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BRYANT SALU

OBJECTIVE Strong Project Management and Application Management skills. Background in Computer Science and over 17 years' experience in Information Technology.

CERTIFICATIONS

- Project Management Foundations: Small Projects
- Project Management: Solving Common Project Problems
- Scrum Master Certified (SMC)
- Scrum Fundamentals Certified (SFC)
- Six Sigma Foundations
- CompTIA A+ IT Technician
- Cisco Certified Network Associate (CCNA)
- Certified in Computer Applications (University of Lagos, Nigeria)
- Intergraph SmartPlant Instrumentation Administrator certified
- Chemical-terrorism Vulnerability Information Certificate
- Cybersecurity for Small and Medium Businesses
- Process Improvement Foundations
- Problem Solving Techniques
- Service-now Basic User Training Certificate
- Certificate in Novartis Topik Basic Information Security
- IBM Change Management (ChM) Process Certified
- Request Management Certified

EXPERIENCE **Simmons Foods Inc, Siloam Springs, AR 72761 (Houston Remote)**

(March 2021 – Present)

Project Leader, IT PM: Responsible for the daily oversight of project management activities and their execution to ensure that IT projects stay on track according to schedule, scope and budget by facilitating meetings with project stakeholders, team members and internal management. Develop, analyze, and manage project estimation and execution plans, schedules, and resource forecasts. Coordinate project management teams' activities to ensure project milestones are achieved. Manage, control, and mitigate risks across multiple projects by analyzing and identifying trigger events. Establish contingency plans and anticipate dependencies affected by ongoing changes across projects, and recommend ways to mitigate future risks, including influencing management to take action.

ENet Systems Inc, Houston, TX 77057

(March 2020 – August 2020)

Manager of Technology Services: Manage the delivery of accurate, effective and timely MSP service solutions. Manage the flow of day-to-day service delivery operations and projects. Strategizing current & future technology procurement and architecture to enhance, replace or improve current software. Management of vendor resources and overseeing software integration processes of cross-functional teams. Monitor and prioritize tasks daily to develop strategies or a plan of action that the team will use to reach its goals. Schedule resources to get tasks done efficiently and effectively. Create and implement standards and processes under management's direction while managing the risks to time and costs of delivering solutions and services.

PAS Global LLC, Houston, TX 77059

(June 2017 – February 2020)

Project Engineer: Implement IT projects and all PAS software in accordance with project management and deployment methodology. Manage projects at site and train business users in Cyber automation software. Mentor and coach employees and stakeholders on software integration and implementation techniques. Create technology architecture to map out enhancement strategies and risk managements. Alarm Management and configuration documentation at process / plant facilities worldwide by interfacing with their Systems, and other Operational Technologies. Consult with Plant facilities to develop solutions that fit their needs.

CVR Energy Inc, Sugar Land, TX 77479

(Jan 2015 – Jan 2017)

Application Sup II Engineer: IT Project Management, Application Administration and Change Management. Develop project plans and manage schedules/tasks. Developing and testing software and technology integration and creating an implementation road map for enhancements. Travel to plant and operational sites to deploy and provide technical support training to end users. Cost analysis, risk management and development of mitigation strategies to address inadequacies in the platform. Manage applications at both the front and back end to ensure platform related issues are resolved. Test and validate application fixes, enhancements and upgrades. Manage user security for key systems and production environment roll-outs.

Kelsey-Seybold Clinic, Pearland, TX 77584

(Nov 2012 – Oct 2013)

Service Desk Support Analyst II: Provide technical support for clinical and administrative software and hardware. Create a log of technical issues in the CA Service Desk Manager system. Perform various Active Directory tasks such as creating, modifying and deleting user accounts, adding and removing users from groups and giving user's permission to different applications. Perform various first and second level tasks as needed. Work with other ISD teams and projects as needed; as well as other non-IT departments when necessary.

CompuCom Systems Inc, Houston, TX 77036

(Feb 2009 – Oct 2012)

Systems Admin / Client Assistance Admin: Provide hardware and software technical support to administrative and contract employees. Create, monitor and manage tickets for technical issues using DBsymphony, Remedy Incident Management system, Vantive PeopleSoft and other applications. Assisting with the migration from Windows XP to Windows 7 as well as Lotus Notes to Outlook 2003/2007/2010. Monitor tickets created by other groups and teams to make sure that they were routed properly and resolved accurately and on time. I assist with training, mentoring and one-on-one coaching of new employees. Work with the other remote help desk support teams as needed to maximize productivity.

DISH Network, Alvin, TX 77511

(Aug 2008 – Feb 2009)

Acting Supervisor / Technical Service Rep: Provide technical support for DISH Network satellite and entertainment equipment including setting up field support. Create a log of technical issues using the internal Dish logging system. Assist new and existing users in the setup of necessary company equipment and sometime the setup included television, DVD player and sound systems. Perform as Acting Supervisor to provide additional assistance to about 50 agents and walk the call center floor providing one on one coaching to agents on the phone with tier 2 & 3 issues. Work closely with customer service, billing and field techs departments on various client accounts.

Nabreks Ventures, Ikorodu, Lagos, Nigeria 23401

(Oct 2005- Oct 2007)

IT Lead Technical Officer: Manage the day-to-day activities of the IT unit as well as being responsible for the in house and off-site technical support. Supervise the IT unit which includes training, scheduling and checking up on 15 new and junior staff especially while they were out in the field. Provide technical support for individuals and small company's computer hardware and software from the assembling to the configuring / updates. Assist with basic network configuration and peripheral setup as needed.

EDUCATION

UNIVERSITY OF AGRICULTURE ABEOKUTA (UNAAB), OGUN, NIGERIA, BACHELOR OF SCIENCE (HONORS): MAJOR: COMPUTER SCIENCE, MINOR: MATHEMATICS (2007)

CMS GRAMMAR SCHOOL, LAGOS, NIGERIA, HIGH SCHOOL DIPLOMA: SENIOR SECONDARY SCHOOL CERTIFICATE IN SCIENCE (1999)

LEADERSHIP

Managed up to 15 direct reports and the completion on multiple projects through the entire project life cycle. Mentored, coached and trained my team in support of management and supervised technical teams.

ACHIEVEMENTS

With PAS Global, Managed the successful implementation and delivery of several Cybersecurity and Alarm Management projects. Developed and nurtured customer relationships and satisfaction. Received recognitions, awards and customer satisfaction comments for a job well done. Helped improve documentation, processes and project delivery procedures.

With CVR Energy, Managed and participated in several IT projects from their planning stage all through their full life cycles. Adopted a more hands-on approach to the project management process and worked with various departments and levels of management when necessary. Worked directly with management and business executives to plan changes and refinery software implementations.

With CompuCom Systems Inc, I was part of the pioneer team of 6 people to support the IBM, British Telecommunications and Vodafone vendors. My team supported the entire vendor ticket routing system. Trained new staff members to the team. I was the first person on my team that was allowed to go work from home based on my performance. I helped in migrating and testing of Windows 7 by being one of the first to be migrated from Windows XP.

While with Dish Network, I was the top leading technical rep in the Alvin, Texas call center. Took my team to the number 1 position in the call center. I was an acting supervisor when needed and walked the floor providing tier 2 & 3 support and assistance to both agents and clients.

While with Nabreks Ventures, Managed the IT unit and supervised the junior staff. Improved the productivity of the IT unit within my 1st year by building a strong team and fostering teamwork. Saved cost on maintenance and repair by outside sources.

SKILLS & ABILITIES

Technology Team Management, Project Management, Application Management, Change Management, Scrum, Technology Architecture, Software and Technology Integration, Cost Analysis, AWS, Azure, Platform Migrations, CSM, Jira, System Development Life Cycle (SDLC), Windows OS Installation and Configuration, Enterprise Architecture, Cloud-based Services, Knowledge Management, Windows Server 2003 - 2019, MS Office 365, MS Project, MS SQL Management Studio and Express, MS Outlook, MS Teams, Analytics, SBOK, PMBOK, Vantive PeopleSoft, RSA token, Telecom, VPN, Quest ActiveRole Server (ARS), Flow Consultant, EPIC Hyperspace Prod 2010 / 2012, CA Service Desk Manager 14.1, CA IT Client Manager (DSM Explorer), iSite Enterprise, Maximo, LabCorp e-Results, Muse, Televox ASP, Basic telecommunications and telephony, Lotus Notes Client Installation and Usage, MS Office, SharePoint, ePolicy Orchestrator (McAfee encryption), XenApp and XenDesktop (including Citrix Access Gateway), Active Directory, ITSM Remedy Incident Management software, British Telecommunication Genesis, CTIOS tool kit, Unix Printer Management, Cisco VoIP system, Avaya telephone system, VMware, Desktop Director Remote Assistance tools (including Configuration Manager remote Control and ISWEB Remote Access), ExtraHop, OR Manager, Managing & troubleshooting Virtual Desktop Infrastructure (VDI) sessions (DoD and SDoD), Avaya Contact Center Manager, Verizon Enterprise Center, Azure, Kronos 6.3, FootPrints, ClearSCADA 2014, OpenText, MSA Link Pro, MS Dynamics CRM 2013, Primavera P6 v7.0, Intergraph SmartPlant Instrumentation 2013, OrgPlus v11, Savvion.