

Objective

Champion significant improvements in customer confidence through consistent, effective application of professional project management practices and MBA training.

Summary of Qualifications

- ▶ Shows responsiveness and follow-through to be dependable in professional and personal matters
- ▶ Life-long learner with ability to recognize strategic goals and implement through within timeline
- ▶ Solutions regarding breakdowns of communication
- ▶ PMP-certified from Project Management Institute; delivering solutions to global markets
- ▶ Fluent in Spanish and English; powerful writer and presenter; exceptionally true listener
- ▶ Trained and experienced in diplomatic relations; many trips to Brazil and Spanish-speaking nations
- ▶ Customer champion; defined new, high standards of customer support for HP's software packaging
- ▶ Earned reputation for providing organizational leadership; providing responsiveness and accuracy
- ▶ Recognizes strategic goals and implements through customer-driven, timeline-driven processes
- ▶ Provides timely communication and value added information in cross-departmental projects
- ▶ Demonstrates clarity, cultural sensitivity and enthusiasm in driving projects
- ▶ Professionally raises questions to clarify project and processes seeking best practice methodologies

Career Experience

- | | |
|---------------------------------|-------------|
| ▶ Program Manager | 2003 – 2009 |
| ▶ Systems and Software Engineer | 1995 – 2002 |
| ▶ Teacher/Organizer | 1991 – 1995 |

Accomplishment Areas (9) for Project Management Body of Knowledge

Scope Management

- ▶ Motivated software engineers to focus on how to approach requirements and to track them
- ▶ Merged two previous Graphical User Interface solutions for Software Distributor into one
- ▶ Collected customer requirements on-site and brought them back to home office
- ▶ Hosted development team offsite to review technical and user requirements for update system
- ▶ Developed new project schedule with team in record time (2-3 weeks after I started)
- ▶ Introduced FreeMind as a tool for Work Breakdown Structure
- ▶ Gathered and affinitized customer data from Contextual Inquiry for emerging Ignite-UX
- ▶ Communicated interdepartmental requirements of EchoStar with Telsec device vendor

Integration Management

- ▶ Negotiated collaboration across companies to support data sharing between SIS and grade book
- ▶ Organized major multi-vendor RFP leading to on time delivery against extremely tight deadline
- ▶ Managed data consolidation/collaboration project built in .NET framework
- ▶ Designed Relational DB System to manage WAN-based signal monitoring system equipment
- ▶ Developed database structure diagrams in Visio to show tables, fields and relationships
- ▶ Mapped out dozens of disparate DB systems across departments for consolidation proposal
- ▶ Oversaw pilot deployment (remotely) to two schools in South Africa
- ▶ Supported standardized server model for AT&T Broadband's Citrix environment
- ▶ Developed templates and processes to standardize organization of new project information
- ▶ Participated in weekly meetings at Lockheed-Martin to deploy SAP modules and systems

Risk Management

- ▶ Applied Project Management Fundamentals to clarify sponsorship aspect of presales deliverables

- ▶ at Qwest, resulting in a supported and lauded execution of commitments
- ▶ Reviewed big picture of project to analyze options to reduce project risk
- ▶ Observed and supported in-country customer support/call center in Sao Paulo
- ▶ Collaborated with Product Manager at customer site in Istanbul to resolve technical issues
- ▶ Taught: Personal and Social Ethics; Management Problem-Solving and Decision Making; Leadership and Management

Time Management

- ▶ Rallied interdepartmental team to deliver assessment scanning demo under incredible schedule
- ▶ Gathered trans-corporate team to create and deploy web server software demo in same month
- ▶ Summarized implementation team weekly reports into consolidated report using milestone model
- ▶ Collected key metrics for Support department operations and charted progress over time
- ▶ Invented Excel-based process for Crystal Report development, leading to smooth operation
- ▶ Championed launch of scheduled Support model, leading to high customer satisfaction
- ▶ Participated and shared in leadership of weekly engineering team meetings
- ▶ Encouraged ITIL-ITSM usage by IT specialists to organize resources and address critical needs
- ▶ Facilitated execution of previously stalled LAN/WAN improvements

Quality Management

- ▶ Redefined support position for Software Distributor; established positive team reputation
- ▶ Managed collaborative work between HP and Flextronics for calibration of imager modules
- ▶ Brought quality assurance team onto project and served as primary liaison to QA manager
- ▶ Led development and validation teams in adoption of effective bug triage/tracking system
- ▶ Arranged for photographers and updates to hardware/firmware as needed for photo shoots
- ▶ Ran internationalization tests for SD and managed fixes; documented/scripted process
- ▶ Championed importance of usability in plan for system conversion to new Dot Net Nuke website

Cost Management

- ▶ Organized disparate data collections into single, online database to improve efficiency
- ▶ Completed previously delayed office move to allow for team communication and expansion
- ▶ Documented and created business processes to increase confidence, efficiency and accuracy
- ▶ Brought office into compliance with several outstanding fire code stipulations
- ▶ Evaluated and delivered software for 50x15 initiative
- ▶ Requested configurations quoted, reviewed and fine-tuned resulting quotes
- ▶ Reduced workstation global supply chain risk by pooling many markets into single supply

Communication Management

- ▶ Created PMO SharePoint site for centralized documentation, team discussions, blogs, wiki, etc.
- ▶ Mapped out business processes from early sales cycle through implementation and renewals
- ▶ Pushed for unified, available approach to interdepartmental and global document management
- ▶ Maintained customer confidence through useful and timely updates
- ▶ Improved reporting process to use graphs in PDF format, universally readable and printable
- ▶ Provided technical support to in-country sales team for presence at UNETE in Mexico
- ▶ Maintained preview of upcoming NoCoNet meeting agendas on <http://noconet.org>
- ▶ Organized and led meetings of engineering and operations managers to make business rules
- ▶ Bridged communication gap for requirements verification of database objects/Eclipse UI
- ▶ Organized technical presentations and field trips for customers to understand products
- ▶ Trained personnel on means to keep team documentation up to date and available
- ▶ Supervised localization process for update messaging
- ▶ Lead contact for lab on internationalization and localization matters
- ▶ Managed software and hardware requirements to support delivery/communication of brand value
- ▶ Created file management module for Recruiting Committee on Dot Net Nuke web page

Human Resource Management

- ▶ Preserved key leadership roles through diplomatic representation and coaching
- ▶ Engaged engineers with the Concerto project scheduling tool like no other team at customer site had known before; coached and trained to support effective communication with the tool
- ▶ Complemented functional manager's skill set with mine to round out professional environment
- ▶ Enhanced delivery of business courses by supporting adoption of online classroom
- ▶ Mentored new team members on every assignment of mine

Procurement Management

- ▶ Negotiated long overdue HVAC maintenance contract with a new professional vendor
- ▶ Researched pros/cons of various open source software systems to manage remote devices
- ▶ Researched/recommended best options for customer financing packages for \$M systems

Work Experience

▶ Excelsior Software, L.L.C.	PMO Director	2008 – 2009
▶ VOLT Technical Services (at HP/AMD)	Senior Program Manager	2005 – 2007
▶ NoCoNet.org	Program Manager (volunteer)	2005 – 2008
▶ Echostar Satellite, L.L.C.	Program Manager II	2003 – 2005
▶ Colorado Christian University	Associate Professor	2003
▶ Hewlett-Packard Company	Systems and Software Engineer	1995 – 2002

Credentials

<i>Six Sigma Yellow Belt</i> , Project Management Institute ,	2007
<i>Masters in Business Administration (MBA)</i> , Colorado State University ,	2006
<i>Certified Project Management Professional (PMP)</i> , Project Management Institute ,	2003
<i>Masters in Computer Science</i> , College of William and Mary ,	1995
<i>Masters in Theological Studies</i> , Wesley Theological Seminary ,	1989
<i>Bachelor of Arts (Public/International Affairs)</i> , The George Washington University ,	1987

Technical Skills

- ▶ Microsoft Project, Excel, Word, Visio, PowerPoint, Access, Outlook, Instant Messenger, SharePoint, *Explorer
- ▶ WebEx – setup, attending, leading, recording; Skype; Freemind
- ▶ Operating Systems (Linux, HP-UX, Windows XP, Windows 2000, Windows NT, Windows 95)
- ▶ Working familiarity: Samba, Postgres, SQL, Zope/Plone, Apache, Mozilla, VNC, Open Office
- ▶ Leading team discussions, requirements/design/code/test reviews
- ▶ Fluent reading, writing, speaking and translating Spanish and English; presentations
- ▶ Relational Database System Design and Oracle/SQL usage

Additional Training

- | | |
|--|------------------------------------|
| ▶ Selling Unix Servers and the Always On Internet Infrastructure | ▶ Decker's Effective Communication |
| ▶ HP/Oracle "Think Customer" | ▶ Kepner-Tregoe Analysis |
| | ▶ Peer Review |

Recognition

- | | |
|--|-----------|
| ▶ Awarded by Echostar Compression Department for helping restore Puerto Rico | 2004 |
| ▶ Teamwork certificate from Brent Gale, Vice President of Echostar Satellite LLC | 2003 |
| ▶ \$2700 in eAwards for Sales leads | 2002 |
| ▶ District Manager's special award for software packaging for Qwest | 2001 |
| ▶ Drive The Future Award (Production of Patch Klatch 2 training video) | 1999 |
| ▶ Ace of Diamond Award For Excellence, 18 total | 1995-2000 |
| ▶ Toastmasters International (Certified Toast Master) | 1999 |
| ▶ Professional License to teach Computer Science & Spanish | |