**Terrance Wilson, PMP, CSM, CMBB**

3551 Wilshire Way

Richardson, TX 75082

[www.linkedin.com/in/terrance-wilson-a6928711](http://www.linkedin.com/in/terrance-wilson-a6928711)

972-626-7042

[twpro1234@yahoo.com](mailto:twpro1234@yahoo.com)

**TECHNICAL PROFESSIONAL**

* Certified Project Manager with sixteen years of experience in Computer Operations and Call Center Service, Telecom/Wireless, Technical Implementation Support and Project Management
* Sixteen years of progressive computer/network operations experience in large global data centers migrations with mixed computing environment including security, process improvement, network, visitor management systems, professional services, server upgrades.
* Twelve years of project/program management processes (e.g., ITSM/ITIL V3, PMBOK, Lean, PMI/PMO, SCRUM, Waterfall, Agile, etc.) and project delivery methods and tools with the ability to develop new business based upon project objectives and constraints for Financial, Pre-Financial, Healthcare, IT, HR/CSM systems, IAAS, PAAS, SAAS, SAP/ERP
* Proactive, results driven, “get-it-done” self-starter known to initiate process, service oriented and ticket driven, staff productivity, and effervescent management skills.

**PROFESSIONAL EXPERIENCE**

**ASI**

**Sr. IT Project Manager (Remote/Travel)**

**October 2006 – February 2021 (*Company Layoff)***

* IT project consultant that leads the full cycle of Agile SDLC projects including ITIL and advised clients of project governance and streamlined solutions. Utilized JIRA/ClickUp software for project tracking. Managed small, mid and enterprise level projects for scalable solutions, estimates, creation of Statement of Work, process improvement, project plans and status reports to project dashboard.
* Project liaison between project management and project leads for overall direction, presented software demonstrations regularly, created SOW proposals, and worked with our Pre-Sales department extensively. I tracked key professional services ITSM Zendesk project milestones and adjusted project plans for process improvement, change control, managed full lifecycle projects with ITIL initiatives from inception to close using SAP/Clarity.
* Pioneered and exceeded all key goals and milestones through entire Project Management Lifecycle with Incident, Asset, Problem, Change, Release, Team and Knowledge management within ServiceNow, Cherwell, Remedy, Intact, and Ivanti. Worked with global stakeholders to obtain all project resources and created all project documentation for service level agreements for data center migrations and conversions.
* Improved revenue per SaaS client by $4,250 through consultative sales training. Increased new customer project prospects by 17% the first twoyears as a PM. Managed chargeability of multiple financial and healthcare project resources deployed on Zendesk ITSM/ITIL/SAAS/SAP projects and windows server upgrade data center projects.
* Developed Agile project program work plans with infrastructure related environments for Ivanti. Wrote the statement of work and performed the ITIL best practices of service strategy, ITIL process and design, transition, operation, and continual problem improvement with Desktop/Helpdesk.
* Professionally addressed all client technical issues and concerns, identified issues and mitigated risks for, Big Data and CRM Salesforce. Certified in Project Management Lifecycle for Waterfall, Agile, and Hybrid within Windows server upgrade data center migration projects with two government clients.
* Established leadership within a matrix environment and implemented SDLC (Software Development) and AGILE project management processes and methodologies to ensure Zendesk ITSM/SAP projects were delivered on time, performed gap analysis, and meet customer expectations.
* Created and initiated project scope, milestones, deadlines, bottlenecks, project goals, project budgets, project schedule, project charter, risk, and task management on data center migration projects. Identified and managed cross-project interdependencies on each ITSM/ITIL project and possess a deep knowledge of reporting software and dashboards. Served as a Scrum Master on ITSM projects and delivered the day-to-day operational and tactical aspects of multiple large-scale business SAP projects. Reviews high-level deliverables across projects with accounts ranging from $1 Million+. Technical focus on RFID with project architecture planning and execution and e-commerce vendor management utilizing Liquid-Planner to remedy incident/problem management.
* Optimized multiple big data center migration projects with Cherwell. Defined and managed scope, test plan development, formal reviews, provided project alternatives, liaison between developers and stakeholders, proposal writing, mitigated risk management across projects. Conducted all ITIL project kick offs with a value and project quality driven approach.
* Initiated and attended all kickoff meetings, set all deadlines, transitioned Ivanti projects from sales into conception phase, established milestones, assigned task responsibilities, and coordinated all updates to stakeholders on project program updates.
* Researched policy and procedure to make recommendations for big data projects with the ability to read and interpret drawings and diagrams as a problem solver. Delivered ITIL/SAAS transformation experience with a laser focus on problem, knowledge, release management solutions, and content assets as well as trained all client partners in using content management systems to make sure deliverables were met. Proactively identified areas for milestones, project dependencies, and critical path for multiple ServiceNow projects. Developed and delivered multiple project reports for stakeholders. Provided recommendations for process improvements and initiated Incident, Change and Release management accordingly depended on each project.
* Practiced Scrum Framework to deliver and facilitate product delivery on multiple projects. Managed two iOS upgrades in an enterprise DC environment for two separate clients. Established vendor relationships for all projects. Identified strategic input to complete all ServiceNow projects. Lead complex telecom, SDLC and financial projects from inception to end with a laser focus on time and cost management.
* Facilitated meetings, kick off meetings and project sprints throughout all ITSM/ITIL project lifecycles. Worked closely with the IT Director to all Key Performance Indicators (KPI’s). Drove initiatives with Mobile Device Management on several projects and developed high level business processes with Incident management.
* Scrum/Kanban Master with specific AGILE/Waterfall SDLC project planning, monitoring, and appraising job results; coaching, counseling, system analysis, technical design, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and compliance procedures.
* Strategically maintained the organization's effectiveness and efficiency by defining, delivering, and supporting strategic ITSM ServiceNow plans for implementing information technologies.
* Optimized and managed Change Management and provided analytical and tactical execution throughout all Ivanti projects and SDLC lifecycles. Enabled sponsors for change and created custom status reports.
* Evaluated the scale of multiple projects using Microsoft Project and Agile methodologies, collaborated with senior managers to set its goals clearly and defined deliverables supporting company and surpassed all project goals. Established relationship management between all departments.

**Bellsouth/ AT&T- Atlanta**

**IPTV Project Lead**

**February 2003 - August 2006**

* Provided tier 3 level telecom/wireless technical support for IT infrastructure supporting 2000+ employees throughout the Atlanta area. Troubleshot hardware, Windows NT/2000 and mainframe environment. Knowledge of Avaya, Cisco, and Nortel. Managed telephone system projects and interfacing with voting systems.
* Responsible for identifying when issues are related to Upper, Physical, or Head End/Video issues, was responsible for over 8 employees by training, education, and implementing new policies and procedures. Team lead on multiple telecommunication projects.
* Citrix XenApp was utilized on all laptops for employees in the field to control encrypting access to data and applications to improve security, it was used to deliver applications instantly to users anywhere on any device.

**EDUCATION**

**The Ohio State University**

**Bachelor’s Degree of Computer Science - 2002**

**MCSE Certified – 2013**

**ITILv3 Certified – 2014**

**Six Sigma Black Belt Professional PMP Certified (SSBBP)® - Management & Strategy Institute – 2015**

**Certified Scrum Master – 2017**

**Champion Black Belt Six Sigma Certified**

**SKILLS**

Active Directory, ServiceNow, Cherwell CSM, Remedy, ITSM/ITIL, ZENDesk, Business to Business, TFS Server, Tableau Solution Implementations, Adobe Acrobat, MS Office 2016, MI/PMO, Excel, Microsoft Suite, ADP, TFS, JIRA, Zoom, Kanban, Avaya, Office 365, DFS/DFS R Windows Server 2012, SolarWinds, I3 Interaction Intelligence, Microsoft Exchange, Microsoft Project, Citrix XenApp, Windows Server 2003 & 2010, XP, Windows 7, TCP/IP, VPN, Blackberry Enterprise Server, Informatica 0.1 Migration Tool, Guidewire Software, Quest Migration, IPad, iPhone, Office 365, Veritas Backup Tape System, Norton Antivirus, Symantec, CRM, TrackIt, Magic BCM/HEAT, Remedy BMC, Saleslogics, Salesforce, GHOST, Dell, Java, Oracle, WebEx, VNCViewer, Clarify, IBM Lenovo ,VMWare ESX, SCCM & STCM, Backup Exec 2010, Project Management, Project Server 2010, Exchange 2010, Windows 2008 R2 Domain Upgrade, Forefront Identity Manager 2010 R2, Clarity PPM