technical areas for projects included Point of Sale (POS), Web and Mobile interactions with Loyalty applications; initiated Loyalty team transition to Scrum
* Led effort to define, document and implement data migration processes integrating technical solutions and business processes impacting Reservation system, Property Management Systems (PMS), Content Management system and Revenue Management system.
* Trained and managed team of off-shore technical resources responsible for executing migration of hotels from legacy reservation system to new community-model solution
* Led requirements definition and documentation for internal application security to connect to third party reservation system
* Delivered solutions to provide business intelligence reports/dashboards to business partners on-time and on-budget as project manager; successfully led effort to complete transition from legacy reporting tool to a web-based solution leveraging Teradata and Business Objects

##### Delta Air Lines 2017-2018

##### Consultant/Project Manager

* Managed multiple concurrent API projects requiring integration of Waterfall teams with Scrum teams in a transitional/hybrid Information Technology organization
* Directed efforts of multiple application development teams and the infrastructure teams to specify the solution to be deployed and establish environment to meet evolving requirements for availability and response times
* Collaborated with leaders from subsidiaries to ensure enterprise-level solutions accounted for unique requirements of all business units

##### Cox Enterprises 2003-2008; 2010-2011

##### Consultant/Project Manager

* Successfully delivered solution and training for Contract Management application for Corporate Legal Team
* Managed multiple vendors and an internal team to successfully implement corporate Treasury Management solution
* Managed project to implement security incident management tool across multiple subsidiaries
* Managed Information Security project to implement Single-Sign-On for subsidiary employees; project included the applications and new infrastructure necessary to deliver the solution
* Led organizational change management efforts for successful nationwide implementation of PeopleSoft Time and Labor
* Managed internal resources, contract resources and vendor resources to develop and implement a Kofax document imaging solution integrated with a pension department’s external service provider on-time and on-budget
* Served as Change Manager for client’s nationwide implementation of Oracle Incentive Compensation
* Served as a consultant to client's project teams in software and vendor screening and selection. Establish SLA’s for vendor performance; drafted contractual language for outside counsel to include in master services agreements

##### Sun Microsystems 2003-2003

##### Consultant/Project Manager

* Led team to deploy high-availability infrastructure to support multi-media messaging service offering in Latin America; utilized resources from around the world to deliver solution

##### Atlanta Gas Light Company 2000-2003

##### Consultant/Project Manager

* Served as Project Manager with deliverable and budget responsibilities in gathering requirements, designing and coding changes to Customer Information System to support client’s Automated Meter Reading initiative while, simultaneously, serving as a consultant to the business team in defining the solution and negotiating with multiple vendors for key pieces of the overall solution
* Worked closely with senior level leadership, including C-Level leaders, to assess viability of proposed solutions associated with multi-million-dollar projects

**Computer Associates International, Inc.**  **1998-2000**

##### Project Manager – Utilities Industry Practice

* Managed team that played key role in client’s successful transition to an outsourced mainframe service provider. Developed and implemented custom application to replace software impacted by licensing issue.
* Led 30+ direct reports, including multiple project managers, and managed annual budgets of approximately $10 million to support client’s production Customer Information System. Responsibilities included 24 X 7 support, maintenance, regulatory enhancements and integration of new technologies
* Worked with client to develop and implement change management processes to address planned enhancements as well as emergency fixes related to production issues. Negotiated SLA’s and then measured and managed team performance to achieve agreed upon SLA’s
* Developed and implemented resource utilization program that facilitated the utilization of inexperienced resources in critical roles to allow for accelerated employee growth while maintaining high quality service to clients while achieving a near 100% billable rate
* Developed and implemented quality assurance program for reviews of code and test results prior to migration of application changes
* Recruited resources for team and managed personnel development and performance reviews

# EDUCATION and CERTIFICATIONS

* Graduated from Jacksonville State University “With Distinction” with a Bachelor of Arts degree in Communications. Named as an Academic All-American. Recognized as Outstanding Graduate in Communications
* Project Management Professional certification (PMP) from Project Management Institute (PMI)
* Professional Scrum Master I
* Cyber Security Foundation Professional Certificate