Stephen Winfield, PMP

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**Executive Profile**

PMI Certified Project Management Professional (PMP) with 20 years of expertise in developing effective Information Technology programs for public and private industries. Strong background in guiding IT teams in prioritizing and enhancing quality assurance initiatives, risk management and security. Talented leader in coaching, training and driving professional development among gifted personnel. Expert in controlling departmental budget and creating reports used to keep stakeholders updated.

**Certifications/Affiliations**

PMP - Certified Project Management Professional

CSPO - Certified Scrum Product Owner

**Skill Highlights**

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| --- | --- | --- | --- | --- |
| **Project Management:**IT InfrastructureCustom Software DevelopmentSystem EngineeringCloud Migrations/IntegrationsEnterprise-wide ImplementationsCRM,TFS AND JIRA | **IT Project Lifecycle:**Data Center DeploymentVirtual Desktop InfrastructureCosting & BudgetingProject SchedulingChange Management | **Value-Added Leadership:**Cross-Functional SupervisionTeam Building & MentoringClient Relations & PresentationsBusiness & IT PlanningVendor Management | * Agile/Scrum
* Jira
* Salesforce
* Slack
* CRM
* TFS
 | * PMP
* CSPO
* Sound decision-making
* Reporting skills
* Financial aptitude
* HIPAA expert
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**Core Accomplishments**

* United States Marine Corps Combat Veteran
* PMI Certified Project Management Professional (PMP)
* Scrum Alliance Certified Scrum Product Owner (CSPO)
* Lead teams which performed Information Technology Risk Assessments for large public and private sector entities.
* Formally recognized for excellence achieved in financial analysis, budgeting and forecasting.
* Achieved 47% cost reduction by eliminating redundant processes.
* Educated the entire software development department on best practices, procedures, and methodologies, ensuring that all personnel was knowledgeable on key details.
* Ensured that software implementation projects were completed ahead of schedule and within budget.
* Organized weekly meetings for the team as module lead, which effectively improved communications and overall work relationships among project personnel.
* Gave all clients extensive documentation materials which provided all details of the implemented systems and changes, effectively resolving client support calls by 50%.
* Sr. IT Project Manager offering success leading all phases of complex technology projects with over 12 years of experience in Project Management
* Specialize in Managing IT Infrastructure upgrades, hardware deployments, software rollouts, IT migrations & technical refresh initiatives
* 21 years of Information Technology Leadership
* Managed National Accounts and led global client initiatives
* Impressive track record of delivering on time, within scope and on budget
* Specific areas of expertise: Managing multiple large-scale projects including: Infrastructure Projects, Cloud Deployments, Site IT Relocations, Software Rollouts, Data Center Migrations, Networking, Virtualization, Storage, Security & Disaster Recovery Solutions & Remote Project Management
* Routine Experience in developing business and IT strategies, organize project teams, process implementation, data analysis, requirements gathering, applications development methodologies and technology management
* Change Management Communications specialist for a variety of different initiatives supporting North America and global audiences
* Software Development Life Cycle Management (SDLC)
* Proven track record of driving projects that maximize success, profitability, ROI and delivering sustainable business value
* Business Strategist; Plan and manage multiple small to multimillion-dollar projects by aligning business goals with technology solutions to drive process improvements
* Managed the design for the SD-WAN, SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN
* Cost/Benefits Analysis
* Lead product roll-out, upgrades, and maintenances of Security and SD-WAN environments
* Financial Reporting, Billing and Forecasting using Salesforce, nSAP, Clarity & Legacy
* Strong experience utilizing Waterfall and Agile delivery methodologies (Scrum, Kanban, SAFe, etc.)
* Waterfall – 12 years
* Agile/Scrum – 7 years
* Enterprise documentation creation
* Methodologies: Agile / SCRUM, Waterfall, PMI / PMBOK, Primavera, Lean Six Sigma, ITIL, SDLC & other Methodologies
* Infrastructure Construction experience: Vendor contracts, Proposals, bids, Request for Proposals, design drawings, etc.
* IaaS, PaaS and SaaS - Managed system integration transformation projects for, new implementation, rollout, enhance of existing solution and/or post go-live support & maintenance
* Manage Project Budgets including procurement, costs estimating and project staffing
* Over 10 years of utilizing Remedy systems
* Risk Management, Risk Analysis, Risk Register and Risk Mitigation strategies
* Detail Documentation: Lessons learned, Project portal, SharePoint and PowerPoint presentations
* Communicate project goals and business needs to executives, stakeholders and technical teams
* Cost Benefit Analysis that are used as the basis for decision-making on proposed IT implementation projects
* Client communication and advanced client relationship skills
* Executive Verbal and Written communication skills
* Awards: “Excellence in Leadership” – Blue Cross Blue Shield of Louisiana

**Professional Experience**

IT Software Release Manager Mar 2020 to Current

State of Louisiana － Baton Rouge, LA

- Forward Plan the release windows and cycles across a portfolio
- Manage risks and resolves issues that affect release scope, schedule and quality
- Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations
- Coordinate release content and effort based on the service request backlog, pending service requests, third party applications, or operating system updates
- Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
- Manage relationships and coordinate work between different teams at different locations
- Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews
- Produce Deployment, Run Books and Implementation Plans
- Communicate release details and schedules to the Business as required
- Negotiate, plan and manage all release activities
- Work with release engineers to understand impacts of branches and code merges
- Maintains the release schedule for all core services and ensure alignment across key partners and
vendors.
- Continually work towards making improvements in the release process
- Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and
checklists.
- Develops scripts and automation tools used to build, integrate, and deploy software releases to
various platforms
- Participate in CAB meetings to discuss release scope and/or roadblocks
- Maintains a release repository and manages key information such as build and release
procedures, dependencies, and notification lists
- Researches new software development and configuration management methodologies and
technologies and analyzes their application to current configuration management needs

IT Program Manager Mar 2019 to Mar 2020

State of Louisiana － Baton Rouge, LA

• I worked with my direct supervisor to determine short and long-term goals for the Louisiana Department of Public Safety and Corrections Electronic Health Record (EHR) Implementation efforts.
• I worked towards creating and improving an EHR implementation strategy with my direct supervisor and vendors.
• I created and manage long-term goals for our team in accordance with the vision and guidance given by my direct supervisor.
• I organized the Electronic Health Record Implementation program and activities in accordance with the mission and goals of the Louisiana Department of Public Safety & Corrections.
• I developed new programs (such as our HIPAA Compliance and Data Governance efforts) to support the strategic direction of the Louisiana Department of Public Safety & Corrections.
• I managed a team with a diverse array of talents and responsibilities which include a business systems analyst, a database administrator, a HIPAA Compliance/Data Governance Officer.
• I developed operating plans for the EHR, HIPAA, and Data Governance Program.
• I developed and evaluate methods to assess EHR program strengths and identify areas for improvement.
• I ensured goals are met in areas including customer satisfaction, safety, quality and team member performance.
• I implemented and manage changes and interventions to ensure project goals are achieved.
• I met with stakeholders to make communication easy and transparent regarding project issues and decisions on services.
• I produced accurate and timely reporting of program status throughout its life cycle.
• I prepared status reports by gathering, analyzing and summarizing relevant information.
• I analyzed program risks.
• I coordinated with cross disciplined team members to make sure that all parties are on track with project requirements, deadlines, and schedules.

Instructor Nov 2018 to Nov 2019

River Parishes Community College － Gonzales, LA

* Evaluated information about classes and students to uncover deficiencies and devise improvement plans.
* Lectured full classrooms of adult students on various self-improvement subjects.
* Assessed students' grasp of class material presented in courses and workshops.
* Managed and organized class records and reports.
* Established objectives for all lessons, modules and projects.
* Helped adult students meet diverse professional development goals.
* Mentored and counseled students with social adjustment and academic problems.
* Developed guides and course materials focused on reinforcing lecture information and helping students learn.
* Coordinated upload of lessons and tools to web for students to use in studies.
* Evaluated student progress and adjusted learning plans to foster progress.

IT Financial Analyst Mar 2018 to Mar 2019

Blue Cross and Blue Shield of Louisiana － Baton Rouge, LA

* Lead a Total Cost of Ownership (TCO) initiative by representing the Finance Team as a product owner, performed User Acceptance Testing (UAT)
* Documented processes and procedures pertaining to the use and functionality of new software being implemented.
* Performed analyses of past budgetary information in order to forecast future spend
* Created monthly PowerPoint presentations illustrating business performance and goals.
* Analyzed legal documents, including insurance policies and corporate contracts
* Identified operational processes inefficiencies and recommended necessary improvements which lead to a 65% increase in efficiency.
* Handled cost benefit analysis for portfolio and project management teams which lead to a 50% reduction in cost for financial software

IT Project Manager Jul 2017 to Mar 2018

Vectren Corporation － Evansville, IN

* Ensured project deadlines were met by managing and partnering with contractors to monitor performance.
* Oversaw 25 employees during a software implementation project with a budget of over $50mil
* Directed development of project scope, including estimates, budgets and schedules.
* Defined and initiated projects and managed costs, schedule and project performance while ensuring the success of the project.
* Interacted with clients to provide timely and relevant status updates.
* Lead a Risk Assessment Team in an effort to analyze potential risks and dependencies for software implementation projects

Operations and Maintenance Manager Jun 2015 to Jul 2017

Evansville Water & Sewer Utility － Evansville, IN

* Supported payroll for over 11 personnel by auditing and reconciling accounts.
* Aided senior leadership during executive decision-making process, generating daily bond Excel reports to recommend corrective actions and improvements.
* Designed and created weekly and monthly spending reports.
* Executed on-time, under-budget project management on complex issues for senior leadership.
* Conducted periodic risk analysis and evaluation for Provision for Loan Loss (PLL).

Help Desk Supervisor Nov 2014 to Jun 2015

MIS Technology Group － Baton Rouge, LA

* Managed projects using Connectwise software
* Gathered project requirements from internal and external customers
* Performed quality assurance on the work produced by the IT project team
* Supervised the system test phase of the project
* Initiated, coordinated, and enforced policies and procedures
* Maintained the organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies

Wire Technician Apr 2014 to Nov 2014

AT&T Inc. － Lafayette, LA

* Maintained one of the highest daily job completion rates among Wire
* Technicians without a repeat service call in the Lafayette, LA area
* Installed service modems in homes and businesses, setting up home networks, IP and telephony troubleshooting
* Installed wiring for Internet, Telephony, VOIP and HISIA with CAT5 wiring and coax
* Prepared Ethernet (CAT5) tips as well as Barrels for coax tips · Acquired JDSU operational knowledge
* Educated the customer on how the network works and any troubleshooting that may occur
* Provided excellent customer service to all customers

Data Processor Jun 2013 to Jun 2014

Fugro Geoservices － Lafayette, LA

* Offshore field activities included acquisition and processing data from geophysical systems such as multi-beam swath bathymetry, digital side scan sonar and digital profilers
* Processed navigation data, side scan sonar, profiler, multi beam and single beam bathymetry data real time while in the field as necessary
* Performed quality control of acquired geophysical data, made liaison with land based data processors, interpretation staff, and clients in the production of contour files, seafloor renderings, side scan sonar mosaics and other visual data products required for final reporting

Remote Support Technician Oct 2012 to Jun 2013

Global Data Systems Inc. － Lafayette, LA

* Diagnosed and resolved network connectivity issues between levels 1 - 4 of the OSI model
* Implemented Cisco best practices when troubleshooting and configuring network devices
* Created network topology diagrams for current customers to assist in the troubleshooting process.
* Worked with Telco's to resolve networking issues.

Advanced Medical Support Assistant Jan 2011 to Dec 2012

Department of Veteran Affairs Credit Union － Elizabethtown, KY

* Coordinated allocation of surgical supplies and nursing supplies.
* Documented contacts with prospects, related families or advisors and developed relationships with potential referral sources.
* Maintained patient charts and confidential files.
* Ordered medicines daily to ensure compliance with demands and needs.
* Created annual goals, objectives and budget and made recommendations to reduce costs.

Teaching Assistant May 2009 to Aug 2010

University of Southern Indiana － Evansville, IN

* Helped teachers with material generation, lesson plan development, class preparation, scheduling, exam distribution and student mentoring.
* Educated students, maximized learning capabilities and sharpened classroom interest through the usage of instructional techniques.
* Determined student progress through graded essays, projects and quizzes.
* Organized and distributed learning materials like homework, textbooks, and classroom supplies.
* Took attendance, graded assignments, and maintained routine student records.

Systems Administrator May 2008 to May 2009

Casino Aztar － Evansville, IN

* Established compatibility with third-party software by developing a modification and integration program.
* Managed, troubleshot, backed up and restored data, operating systems, files, documents and drivers to provide comprehensive systems management and support.
* Established and enforced policies and best practices to safeguard and protect data, reports and access.
* Delivered comprehensive training to internal and off-site users to optimize systems maintenance and resolverecurring issues.
* Facilitated integration and communication of software package upgrades for CAFRS, IVHMS, MPSU and JTDI.

Computer Operator May 2005 to May 2008

Old National Bank － Indianapolis, IN

* Operated a wide range of machines, including computers, printers and paper sorters in a fast-paced banking environment.
* Checked servers, investigated problems and escalated concerns.
* Completed frequent checks on user logins, file permissions and other data issues.
* Managed onsite testing for customers as required by the project's specifications.
* Created, oversaw, and updated policies, information, standards, and guidelines on a regular basis.
* Designed, documented and executed maintenance procedures, including system upgrades, patch management and system backups.
* Developed a streamlined task system to provide more effective workflows for both peers and management staff.

Information Technology Manager May 2000 to May 2004

United States Marine Corps Recruiting Command － Camp Lejeune, NC

* Conducted client needs assessments, developing budgets and determining cost estimates based upon this information.
* Managed more than 15 software engineers, system administrators, NOC operators, QA engineers and project managers.
* Reviewed network policies and infrastructure to evaluate sub-optimal areas and develop solutions.
* Globally managed several satellite IT locations and ensured a secure and operational corporate infrastructure.
* Developed and maintained accurate network documentation and Visio diagrams to provide management with proper understanding of organizational needs.
* Installed and supported over 30 Microsoft Windows Servers in an Active Directory Cluster.
* Developed and managed project plans while providing status updates to management.

**Education**

J.D., Law Expected in Dec 2023

Southern University Law Center － Baton Rouge, LA

Bachelor of Science, Philosophy May 2010

University Of Southern Indiana － Evansville, IN, United States

* Major in Philosophy/Minor in Sociology

Certificate of Completion, Information Technology Dec 2000

Marine Corps Communications And Electronics School － 29 Palms, CA

**Military Experience**

E-4 (Corporal) Apr 2000 to Apr 2004

United States Marine Corps － Camp Lejune, NC

* Honorably Discharged
* Good Conduct Medal Recipient
* Operation Iraqi Freedom Service Medal Recipient
* Presidential Unit Citation Recipient

**Community Service**

**Associate Minister - Liberty Baptist Church, Evansville, IN (May 2015 - March 2018)**

* Assisting the Pastor with any church ministry when deemed necessary by the Pastor which includes, but is not limited to preaching, teaching, hospital and home visits, overseeing church meetings and functions

**Chaplain - American Legion Post 354, Evansville, IN (May 2015 - March 2018)**

* Serving the spiritual needs of the American Legion post by providing spiritual guidance and prayers during meetings, visiting those veterans who may be housebound, in a nursing home, or in the hospital.  Overseeing the funeral service of veterans

**Football Coach - Harrison High School, Evansville, IN (May 2018 - Dec 2018)**

* Serving as the offensive coordinator for the 8th-grade football team .  Provided guidance and mentorship to teenagers encouraging them to perform at their best on the football field and in the classroom.