**Terrance Wilson, MCSE, PMP, CSM**

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**TECHNICAL PROFESSIONAL**

* Certified Project Manager/Scrum Master with sixteen years of experience in IT Operations, Financial Services, Project/Product Management
* Sixteen years of progressive computer/network operations experience in large global data centers migrations with mixed computing environment including mortgage loan origination, network, visitor management systems, security management, software customizations, and Google Cloud Platform (GCP)
* Twelve years of project/program management processes (e.g., PMBOK, Lean, PMI/PMO, SCRUM, Waterfall, Agile, SAFe, JIRA, etc.) and project delivery methods and tools with the ability to develop new business based upon project objectives and constraints for Start-Ups, Financial, Healthcare, Legal, IT, Federal Projects
* Proactive, results driven, “get-it-done” self-starter known to initiate lean process and system improvements to increase system stability, staff productivity, and effervescent management skills

**PROFESSIONAL EXPERIENCE**

**ASI**

**Product Manager/ Scrum Master - Remote**

**October 2006 – November 2020 (*Company Layoff)***

* Managed multiple projects as a Product Manager on SDLC projects and worked with the engineering teams on multiple project initiatives for new features and success metrics. Reviews high-level deliverables across SCRUM projects with accounts ranging from $1 Million+. Technical focus on Google Cloud Platform (GCP) with project architecture planning and execution and product ship cycle management utilizing Liquid-Planner for system integrations and JIRA for B2B/B2C management.
* Successfully lead the project executing the full SDLC on various projects and removed impediments with Agile techniques, created organic user stories within Asana/ClickUp, story estimation and requirements gathering. Proactively created, refined, and reviewed storytelling from a technical point of view with the art of conveying project needs. Worked directly with UI/UX developers and designers on wireframes, product backlog, defining business goals, and collaborated with cross functional eCommerce/Marketing teams.
* Managed Scrum teams and motivated daily for improvements around scalable solutions, estimates, product management, on budget completion with profit and loss, resource plans and status reports to project dashboard; performed value stream identification on Google Cloud Platform (GCP).
* Executed four enterprise level Scrum projects and worked directly with developers on EAM/GIS software products for Sales Automation, Marketing, Work Orders and Customer Service Hubs performing Scrum, SAFe, Lean or Kanban methodologies. Initiated platform capabilities for multiple clients for financial/retail, workforce intelligence and application eCommerce development.
* Relentlessly removed roadblocks and impediments on Scrum projects by specifically working with the development team with high communication, researching problems independently, break user stories down to demonstrate value, foster trust in the environment, be solution based, and ensure team focus on the goal of project completion.
* Drove, tracked, and balanced workloads to implement plans for software testing, product plans, risk mitigation and tracked resolution of web issues. 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.
* Defined project/product scope, contingency plans, project goals and deadlines. Lead the IT team for project planning and removed obstacles within each SCRUM project, facilitated iteration sprint planning and daily standups, shared responsibilities, tested and released features, evolved training libraries. Managed multiple federal projects for over ten years, managed multiple tasks activities, worked with product owners for software development projects and implementations for Google Cloud Platform (GCP).
* Performed release planning with software development projects, worked with developers on and offshore for integration and implementation requirements into production. Ran two, four, or six- week sprint scrum intervals for project deliverables to be accomplished within AWS/cloud scope using JIRA and proactively mitigated risk, identified issues, and resolved proficiently.
* Established leadership within a matrix environment and implemented SDLC (Software Development TFS) and AGILE project management processes and methodologies to ensure help desk projects were delivered on time, within budget adhere to quality standards, and meet customer expectations. Wrote functional specs for all projects and daily use of HubSpot, GoToMeeting, Amazon Redshift, and knowledge of Primavera P6 for timekeeping.
* Created and initiated SCRUM project scope, milestones, deadlines, gathered requirements, avoided bottlenecks, project goals, project budgets, project schedule, project charter, risk and task management. Identified and managed cross-project interdependencies on each project and managed sprint iterations on each project for over ten years. Successfully upgraded network data centers and created CRQ creation for financial domain projects.
* Pioneered and managed scope, test plan development, formal reviews, provided SCRUM best practice alternatives, liaison between developers and stakeholders, mitigated risk management across SDLC FEMA projects. Conducted all project kick offs with a value and project quality driven approach.
* Worked daily with product owners to ensure maximum project results with value and taught my team product backlog management. Performed daily standups with on and offshore teams to ensure project initiatives were delivered on time and within scope and removed impediments.
* Initiated and attended all SCRUM kick-off meetings, set all deadlines, transitioned projects from sales into conception phase for different marketing companies, established milestones, assigned task responsibilities, and coordinated all updates to stakeholders on project program updates. Identified and gained allocation of project team resources; obtained business and information technology sponsor approvals; and coordinated the resources necessary to successfully complete the project. Assisted with help desk managers for project research, and proposal/ product management and managed asset management on all retail/financial projects.
* Researched policy and procedure to make recommendations for marketing technology projects with the ability to read and interpret drawings and diagrams. Lead multiple SCRUM teams through development, and migrations for success factors and processes for retail/financial projects. Managed content management projects with Drupal and facilitated conflict resolution amongst the team as well as project stakeholders with client relationship management.
* Delivered ITIL 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. Proactively identified areas for milestones, project dependencies, and critical path for multiple financial projects.
* Developed and delivered multiple project reports for stakeholders. Provided recommendations for process improvements and initiated Change and Release management accordingly depended on each project. Managed daily SCRUM meetings, managed project risks, and applied strong leadership and organizational skills on all projects. Proactively engaged in team building skills, removed obstacles with risk mitigation, and reported on daily progress with SCRUM techniques.
* 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 projects. Lead complex telecom, SDLC and financial projects from inception to end with a laser focus on time and cost management.
* Implemented disaster recovery and kept up to date with data cabling for help desk projects. Integrated and implemented service platform projects. Approved OSP invoicing and recommended feedback on timeliness and format, proficient use of Smart-Sheets as a scheduling tool on SCRUM projects.
* Facilitated meetings, kick off meetings and project sprints throughout all project lifecycles. Worked closely with the IT Director to all Key Performance Indicators (KPI’s).
* Measured progress toward goals and revises project objectives; documented applying change control procedures. Evaluated the impacts and risks of changes from multiple perspectives and provided different risk mitigation strategies, managed customer quotes, determined tentative implementation dates, tabulated results of the implementation. Developed requests for proposals (RFP) and source of work (SOW) and created Request for Information (RFI) through change management accordingly.
* 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.
* Worked with JIRA project software for issue tracking as a software solution designed to improve code quality and speed development for software development teams. Strategically managed investments, resources and commitments using sophisticated evaluation and selection criteria, creating, and optimizing planning scenarios, communicating decisions, monitoring progress, and managing new ideas.
* Optimized and managed Change Management and provided analytical and tactical execution throughout all project and SDLC lifecycles. Enabled sponsors for change and created custom status reports on all SCRUM projects.
* Evaluated the scale of multiple projects using Microsoft Project and Scrum/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**

**SAFe Agile Certified**

**ITILv3 Certified – 2014**

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

**Master Black Belt Project Management Certification – 2017**

**Certified Scrum Master - 2017**

**SKILLS**

SAFe, SCRUM, Agile, Waterfall, Hybrid framework, Change Management, Contact Center, Hootsuite Marketing, Marcom Marketing Asset Management Software, Salesforce, Scrum/Agile, XML, 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