

# Douglas E. McCusker

## Project Manager, PMP

Project Management

Information Technology

Business Development

### Contact

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### Key Skills

PMP Certified  
Project Management  
Leadership/mentorship  
Team building/coaching  
Agile/Scrum/SAFe/Kanban  
PMI Framework  
Personnel Management  
Contract Management  
Regulatory Compliance  
Vendor engagement  
Expectation management  
MS Office Suite, Project, Visio  
IT/Networking/Comms

### Activities and Interests

Professional development  
Anything automotive  
Faith, family, friends  
Sports  
Travel

### Profile

Experienced (22 years) PMP-certified Project Manager with an extensive history of success in leading IT-, business-, and process improvement-related long- and short-term projects from inception to completion. Consistently meets or beats scheduling timelines and budget forecasts, builds consensus among stakeholders, gains support and secures funding, and establishes efficient, cohesive project teams. Integrates PMI and Agile frameworks/methodologies into project management approaches to enhance value, efficiency, cost savings, and resource optimization.

### Experience

*June 2019—Oct 2020*

**O'Reillys Auto Parts, Johnston, RI 02919**

Assistant Store Manager • Logistics • Customer Satisfaction

- Assisted Store Manager in all aspects of store operations (retail and commercial)
- Managed Profit/Loss center activities and \$850K inventory
- Assisted in-store and phone customers with excellent customer service
- Mentored/supervised junior team members

*March 2017—May 2019*

**WranglersDirect, North Providence, RI 02911**

Partner • Project Manager • Automotive Services Technician

- Established and operated automotive service, restoration, customization, and accessory business as partner
- Co-developed and implemented marketing plans/strategies for niche automotive related services
- Managed inventory, stock, and logistic chains
- Project manager for customizations and restorative services
- Performed core automotive/restoration services
- Maintained accurate business/tax records

May 2001—March 2017

**Science Applications International Corporation (SAIC), O Fallon,  
IL 62269/Bellevue, NE 68123**

Task Lead/Project Manager • IT Engineer • Senior Analyst • Proposal  
Writer

- Program Management
  - Information Operations
  - Collaboration
  - System security
  - Multi-level security
- SDLC projects
  - Full project life-cycle
  - Agile, Scrum, Safe, Waterfall, Kanban
  - Concept through deployment; initiate, plan, manage, control, close; servant leadership; deliver value
  - Integration, regression, unit, user acceptance, security testing
  - Release management, configuration management
- Networking projects
  - Full project life-cycle
  - Planning, requirements analysis, feasibility studies, configuration management, process improvement
  - Design, installation, testing, security accreditation
  - Upgrades, initial stand-up, decommission
- Infrastructure projects
  - Full project life-cycle
  - Planning, requirements analysis, feasibility studies, configuration management, process improvement
  - Desktop, OS, peripherals; installations and upgrades
  - Data Center (LAN, servers, storage, backup/recovery), management, decommission
  - Disaster Recovery, reconstitution
  - Hardware installations, upgrades, decommission
  - Security accreditation, regulatory compliance
- Process development/improvement projects
  - Full project life-cycle
  - Lean Six Sigma
  - Definition, measurement, analysis, improvement, control
  - Documentation
- Scheduling, requirements analysis, cost estimation, risk management, budget management, resource management, expectation management, monitoring/controlling, closure
  - Earned Value Management
  - Reporting and Documentation
  - Briefing – all levels
- Senior policy analyst
  - Requirements analysis
  - Policy development

- Consensus building
  - Cross-agency collaboration
- Proposal Writer
  - Information technology, communications, policy, procedures
  - Basis of Estimate (BOE) manning estimation/justification
  - Department of Defense, NASA, Inter-agency
  - \$100M+ in awards and 93% win-rate

*Dec 1995—Apr 2001*

**United States Air Force (USAF) – Offutt AFB, NE 68113**

Superintendent • Project Manager • Signals Intelligence Analyst

- Project Manager for National Security Agency (NSA) computer systems sustainment/upgrades
- Scheduling, tracking, testing, and status reporting
- User engagement, contractor engagement, cross-agency coordination/collaboration

*Jun 1992—Dec 1995*

**USAF, Key West, FL**

Surveillance & Warning Center Supervisor • Project Manager • Leader

- Continuation Training Program Manager
- Directed/developed continuation/review training and proficiency maintenance for flight members.
- Chaired monthly Flight Training Requirements meetings
- Determine baselines and specialized training requirements
- Established training/scenario development Tiger Teams
- Prioritized tasks and milestones, tracked progress, and briefed Commander

*June 1987—May 1992*

**USAF Keesler AFB MS**

Master Instructor • Project Manager • Technical Instructor

- Project Manager for the Avionics Communication Course Revision
- Completed three end-to-end course revisions totaling 125 hours of instruction
- Implementing Instructional Systems Design (ISD) methodology
- Prepared/submitted field evaluation surveys for training requirement solicitation
- Reviewed/prioritized technical training requirements, conducted feasibility analysis for course curriculum integration of field-proven techniques and procedures
- Prepared course development project schedules and objectives
- Prepared/submitted training budget estimates for incremental upgrades to training program
- Developed courses, course materials, and training plans/aides
- Conducted formal course testing

## Education

*May 2000*

**Bachelor of General Studies • Management Information Systems**

University of Nebraska – Omaha, Omaha, NE

Honors (Multiple)

*May 1987*

**Associate of Applied Science - Technology**

Community College of the Air Force • Huntsville, AL

## References

Douglas Knight, SAIC - Omaha  
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