

Eddie B. Johnson



**Sr. IT Project
Manager**

ABOUT ME

Experienced and a dedicated Senior IT Project Manager with over 12+ years in managing capital, strategic enterprise/global projects..

SKILLS & EXPERTISE

- **Excellent Communicator**
- **Exceptional interpersonal and leadership skills**
- **Proactive and proven ability to build relationships along a broad spectrum of audiences at all organization levels.**
- **Multi-tasking, Project Management, Enterprise Implementation, Strong Organizational Skills**
- **Sharepoint, Business Analysis, Quality Assurance**

Proficient in Microsoft Office, Excel, Word, PowerPoint, Visio, Access, and Microsoft Project Management methodologies including Waterfall and Agile

Products: Switched Voice, Dedicated Voice Data T1, T3, OC312 circuits, Private Line, Frame Relay, ATM VOIP, UMTS, Managed Hosting, IVR (NICE), Content Delivery Network, Fiber, and IP Hosting

EDUCATION

VILLANOVA UNIVERSITY 2006

-Master's Certificate IS/IT Project Management
Master's Certificate Applied Project Management
ITILV3 2009
CCNA 1998

CONTACT

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EXPERIENCE

CLIENT ENGAGEMENT MANAGER

FEB 2020 - PRESENT

Presidio Telecom Solutions, Atlanta, GA

Responsible for working with the company's salesperson, and engineers including customer contacts and carrier partner resources to handle the following:

- Attending Client Visits to gather information and set requirements and assist in preparing telecom Statements of Work (SOWs).
- Become a primary of contact and manage all aspects of the implementation process across all teams and resources involved in the delivery of Presidio Telecom Order.
- Excel and consistently communicate milestones throughout the install process, coordinate the overall implementation, manage order exceptions and escalate as needed.
- Meet Project deliverables and maximize customer satisfaction. Manage projects through to completion.
- Turn-u[and first bill review. Use first bill review verification data to audit vs. values of the associated item(s) on Priesidio telecom new order's report.

TECHNOLOGY PROJECT MANAGER

DEC. 2018 - OCT. 2019

Aptum Technologies, Atlanta, GA

Led project meetings with product managers, vendors hardware/software engineers, developers and other team members. Interacted with Senior & Executive Leadership on a regular basis and developed reports while keeping them informed.

- Motivated and Managed project efforts of Team Members. Resolved conflicts and provided performance feedback to technology group managers.
- Created and managed all of the accepted project management deliverables including the project charter, project plan, budget, resource, risk, and implementation plans and other deliverables as required.
- Found solutions to cross-functional challenges and quickly developed and fostered relationships with leaders from across the organization. Served as the glue and troubleshooter to keeping the project on track.

SR. IMPLEMENTATION MANAGER

OCT 2017- OCT. 2018

Advocate - TBM Services Company, Norcross, GA

- Developed project plans and conducted research, risk analysis, documentation of deliverables and reviewed status reports. Prepared a resource plan within parameters defined by Senior Management or Project Stakeholder.
- Viewed as the Subject Matter Expert on the automation of implementation processes across tools, interfaces and/or systems in place planned by Advocate.

SENIOR IT PROJECT MANAGER

OCT 2014- OCT. 2017

MARTA (Consultant), Atlanta, GA

Responsible for developing and maintaining a formally-identified set of projects which for the Technology PMO Portfolio. Worked with major stakeholders to quantify IT Project benefits in a way that enabled an objective evaluation of products against departmental objectives and thereby aided project approval decision-making. Lead PM for the execution and implementation of a seamless migration of replacing Aging Network Equipment throughout the Authority of MARTA (48 locations) and software projects including COTS product implementation.



- **Implemented large scale projects with high visibility for the CEO's main initiative during the Annual State of the MARTA Address which included WIFI services on MARTA Buses, Rail Cars, and served as the Lead for the Mobility Vans Project, Mobile Fare Payment and Decatur Station Smart Restroom Project.**

Lead PM for Data Center Migration which included the following:

- **Migrated 3 Data Centers into a Primary and Secondary scenario by installing Fiber at all locations with dual vendors. (Disaster Recovery)**
- **Upgraded the End of Life and End of Service hardware with the latest technology and revisions.**
- **Ensured present applications were fully functional with the implementation of the new hardware.**
- **Performed seamless migrations during the Authority's maintenance window. Oversaw and validated testing of applications and hardware.**
- Developed and negotiated contract terms, conditions, and modifications ensuring requirements were met and delivered on time.

SENIOR SERVICE DELIVERY MANAGER

FEB. 2014 - SEPT. 2014

ThyssenKrupp IT North America, Alpharetta, GA

Acted as the Primary Executed IT Service Representative and IT Relationship Manager to the supported business across ThyssenKrupp America's Operational Unit accountable for the delivery of client's needs & IT solutions for all actions with the organization. Coordinated IT customer deliverables between IT Services and Operations.

Developed, maintained and improved IT processes and the leader in representing the company's standards within projects. Responsible for the establishment and adherence to IT Service and IT Operational Level Agreements (SLA & OLA) for the company.

SENIOR IT PROJECT MANAGER

NOV. 2012 - DEC. 2013

American Tire Distributors, Charlotte, NC

Led project meetings with product managers, vendors hardware/software engineers, developers and other team members. Interacted with Senior & Executive Leadership on a regular basis and developed reports while keeping them informed.

- Implemented Network Disaster Recovery which included revamping the old network with a larger bandwidth for the additional MPLS network. Implemented a migration of a Canadian data center to ATD Data Center in Huntersville, NC. (included Windows 7, Email Retention, Citrix, and other software applications. Implemented a MPLS network for 24 sites in Canada which included the installation of Avaya and Cisco equipment.

IMPLEMENTATION PROJECT MANAGER

NOV. 2010 - AUG. 2012

Internap Network Services, Atlanta, GA

Managed the implementation of IT infrastructure products and services; IP, Data Center Migration, Colocation while partnering with product development to create solutions for client issues and new revenue opportunities.

Organized high perform cross-functional teams to accomplish network readiness in preparation for Data Center Migration, Colocation, Managed Hosting, Wi-Fi Hotspots, CDN, VOIP, and Cloud implementations. Primary Point of Contact. Coordinated overall implementation and managed order exceptions to customer's satisfaction.

SERVICE DELIVERY MANAGER (NORTH AMERICA)

JUNE 2008 - DEC. 2010

Belgacom Internationsl, Brussels, Belgium, Atlanta, GA

Performed incident management, change management, capacity management service and escalation meetings with North America stakeholders biweekly. Point of Contact for managing all aspects of the implementation process across all teams and resources involved in the delivery of Belgacom's services and responded to all 2nd or 3rd level trouble ticket escalations and internal/external customer requests for plans of action.

PROJECT MANAGER

2005-2008

Verizon Business, Alpharetta, GA

Led the project team in product development process to facilitate on-time delivery while maintaining the highest quality level. Implemented and coordinated projects from gathering requirements to close out. Utilized knowledge of PMP principles to include project plan and scope of work development, communications plans, SDLC, ITIL, risk assessment, relapse management and mitigation planning and project closeout. Extensive understanding of of telecom networks. Interfaced with multiple re-seller market fix agencies, provisioning groups sales, strategic account management, sales, engineering, and vendor contacts.