**Tracey Houser**

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**TECHNOLOGY PROJECT MANAGEMENT – IT BUSINESS MANAGEMENT**

**Strategic Planning / Execution ~ Program & Project Management ~ Business & Financial Acumen**

Results-driven technology manager responsible for implementing, improving, supporting, and leading the processes, strategies, and tools for the assigned technology organization or strategic functional area. Provides Leadership direction and expertise for key technology functions by utilizing knowledge of the business and technology industry.

* Identifies and addresses customer and business needs. Analyzes challenging issues and initiates complex solutions.
* Inculcates team spirit, teamwork, and inter-team collaboration to achieve high performance standards.
* Aligns project strategies with corporate direction. Risk and Cost Containment.

**Key Proficiencies**

**Software Development Life Cycle Management, Global Resource Management, Borderless Collaboration Techniques, Leadership and Information Technology Management, Playbook-Roadmap Creation and Management, Chief of Staff to IT Leadership. Corporate Software Development, Cloud Computing, Software Resiliency Engineering, DevSecOps, Technical Vendor Management, System and Technology Integration, Technical Process and Quality Improvement, Emerging Technologies, Release Management, Call Center Management.**

**Professional Accomplishments**

AT&T SERVICES 09/1997 – 9/2020

**\*AT&T CIO Award Winner\* (Program Managed – Credit and Collections program; increased revenue 180M in a single year)**

**Senior IT Program/Project Manager – Team Lead – Sr. VP Liaison Special Programs**

* 1st National “First Responders” Emergency e-911 application implementation
* AT&T Cloud implementation, supporting Five (5) concurrent software releases
* Established “Playbook” Virtual Machine creation in the AT&T Cloud” for IT Personnel consumption
* Engagement Manager – Software Resiliency Engineering; Production Application Hardening
* Chief of Staff to Advanced Technical Support Director, including Technical Strategy Brown Bag Coordination and Publication for mentoring and training purposes
* **Infrastructure Oversight Manager –** Responsible and Accountable for 100M+ Annual IT Infrastructure Capital Roadmap. Responsible and Accountable for Application Roadmap Creation and Management. Managed procurement/allocation of hardware & software utilizing virtual machines, bare metal, and software.
* **Team Lead Release Management –** Oversight and Tracking Release Manager for 500+ applications, Integrated IT Wide Release Schedule creation and management. Managed Release Management Team; coaching and mentoring Peers and Leadership including cross-organizational.
* **Senior Program Manager –** The primary focus of the Program Manager is to ensure that scope, schedule, budget and quality commitments are met through project planning, identification of program resources, estimating, coordinating, tracking, monitoring, evaluating statuses, change management, risk/jeopardy management and directing project activities throughout the project lifecycle. Responsible and Accountable for program managing multiple large projects(s) using the appropriate IT methodology which provides the integration of IT solutions of Key Corporate initiatives.

**Previous Telecommunications Experience**

**Telecommunications Industry Role – Telecommunications Manager**

**Financial Industry** – Vendor Management, Contract Negotiations, HDWR/SFWR procurement and installation, large scale moves

**Transportation Industry** – 450 branch locations and fleet; 800 service management, telephone/voicemail etiquette and training

**Publishing Industry** – Call Center Manager; ACD Management

**Direct Marketing Industry** – National Call Center Buildout; PBX, ACD, Call Accounting, Screen Capture/Pop, Skills Based Routing

**Education / Certifications**

**Depaul University, Chicago IL USA**

Bachelor Business Administration, Business (100 hrs. Complete) & Telecommunications Certificate Program, Telecommunications