**Terrance M. Wilson, PMP, CSM, CMBB**

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**TECHNICAL PROFESSIONAL**

* Certified Project Manager with fourteen years of experience in demonstrating leadership,
* Eighteen years of progressive multi-sector operations experience in large scale global project migrations and implementations that included software development, vendor management. information security, network and software, customer success, SDLC integration, SAAS, Process Improvement & Development, Release Planning, Disaster Recovery, EVMS, Corporate Performance Management.
* Thirteen years of project/program management methodologies, strategies, and initiatives with certified expertise within (e.g., AGILE, Waterfall, EPMO, ADKAR, Hybrid, SAFe, Kanban, Lean, SCRUM, Spiral, Six Sigma, and PMBOK) within multiple sectors.
* Proactive, results driven, “get-it-done” self-starter known to initiate process and system improvements to increase system stability, staff productivity, and effervescent management skills.

**PROFESSIONAL EXPERIENCE**

**ASI**

**Project Manager/Scrum Master (Remote)**

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

* Certified Project Manager and Scrum Master that was responsible for spearheading full software development lifecycle implementations from beginning to end that included discovery, planning, implementation, testing, and QA working directly with Development teams/DevOps.
* Exercised solid leadership with strong business acumen, worked with our business analysts and internal resources on backlog grooming, change management, release planning, and guided multiple clients to discovery their own entelechy. Utilized Scrum techniques with Scrum/UI/UX Teams for daily sprints, backlog action items, performed internal audits, and managed budgets from $500K to over $5 Million+ directly client facing.
* Revitalized and maintained comprehensive project documentation and vendor management, created project plans, and guided multiple teams using the SAFe Agile framework and Clarity PPM. Conducted multiple sales meetings for multiple SDLC implementations and was the primary contact on all projects managing the requirement gathering, analysis, design, implementation, testing, deployment, and the change management framework for ADKAR.
* Maximized sales for ultimate ROI. Established, managed, and improved project processes, drove, and lead the development and implemented project plans, created, and maintained status/Gantt charts and reports in Smartsheet. Responsible for masterminding, outlining, and developing projects from end to end that included release management, testing, and DEV/QA testing.
* Managed a risk and issues log on all projects (RAID log) with a focus on managing a scrum team, prioritizing action items in JIRA/MS Project/Air Table, and build solid relationships.
* Proactively met requirements for KPI, planned and executed SDLC project and collaborated with our global enablement team daily with multiple startups, midsize and enterprise level clients. Influenced internal and external stakeholders, executed technical internal audits, worked extensively with UI/UX developer teams for application development using Agile to contribute and shape the improvement of the company.
* Collaborated with cross functional departments and teams on multiple Agile technical projects to adopt the ADKAR methodology blueprint for change management and team management. Specifically worked with Earned Value Management System (EVMS) to establish detailed process, procedures, and initiatives with multiple stakeholders. Worked with a team of developers for front and back end programming on application development projects as a Scrum Master to execute solution architectures, software configuration, and implementations for DevOps.
* Transformed and executed all key goals and milestones through entire SDLC Project Management Lifecycle and worked with Sales, Account Management, and Service Ops for delivery improvement programs and implementing new systems. Performed regulatory and compliance internal audits for multiple clients.
* Pioneered high quality projects by working with stakeholders to obtain all project resources through intake assessments, conducted performance evaluations, achieved alignment for deliverables and advocated for change management.
* Managed multiple disaster recovery initiatives to help maintain production integrity and compliance. Well versed with procurement, SOW, utilized Confluence for shared drives and files, and worked directly with business analysts on data mapping requirements using Map-Force.
* Provided support in negotiating and documenting Scrum concepts for large scale software development projects in planning, tracking, and ADKAR change control on multiple software development projects and implemented change management initiatives when necessary.
* Served as a liaison between all departments and drove business requirements for financial reporting and worked specifically with two business analysts and other program managers on multiple enterprise level projects.
* Ignited change management leadership within a matrix environment and implemented SDLC (Software Development) and Scrum project management methodologies to ensure DevOps/cloud projects were delivered on time and met customer expectations.
* Created and initiated Scrum project scope, milestones, and propelled PMBOK processes including technical aspects. Gathered financial project requirements, created cohesive team chemistry, and provided monthly reporting. Convinced all clients with the recruitment process for all software projects with call centers domestically and internationally to achieve business goals.
* Initiated and attended all kickoff Scrum meetings, set all deadlines, transitioned projects from sales into conception phase, established milestones, assigned task responsibilities, and coordinated all updates to stakeholders on project program updates.
* Managed content management projects with Drupal/Salesforce and established best practices for Information Security Awareness guidelines. Reviewed application integration (API) processes and basic code as reviews with our deployment team.
* Delivered detailed Scrum project program specifications for multiple internal/external clients, accurately provided full program communication internally and externally. Mentored developers and lead all phases of the Standard Development Methodology life cycle and Stack Overflow for multiple projects.
* Delivered PMI/Scrum initiatives, principles and practices with kick off meetings and project sprints throughout all project lifecycles. Worked closely with the IT Director to all Key Performance Indicators (KPI’s) and developed key strategic frameworks of success.
* Evaluated the impacts and risks of changes from multiple perspectives and provided different risk mitigation strategies, assigned tasks that are necessary to reduce or eliminate those considerations, and tabulated results of the implementation.
* Scrum/Kanban Master with specific AGILE/Waterfall SDLC project planning, monitoring, and appraising job results; coaching, daily sprint planning, system analysis, technical design, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and DFARS compliance procedures.
* Worked with project software for issue tracking as a software solution designed to improve code quality and speed development for software development teams. Generated project documents, timelines, deadlines, milestones, and created action plans to minimize project risks.

**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. Familiar with BOLT/PRISM, managed three media projects, improved efficiency, and worked with a team of developers on technical issues.
* 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**

**SAFe Agile Certified**

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

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

**Certified Scrum Master - 2017**

**SKILLS**

Project Management/Director Level experience, Clarity PPM, Mavenlink, Smartsheet, JIRA, Program/Project Certified, Client Data Solutions, Plainview, Slack, WordPress, GitHub, 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, Confluence, Slack, Google Drive, IPad, iPhone, Office 365, Veritas Backup Tape System, Norton Antivirus, Symantec, CRM, TrackIt, Magic BCM/HEAT, Remedy BMC, Salesforce, GHOST, Dell, Java, Oracle, WebEx, VNCViewer, Clarify, IBM Lenovo, SCCM & STCM, Backup Exec 2010, Project Management, Project Server 2010