**DARRYL POLITE**

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 **IT-BUSINESS PROJECT MANAGER / TECHNICAL CONSULTANT**

Experience in leading business-critical, complex, high-profile, high-availability, multi-functional systems. Utilizes broad technical background to drive the development of information & database systems to optimize the use of existing infrastructure, maximize individual productivity, and help the organization reach full technological potential.

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| Security Response & Oversight | IT Infrastructure/Design | Risk-Security Management |
| Cost/Benefit Analysis (IT -Workflow)  | Change Management | Digital Signage |
| Disaster Recovery-Business Continuity | Process Improvement | A/V integration experience |
| IT Strategy |  Asset Management  | Expense Control |
| Strategic Planning | Team Leadership | Deployment- Migrations (HW & SW) |
| Vendor Management (ISP)  | Client Relations | Project/Provisioning Management |

**NOTABLE**

* Led on major project roll-outs including Cloud based VoIP-Phone systems, ERP Systems, Metro Wi-Fi, Full site Infrastructure, SD-WAN, Office365, Phone systems, IT Audits (SOX & HIPPA,GDPR, E-Rate, ISO ),
* Lived in China (30-Days) as Infrastructure Project Manager/ System Admin of a full factory move.
* Supported 75 schools in Oklahoma & 20 Indian casinos/Tribes as their “Virtual IT” Manager/Project Manager.
* IT experience in the following verticals: Manufacturing, Healthcare, Education , Local Gov, Tribal Gov, Retail , Legal , Energy, Senior Care, Non-Profits, Financial

**PROFESSIONAL EXPERIENCE**

**Ryan LLC**

**Manager PMO April 2019 - Current**

Currently leading and managing strategic projects through the project lifecycle using Agile and Waterfall methodologies and project driven artifacts. Performing project portfolio management, tool section, solution implementation, and increased transparency into the enterprise portfolio. Working closely with business leaders, stakeholders, and cross-functional teams to define project scope, objectives, and approach to support business goals. Effectively presented technical and procedural findings to diverse audiences. Developed vendor relationships and maintained a positive work environment for alignment of mutual goals.

**Running the following “hands on” projects:**

Global SD-WAN Project – Led Infrastructure conversion for all locations (58) to a Cisco Meraki solution – Timeframe 1yr, cost savings projected over 3yrs $2.5mil US

Global Phone system conversion project – Led Phone system conversion from on-premises Avaya system to 8x8 for all locations – Timeframe 1yr, cost savings projected over 3yrs $4.5mil US

Contract Lifecycle Management Project – Led cross-functional teams to align on a CLM tool that will managed and have governance 80,000 active contracts that can be accessed thru SalesForce.com – Ongoing, projected revenue generation $5-6mil US per year.

Internal Customer Request project – Leading the discovery and analysis of an enterprise-wide (ICR) a “help-desk” for the business units (Accounting, Real Estate, Legal, HR Tax teams) for improving SLA with internal teams & governance – Ongoing.

**Colonial Oaks Senior Living Group (Contract) Jun 2017 – Dec 2018**

Director of IT / Project Manager

Working with a Senior assistance living group (14 locations / 4-states / 1000 Users) on a completed network IT rework & ITIL Server Desk process.

Running the following “hands on” projects:

Conversion from MPLS to SD-WAN (VeloCloud) – Duration 6-Months – Cost Savings $18K Per month. (Waterfall)

Deployment of Office-365 & SharePoint & OneDrive (500 mailboxes ) – Duration 6-months – Cost Savings $20K Per annual ( Agile)

Salesforce.com training and re-deployment.

Network infrastructure rollout and deployment (Aerohive solutions— Network switches & AP’s). Duration 3-months

Azure DC deployment (7-Servers) with Windows 2016 as the OS (Waterfall)

Setting up a cloud-based accounting system (Yardi) Duration 4-Months – Cost Savings $25K Per annual (Agile)

Enterprise -Wide Cloud-based hosted phone system. Duration 4-Months (Waterfall)

Current OS migration from Windows XP to Windows 10. Duration 5-months (Waterfall)

Lead resource for AIG Technical/Security Insurance survey & interview

Digital signage for Senior’s families to check on location activities tie-in via app control. (It was in planning)

Reviewing an EMR system for elder care, Deployment of Sophos end-point protection & spam filter. Helping the company prep for SOX/HIPAA Audit for the Senior living vertical. In the process of deploying an employee Kiosk touch setup to review benefit information and upcoming events and schedules.

**Dunavant Transportation Group – Addison Group (Contract) May 2016 – May 2017**

IT Manager / Project Manager

* Fully responsible for all business-critical technology initiatives and results for a Global - Domestic Transportation Warehouse sectors.
* (Project) Cleaned up IT Process improvement, Process & documentation upgrades. (Agile)
* WiFi administration over 2.5 Mil SQ-FT of warehouse space. Worked with Logix & Local vendor to install 100,000 feet of Fiber for Wireless mesh coverage. Provisioned AdTRAN & Cisco equipment with VPN setup to the MDF. Duration 3-Months (Waterfall)
* Setup quarterly billing reviews with ISP’s, for cost savings analysis.
* Responsible for deploying leasing programs for driver, mobile device management (Meraki),
* (Project) Office365 deployment, Microsoft Azure project deployment/Beta team, SharePoint-365 deployment, One-Drive implementation, renegotiation of all printer contracts, aligning the internet broadband billing, and deploying driver payment system using AWS-Truckmate. (Agile)
* Planning of the OSHA IT audit for trucking & warehouse functions.
* (Project) Deploying Digital signage (Toshiba) in the truck bay area for drivers to see routes and upcoming loads. (Waterfall)
* (Project) Setup and deployed Kaspersky End Point protection SIEM & Cloud admin portal (Agile)

**Complete MD Solutions, Houston, TX Jul 2013 to Apr 2016**

Information Technology Manager / Project Manager

* Supported 48 Physicians & 400 end-users at 13 locations, directed a team of 4 and handled Business-critical initiatives to include managing an enterprise with 45 virtual servers and 10 physical servers.
* (Project) Upgraded to current ITIL processes and deployed Track-IT 11.0 Help desk system. (Agile)
* (Project) Converted all (13) location to Comcast Metro-E & Comcast Biz-Bundle To increase speed for cloud-based phone system & EMR system. Provisioned Ciena 3930 device DMARC documentation & internal security for each Telco site. (Waterfall)
* (Project) Sr. Project manager for PC Upgrade/ EMR Upgrade / MFD Printer Upgrade. (Waterfall)
* Converted backup process from disk-to-disk/tape to cloud off-prim solution.
* Lead resource for Hartford Technical/Security Insurance survey & interview
* (Project) Sr. Project manager for building a Hybrid cloud in Rackspace. (Waterfall)
* (Project) Deploying Digital signage (Toshiba) for main check-in and lobby area at (13) locations, and with Comcast for Health-News RSS streaming (Agile)
* IT-PM for new site surveys & setup, maintained the COI & COO documentation. Review with Property Management on DR/BC processes. Created a “Technical Football” in case of disaster, business impact.
* (Project) Sr. Project manager for VOIP Cloud-based phone system (I3 system) Covering call routing, & call center functions. Documented the process for on & off-site managers. (Waterfall)
* (Project) Authored DC/BC plans for continuous clinic up time. (Agile)
* (Project) PM lead for internal prep of IT HIPAA & Fertility clinic audit (Agile)
* (Project) Current OS migration from Windows 7 to Windows 10. (Waterfall)
* Current due diligence planning of moving to Microsoft Azure for AD services
* Revamped-Upgraded all internal IT tools (Help Desk / System Imaging/Solar Winds)
* Lead admin for Dell EMC Documentum deployment
* Continually meets with Physicians/ business leaders on business optimization initiatives.
* (Project) Deployed Kaspersky -- End Point protection Security / SIEM & MDM (Agile)

**Flexitallic**, **Houston, TX Sept 2010 to Jun 2013**

IT Manager / Project Manager (US, Canada, UK, France & China)

* Directed team of 6 in the US and China and collaborated with teams and peers in the UK, France and Canada.
* Supported China on an on-call basis overnight resolving server and ERP issues.
* Partnered with vendors in US and China on hardware and application support initiatives; managed annual IT budget of $12M.
* (Project) Sr. Project Manager building a “Hybrid cloud” and converting physical servers to virtual; relocated all servers, including IBM-AIX server, to a Cyrus One data center using VMware. On-site power consumption reduction forecasted at 40%.(Waterfall)
* (Project) Sr. Project Manager role- Upgraded ERP system; collaborated with key Stakeholders and C-Level Executives to meet business needs and improve processes and productivity. Project was on-time, on-budget
* (Project) Created SLAs, on-boarding, and off-boarding ITIL processes. (Agile)
* (Project) Provisioned Cisco Router (1800 & 1900 series) & Ciena switches at each US location (5) to handle 50MB Circuit along with Cisco ASA 5005 Firewall Upgrade with Security package. Working with Comcast & China Telcom vendors (Waterfall)
* Setup monthly billing reviews with ISP’s, for cost savings analysis.
* Partnered with VP of Finance ensuring IT Department was following EBITDA rules.
* (Project) Created and tested Disaster Recovery/Business Continuity implementation for US, UK, China sites. (Agile)
* (Project) Traveled to China to supervise full factory move including servers, workstations and network, Telcom (Waterfall)
* (Project) Converted the UK & Paris locations / ISP to Local Business bundle packages from DSL to enterprise class speed. (Waterfall)
* Successfully negotiated cultural and governmental challenges in China. Negotiated with Chinese Government and Customs to release servers and network hardware and software.
* (Project) Conducted ITIL deployment of capacity management & IT service continuity management. (Agile)
* (Project ) Deployed Symantec – End Point Protection Security with SIEM & Malware analysis (Agile)

 **MRC, Houston, TX Sept 2007 to Jul 2010**

Information Technology Manager/ Project Manager

* Fully responsible for all business-critical technology initiatives and results.
* Administered Exchange 2000/2003/2007 in mixed mode environment with Exchange 5.5 and Active Directory Connector.
* Monitored and supported Exchange accounts, mailboxes and size quotas. Managed 8.5M annual budget.
* (Project) Completed EMC SAN rollout (Waterfall)
* (Project) Cisco CM 6.0 VoIP cisco unified communication manager rollout 3-locations using the Cisco UCS device (Waterfall)
* (Project) Exchange Migration from 2007 to Hosted Exchange within 90 days. (Waterfall)
* Created the Cisco UC call routing trees and was the PM and test lead on the Call API using the Saleforce.com connector. (Agile)
* (Project) Designed and implemented Disaster Recovery/ Business Continuity project and testing. Presented plan and results to Leadership Team and Key Stakeholders. The result form a hybrid of DataCenter/Salesforce.com (Agile)
* Chaired monthly Change Control with Network & Telco development meetings.
* (Project) Current OS migration from Windows XP to Windows 7.(Waterfall)
* Setup quarterly billing reviews with ISP’s, for cost savings analysis. Reduce the cost by 40%
* Performed site audit to technically bring company to HIPAA-IT compliance.
* Partnered with IT Stakeholders to bring the company into ITIL Service delivery best practices.
* SME for Software Licensing and Policies. Negotiated with vendors to optimize and minimize license costs.
* (Project) Sr. Project Manager -- Utilized Salesforce.com for Nurse Work & Medical Records hybrid cloud setup at Data Foundry in Austin. (Agile)
* Created IT Process Documentation for Help Desk & Change Management.
* ITIL deployment of Service-Level Management & Availability Management.
* (Project) Trend Micro -- End Point Protection Security with SIEM & desktop control. (Agile)

**Marathon Petroleum/TCI**, **Houston, TX** Feb **2006 to Jul 2007**

**Server System Administrator / Jr. Project Manager (Contract Position**)

* Member of LAN/WAN Team administering 150 servers utilizing VMware ESX Server 2.5 and VirtualCenter 2.0.
* (Project) Provided post-audit support for infrastructure deltas at 7 plants, made the needed changes on Servers & Network switches & Cisco Firewall ASAs. (Waterfall)
* (Project) Interfaced with AT&T PM & Technical teams for Fiber rollout upgrade at all plants. Coordinate the repositioning of the DMARC’s at each location. Setup with Comcast as a 2nd ISP at each site for network redundancy. Work with the vendor to create a heartbeat trigger to fail over to 2nd provider in case of an outage. (Waterfall)

**ISC Technologies**, **Durant OK Jan 2003 to Jan 2006**

IT Project Manager

* Setup and reviewed Disaster Recovery and Business Continuity plans for schools & local tribal governments. Provided Desktop / Network Support to Tribal and Education clients.
* Sr. Project Manager for statewide $12.5M budget E-Rate infrastructure (Telco Upgrades (Cisco & Avaya) project for Oklahoma schools. Working with (40) Vendors on this project. 1.5yrs (Waterfall)
* Successfully delivered Wi-Fi hot spot project in 3 towns in OK.
* Setup quarterly billing reviews with ISP’s, for cost savings analysis.
* Implemented broadband internet service in schools and local government. Working with Time-Warner & Cox vendors.
* Sr. Project Manager for Schools (75-Oklahoma) with State-Wide CIPA Security Audit. The impact was 6,000 end-users, Teachers & Students. Cisco and Dell Firewall & Websense device upgrades. Setup IPS/IDS logging.
* Was the lead project manager / administrator working with AT&T, Comcast, Cox Network in OK for Provisioning, billing , deployment , installs & troubleshooting. (40 locations) (Waterfall )
* A/V integration experience with Smart-Boards & Distance learning. Tie-In to OK Schools and the district office.
* Worked with school’s current OS migration from Windows 98-Vista to Windows XP.
* Sr. Project Manager for 20 Tribal governments, assisting with grants & technology plans. The impact was 4,000 end-users. The IT budget for the tribes was $13.7M. The tribes where Choctaw / Cherokee / Chickasaw Nation

It was deploying SaaS CCDF Management / Housing Tenant / LaserFiche Document management software (Agile)

* Symantec – End Point Protection with early manual version of SIEM (Agile)

**EDUCATION**

Computer Information Systems (Security), DeVry University (Ongoing)

Leadership Management, EDS University

Networking-Security, EDS University

Project Management, EDS University

Customer Service, EDS University

Network Engineering, EDS University

**PROFESSIONAL DEVELOPMENT**

Dell SMB Advisory Committee Member (2010 to 2013)

Member of the CIO Executive Summit ( Evanta) (2010 – 2014)

Studying for PMI- ACP (10% done)

Studying for PMP (50% done)