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Summary

Seasoned, results-driven IT Project Manager with an extensive track record of bringing projects to completion on-time and within budget. Experienced in the full development life cycle for infrastructure solutions, from initial planning and development through implementation and ongoing support. Expertise in the technical aspects of IT projects as well as the management strategies essential for successful completion. Innovative and self-motivated leader who creates customized solutions for clients, colleagues, and the company as a whole.

CORE COMPETENCIES

- Project Governance: Requirements gathering, Testing, Risk management, Vendor Management Budgeting, Strategic Planning, Change Management, Architectural design,
- Project Frameworks: Waterfall, Agile
- IT Frameworks: ITIL, COBIT
- IT Management: Change Management, IT Strategy / 3 Year / Budgeting, Gap Analysis, Operations Management, Functional Leader (Service Desk, Networking, Telephony, Systems, Cyber Security, NOC)
- Warehouse / Office Builds: Facility / Sales Office / Manufacturing Plant Build Out, Decommissions Overseas (EMEA, APAC)
- Telephony: SIP trunks, PRI, POTs, Unified Communications, VoIP, DID, QoS
- Networking: Cisco, Palo Alto, Riverbed, SD Wan
- Wireless Networking: Cisco, Mist, wireless controllers, SSID architecture, heatmap
- Server / Systems: VMware, Hyper-V, NAS, SAN, DAS
- Directory Services: Active Directory, DNS, DHCP, Group Policy, Forest, FSMO, Schema, LDAP
- Mobility implementation (including security): Mobile Device Management, mobile application management, MobileIron, Intune
- Security: SOX, HIPAA, Single sign on, Network and Systems Vulnerability, Pen testing, Identity & Access Management
- Cloud Migration - AWS (Amazon Web Services), Azure (Microsoft), Microsoft Office 365 Implementation, IaaS, PaaS, Mergers / Acquisitions, Shared Service Implementation,
- Microsoft products: SharePoint, MS Project, Project Online, PowerPoint, SQL, Excel, One Drive, Visio, OneNote, Teams, Skype, Intune and Office 365

Experience

Senior Information Technology Project Manager

BluSky Restoration Contractors

Sep 2020 - Jun 2021 (10 months)

Plan, coordinate, manage the development and delivery of three concurrent construction modules into the current ERP system. Projects consist of construction project management, logistics and time tracking systems.

- Determine and define project scope and objectives.
- Manage Issues and Risks.
- Develop and manage a detailed project schedule and work plan.

- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments and progress.



Senior IT Project Manager

Hitachi Vantara

Aug 2017 - Jul 2020 (3 years)

Plan, coordinate, and manage several concurrent (5-7) global IT real estate projects for the global regions of; America's, EMEA and APAC.

All projects consisted of network cabling, routers, switches, wireless, data closet, servers, racks.

Requirements gathering, budgets, project plans, designs, risk analysis, change management, task delegation, resource assignments, procurement, and support.

Negotiated agreement for Statement of Work (SOW) for enterprise projects with vendors and sub-contractors.

Projects consists of facility moves, builds, demises and decommissioning.

Knowledge of regional and country laws and customs.

Determine and define project scope and objectives.

Manage Issues and Risks.

Calculated and managed budgets of \$1.5 to \$2 million dollars per project. Track project costs in order to meet budget.

Develop and manage a detailed project schedule and work plan.

Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress.

Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables monitor progress and make adjustments as needed.



IT Project Manager, Technical Architecture

WhiteWave Foods

Aug 2006 - Jul 2017 (11 years)

Plan, coordinate, and manage the development and delivery of IT infrastructure solutions across all business disciplines.

Worked directly with internal and external users. Build rapport and develop solid working relationships while discussing needs and offering solutions that meet those requirements. Train users on new applications and systems. Serve as the main point-of-contact for information, questions, and issues.

Directed multi-million dollar IT projects, often happening simultaneously, from inception to completion.

Develop project plans and processes. Interpret specifications, develop project scope, create budgets, schedule personnel, and coordinate project operations. Monitor activities, costs, and timeframes.

Communicate often with all necessary parties to discuss changes and updates. Lead in a cross functional teams from project scope through implementation.

Directed all phases of multiple infrastructure projects in complexity and size.

Negotiated agreement for Statement of Work (SOW) for enterprise projects with vendors and sub-contractors.

Led RFI and RFP process for executive decision in Vendor selection process.

Successfully managed multi-million dollar projects; Data Center build, Disaster Recovery, Mergers / Acquisitions (4 companies).

Coordination requirements gathering, budgets, project plans, designs, risk analysis, change Management, task delegation, resource assignments, procurement, and support.

Cyber Security vulnerability testing and patching.



IT Operations Manager

WhiteWave Foods

Aug 2006 - 2008 (2 years 5 months)

Managed the Network, Voice, Database and Windows Server support teams who maintain the performance, functionality and reliability of the enterprise. Ensured 24 x 7 hardware availability in support of mission critical business requirements.

Established production support and development support for implementation projects. This position also worked with the Senior IT Management team to establish strategies and priorities for the overall IT Operations team by analyzing and understanding the current and future applications and operational support needs in order to formulate and recommend plans to keep pace with business demand.

Creating new planning for increased cost saving efficiencies, including green data center, hardware synergies along with increasing the availability and mobility of the workforce.

Managed, lead and motivated the IT Operations teams consisting of Network, Voice, Database and Server.

Coordinate with Application support and Business Intelligence teams to ensure application/database availability, performance and reliability.

Contributed to the ongoing development of technology and production processes.

Ensure regular communication to Senior IT Management concerning projects, risks, concerns, problems, and needs.

Skilled in organizing resources and establishing priorities.

Support mission critical systems in a 24 X 7 environment.

Plan and implement server, application and database upgrades as needed.

Ability to analyze and resolve application / database performance, capacity, replication, and other distributed data issues.

Accomplishment of IT objectives and execution.

Analyze key performance indicators (KPI) to identify successful areas and those needing improvement.

Create in-depth project reports. Attend management meetings to present reports and offer recommendation for continued success.

Server, Application SLA Availability 99.99%.

Network uptime 99.99%.

Total tickets vs closed tickets.

Mean time to resolve.

Security vulnerability assessment.



IT Manager

Promotech

2005 - 2006 (2 years)

Managed all IT operations, including planning, policies and processes, technical development and maintenance, team leadership, vendor management, quality assurance, performance tracking, and departmental administration.

- Lead large IT projects, including the design and deployment of new IT systems and services
- Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure
- Helped define IT infrastructure strategy, architecture, and processes
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs
- Assess vendors and develop test strategies for new hardware and software

- Troubleshoot hardware and software issues related to internal IT



IT Operations Manager

Graphic Packaging International, LLC

2001 - 2004 (4 years)

Managed the Network, Voice, AS/400 Mainframe and Windows Server support teams who maintain the performance, functionality and reliability of the enterprise. Ensured 24 x 7 hardware availability in support of mission critical business requirements.

- Established production support and development support for implementation projects. This position also worked with the Senior IT Management team to establish strategies and priorities for the overall IT Operations team by analyzing and understanding the current and future applications and operational support needs in order to formulate and recommend plans to keep pace with business demand.
- Managed, lead and motivated the IT Operations teams consisting of Network, Voice, Database and Windows Server technicians.
- Coordinate with Application support and Business Intelligence teams to ensure application/database availability, performance and reliability.
- Act as liaison for IT Operations and Application Security compliance.
- Contributed to the ongoing development of technology and production processes.
- Ensure regular communication to Senior IT Management concerning projects, risks, concerns, problems, and needs.
- Skilled in organizing resources and establishing priorities.
- Support mission critical systems in a 24 X 7 environment.
- Plan and implement server, application and database upgrades as needed.
- Ability to analyze and resolve application/database performance, capacity, replication, and other distributed data issues.
- Accomplishment of IT objectives and execution of goals.



Manager, Network Operations Centre

MessageMedia

1998 - 2001 (4 years)

Responsibilities included managing all aspects of network operations center, management of connectivity, network performance, maintaining network software configurations, managing the distribution of patches and software releases as needed, network and system trouble shooting, monitoring tools, alarm conditions as well as escalation processes and procedures, leading and defining the process of troubleshooting and participating in change management and root cause analysis and interfacing with field operations, engineering team, equipment vendors, and network service providers.

- Responsible for recruiting the technical staff and has to ensure that the team works in compliance with the company's policy and procedures, Manage day-to-day activities of network operations team responsible for all aspect of maintaining a distributed network, including preventative maintenance, fault isolation, equipment installation and project, manage connectivity, network performance and timely outage resolution.

Education



University of Colorado Denver

Bachelor of Arts - BA, Political Science / International Affairs / History

1991 - 1995

Licenses & Certifications



ITIL Foundation Certificate in IT Service Management - AXELOS Global Best Practice
GR750295490cm



AWS Concepts Certificate - Skillsoft



AWS Cloud Primer Certificate - Skillsoft



Azure Fundamentals: Cloud Computing - Skillsoft



AWS Technical Professional - Amazon Web Services (AWS)



AWS Cloud Practitioner Essentials (Second Edition) - Amazon Web Services (AWS)

Skills

Project Management • Data Center • Disaster Recovery • IT Management • Technical Support • Information Technology • Service Delivery • IT Strategy • Vendor Management • Business Analysis

Honors & Awards



IBM Beacon Award for Leadership in BladeCenter Solution Deployment - IBM
2008



Cow award - Excellence in achievement for Disaster Recovery - WhiteWave Foods
2007



Numerous Honors and Achievement Awards while serving in the US Navy - US Navy



Dean's List
1995



Team Wave Award for building the WhiteWave Technology Center - WhiteWave
Dec 2015
This is the highest award given annually corporate wide



Night on the Town Award - San Francisco Office Build

Oct 2018



Night on the Town Award - M&A Migration

Apr 2018