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**Carole Altman      303- 503-8878** **ALTMANCAROLE@GMAIL.COM**

**SUMMARY OF QUALIFICATIONS**:

IT Program Management, Technical Project Management, Product Management, Global Digital Marketing, Business Development experience in the Telecommunications, Health Care, Information Technology Industries and Domestic/International Governments. PMP Certified with over 16 years of experience working on and leading large projects that focus on IT, Telephony, VOIP, Infrastructure, Broadband, WFM, Call Recording, Data Center Migrations, Unified Communications and Contact Center which focus on Networking Hardware: Router Refresh, Switches.LAN cards, Wireless routers, Cables, Networking Software, Network operations and management, Operating systems, Firewall, Network security applications & Network Services: T-1 Line, DSL, Satellite, Wireless protocols, IP addressing, Data Center Migrations and Sales Force Implementations experience

Hands-on practitioner of project management disciplines in an Application Software Development environment. Experienced with WORD, VISIO, EXCEL, POWER POINT, JIRA, SHAREPOINT, TEAMS, Azure, Avaya Equinox, MBA in Marketing and Finance, Mercer University Atlanta, GA.1988    PMP Certified     Strong Change Management background   AGILE and SDLC (Waterfall) experience.

**PROFESSIONAL EXPERIENCE:**

**Blue Cross Blue Shield** March, 2020 - Current

Program Manager for Security Portfolio, Medicare Billing Projects, Software and Hardware Implementation(s)

**DAVITA -**(Sr. Project Manager) Data Center Migrations and System Implementations  July 2016 – July 2020

Data Center Migrations and Server Refresh Project(s)

Sales Force Implementations

**ANTHEM**(Program Manager)as well asIT Technical Project Manager6 different contract periods Project(s) included: network infrastructure,re-locating a series of IVR Farms, off-shoring telecom facilities for 600 agents, a variety of software implementations, data center and contact center migrations implementation of ICD-10 codes, HIX (Health Care Exchange – Telephony & UI Project, HCA software upgrades.                                                                                 Intermittingly from July 2005-July 2016

**“Connect for Health Colorado”** (Implementation of the Health Care Exchange $15 million budget Projects: Network, Call Center build out (Cisco UCC) Oracle CRM and Security compliance    Sr. Project Manager   CONTRACT             May through November,2013

**JANUS CAPITAL** – Project Manager for network infrastructure projects involving security access for 1200 users, software upgrade, dual authentication and remote access projects.           CONTRACT                     August through November,2015

**STATE OF COLORADO** – Sr. Project Manager   Oversee all aspects of the $**7** million “Stimulus Funds” Customized off the shelf (COTS) software hosted implementation & network infrastructure project for 270+ users   Coordinated the SCRUM session with the SRUM Master. Involved change management.             CONTRACT     February-December,2010

**CENTURY LINK/QWEST**- -Program Manager for a 6 Month contract to implement Sales Force.com for the Wholesale/Business markets for 580 users.                                                                    CONTRACT                          September 2009 – February 2010

**TRAVEL PORT/CENDANT**- Senior Project Managerfor a6 concurrent billing projects CONTRACT            March- July 2006

**INTERACTIVE INTELLIGENCE**                                     January 2008 – January 2009

Global Product Manager/Marketing Manager -Recruited away from Avaya to establish a SaaS (Software as a Service) hosted offering for the CIC 3.0 Contact Center Platform. Avaya Unified Communications. Also product managed Time and Attendance Module, Audio Conferencing, Emergency Notification Services, Speech Analytics (for Business Process Automation and Business Analytics) as well as performance monitoring products. Project managed the introducing a low-end VoIP phone compatible with the CIC 3.0 platform. Identifying/defining all critical customer needs/requirements. Major responsibilities include all marketing research and business case development for creation of the solutions definition document and oversee all customer validation work through focus groups and conducting customer surveys prior to working directly with the product developers to bring product to release. Manage development/deployment of Cisco router and switch products**,**co-marketing efforts, revenue generation and tracking, sales maximization activities in conjunction with general sales force to obtain product sales. Project Manager 2 Migrations from Avaya to Cisco (UCC/)

**CANADIAN GOVERNMENT**/**Canadian Consulate/**Mountain States**-**Trade Commissioner  Year contract to open up a diplomatic office in the Mountain States and negotiate cross border trade agreements.   April 2004 – March 2005

**AVAYA**                                                                               1//2001-11/2003 and **Re-Hired** 4/2007-1/2008

Global Product Manager -Developed and deployed globally the Contact Center Express (CCE) and Customer Interaction Express (CIE) Products on a cross-functional team basis within the Customer Solutions Applications Group. Facilitated release of 1.0 of CIE and 3.0 of CCE. Created the Solutions Definition Documents identifying/defining all critical customer needs. Major responsibilities included all marketing research and business case aspects for creation of the solutions definition document and the customer validation work through focus groups and customer surveys prior to market managing the deployment of the CIE product via SaaS. Project managed the implementation of call center technology to support in excess of 250 agents via a hosted solution. Sound team building and interpersonal skills

International Accounts Executive: France Telecom and British Telecom Accounts -Oversee all aspects for France Telecom and British Telecom Accounts on behalf of Avaya regarding IP Telephony, Contact Center and Unified Communication products. Facilitate contract negotiations and respond to request for proposals (RFP). Manage development/deployment of products, co-marketing efforts, revenue generation and sales maximization initiatives through accounts general sales force. Avaya's key contact with these initial high profile service provider accounts in a contractor role

Senior Product Manager/Marketing Program Manager -Charged with developing and deploying globally the Unified Communications Center (UCC) product on a cross-functional team basis within the Unified Communications Solutions Group. Facilitated release of 1.0 and 1.5 through finalizing the Solutions Definition Document and identifying/defining all critical customer needs. Major responsibilities included all marketing research and business case aspects for creation of the solutions definition document and the customer validation work through focus groups and customer surveys prior to market managing the deployment of the product in June 2002.Worked on the team charged with developing the UCS Business Plan 2002, Conferencing Strategy, and Messaging Strategy (Next Generation Messaging Product**).** This entailed creating the solutions definition document and working with R&D to develop the Technical Prospectus for each product area. Worked as the key liaison with the IAMP and INAAU User Groups in identifying and funneling customer needs for Avaya UCS products as well as coordinating the annual customer events for the Division. Worked on the development of performance metrics for Unified Messaging 4.0 and Unified Communications Release 1.0 with Vigilo Systems, Inc. Then market managed all activities necessary to launch UCC R.1/1.5 and 2.0 and future UCC releases and to ensure its revenue success through the global marketplace. Responsible for all the relationship management activities with IAMP (Int'l. Assoc. of Msg. Prof.). Selected by Avaya executive management to be part of the `Leadership Talent Program" which grooms current high potential management to senior executive responsibilities and roles. Oversaw the UCS Business Partner Advisory Council meetings to drive closure to sales barrier open issues. Managed the UCS "SPARK" program which provides 60 day trial systems to qualified prospect opportunities (21 trials in progress representing $7 million in potential new business)

**ACHIEVEMENTS/AWARDS:**

·         Avaya: Selected to be in the Leadership Talent Program

·         C2 Clearance

·         Selected to be the Trade Commissioner US/Canadian Government

 4/2004- 3/2005

·         SBC (AKA:AT&T): TRI Cabinet Award for Product Development &

 Deployment Excellence

·         Speak French fluently

**EDUCATION:**

·         Project Management Certified   2011

·         Pursued a Master Management Northwestern - Kellogg School of

 Business 1994 & 1995

·         Obtained a Master Business Administration, (Marketing and Finance),

 Mercer University Atlanta, Ga.