***T****imothy* ***S****wartos*

*www.linkedin.com/in/tswartos*

***PROJECT MANAGEMENT / CONSULTING / IT PROFESSIONAL***

Experienced software development and implementation manager with proven cross-platform skills to manage international teams to transform complex infrastructures on-premises and in the **cloud**. Experience shows **virtualization** leads to **cloud** migration so with over 15 years of experience within the Fortune 100 sector with strengths in project management, business analysis, cloud migration/adoption, infrastructure design, server hardening, systems administration, network design, and managing migrations teams globally (India, China, Brazil, Europe). A veteran of seven years in South Dakota National Guard Combat Engineers.

***TECHNOLOGIES***

|  |  |
| --- | --- |
| * Microsoft Skype, Azure, Teams clouds * AWS, Azure, GCP, Oracle, Salesforce clouds * Data Integration, business analysis, Jira, MS Project: UCCX, PBX, CUCM, ACD, IRV, CTI * JD Edwards One World, PeopleSoft, Oracle, Epic * Citrix MetaFrame, XenApp virtualization * Control-M scheduling from BMC Software * SAN, NAS (EMC, HP, IBM, Microsoft) | * IBM iSeries/AS400, DB2 * ETL, SSRS tools, Data warehouse * Unix, Windows, OS400, VMS & DNS * SQL, .Net, C++, C#, Sybase, Oracle, SAP * Symantec NetBackup admin * Cisco PIX, firewalls, routers, switches * VMware, VOIP, Public/Private Cloud * Cisco & Genesys call center upgrade experience |

***PROFESSIONAL EXPERIENCE***

***Principal Consultant***

*Steady Solution Group – El Dorado Hills, CA*

*Feb 2009 - present*

Experienced in business analysis, **cloud** migrations, software development and implementation manager with proven cross platform skills to manage international teams to transform complex infrastructures on premise and in the cloud.

* VOIP - design and troubleshooting with business phone systems. Ensure secure systems while minimizing overhead costs for customers. (Microsoft, Time Warner, Windstream, Ringcentral, etc.)
* **Virtualization** - VMware ESX, MS Azure Server, Exchange and Active Directory setup and support. Designed, installed, and trained on networks, telephone systems and computers. Software QA and design.
* **Database** development, connectivity: DB2, SQL, Sybase, Oracle databases get virtualized or moved to the cloud
* **Project management** services primarily upgrade cycles of private, public and hybrid **cloud** migrations includes **AWS**, **Azure**, Google (**GCP**), **Oracle**, **Salesforce** as well as telecom **cloud** services from Cisco, Genesys, etc.
* Contract work for larger companies involving **cloud** migrations, datacenter change control, SharePoint development, web services, telecom migrations, etc.
* Cisco & Genesys **cloud** call center upgrade experience: UCCX, PBX, CUCM, ACD, IVR, CTI Datacenter migration

***Examples*** *of types of projects****:***

***\*Project Manager***

*\*CPSC Solutions – Sacramento, CA  
\*2021 – contracted remote project*

*\*State of California EDD updates (unemployment insurance programs) migrate to Salesforce* ***cloud****.*

* ***Managed*** *a team of 5+ software UAT (user acceptance training), provide* ***analysis*** *and training staff with responsibility to integrate Salesforce* ***cloud*** *front ends with the state backend datacenter systems providing scalability and reliability.*
* ***Passed*** *background checks to utilize state of CA computer resources.*
* *Salesforce* ***cloud*** *updates, integration,* ***analysis*** *and release planning using Jira.*
* *Work with various PMs, CA state employees and 3rd party vendors to ensure success of project on a compressed timeline.*

***\*Technical Telecom Project Manager***

*\*WPS Health Solutions – Madison, WI  
\*2016 – contracted onsite project, 2017+ remote tune up and support*

*\*Using my telecom,* ***cloud*** *and network experience to help a health insurance company navigate a complicated upgrade cycle.*

* ***Managed*** *a team of 20+ IT and Telecom staff as well as responsible for ancillary staff numbering in the hundreds as go live dates approached to migrate to a cloud-based call center.*
* ***Health insurance*** *company with a budgeted $11 million four phase project – prepping telecom infrastructure upgrades at multiple call center sites to handle* ***cloud*** *based services; project manage & work break down; coordinate upgrades with Telecom and business team integration with Epic and other applications.*
* *Work with C-levels, and various executive levels to ensure success of project on a compressed timeline – 3000 phones, multiple call centers and retire 26 different call center setups (hardware/software) at multiple locations across the US in less than a year under a single vendor cloud-based call center brand under WPS.*
* *Genesys call center implementation – ACD, IVR, CTI* ***cloud-based suite*** *in a 3 step go live rollout in geographic call centers.*

***\*IT Infrastructure Manager***

*\*Arvato Bertelsmann – Pleasant Prairie, WI*

*\*2015 – contracted onsite project, 2016+ remote tune up and support*

*\*Using my datacenter,* ***cloud*** *and infrastructure management experience to help a division of a multi-billion dollar, \*multi-national company.* ***Business analysis*** *to introduce a supply chain for their IT Systems to connect equipment \*locally and extend a global hand for logistics in their warehouses.*

* *Responsible for infrastructure upgrades at two sites* ***managing******team*** *of eight in two states; project manage & work break down; coordinate with EMEA teams.*
* *Worked with CDW, Microsoft, HP, Cisco engineers on architecting, design, installation and followed-up on both sites submitting a* ***budget*** *of* ***$2 million*** *in addition to managing the operation overhead.*
* *Installed a private* ***cloud****, Microsoft 2012 R2 Datacenter hosting a Hyper-V cluster on a HP Store Virtual cluster myself and connected it to a larger corporate private cloud for redundancy.*
* *Upgraded the entire network wired and wireless - Cisco Core Switches, Firewalls, tripling wireless Access Points.*
* *Migrated numerous* ***applications*** *to the new private* ***cloud*** *and retiring old hardware. Upgraded and secured the datacenter operations tied to European* ***cloud*** *services.*
* *Cisco call center software, Cisco site upgrades.*

***IT Business Analyst/IT Engineer***

*Hewlett Packard – Boise, ID & Roseville, CA*

*2006-2009 Full time employee*

**Multi-billion dollar budget** for datacenter migration of 80+ datacenters down to 6 in 18 months. Project management, supply chain and content management team leadership, **business analysis** leading up to virtualization and **cloud** migration for all of HP. Maintain current supply chains and add new supply chains to the procurement lines that fed hp.com/support. Coordinate with manufacturing and design teams in Asia as well as supplement content management with additional workforce as the scope of the project raised from local to regional to national then global.

* **Virtualization** of thousands of servers to create **public, private and hybrid clouds** for use in internal operations streamlining organizational capabilities.
* Develop process, operations and ITIL as the project scaled so the teams continued to grow expediating the conversion processes.

Received a public thank you after successful completion of the C-suite sponsored project of a Fortune 17 company

\*Military experience – 7 years

***EDUCATION***

***CCNA, PMP, Security+, MCSE Training***

*LaSalle Computer Learning Center – Tampa, FL*

***Bachelor of Science – Business***

*University of Phoenix – Boise, ID*

***Associate of Applied Science – Computer Network Systems Technology***

*ITT Technical Institute – Boise, ID*

***Combat Engineer School***

*US Army Corp of Engineers - Ft Leonard Wood, MO*

***PROFESSIONAL AFFILIATIONS***

Project Management Institute (PMI)

Institute for Electrical and Electronic Engineers (IEEE)

IEEE Computer Society (IEEE-CS)

International Institute for Business Analysis (IIBA)