**Robert**

**Juarez**

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**703.989.5324**

**Total Years of Relevant Experience - 30 years**

**PROFESSIONAL SUMMARY**:

Information technology Program Manager with extensive experience in leading teams to design and deliver IT business solutions for public and private sector clients.  Areas of expertise include:

* Management and leadership of programs with highly leveraged teams with 300+ employees and subcontractors. Led geographically dispersed teams across 13 North America locations and leveraged international support organizations.
* Led Program Management Organization (PMO) with 20+ concurrent projects with an aggregate annual budget of $35M+. Extensive experience leading projects staffed with dedicated and highly matrixed functional staff.
* Extensive experience in major application development and deployment, infrastructure deployment and maintenance, system integration and information system modernization, efforts in multiple operating and pre-production environments for mission critical systems.
* Led teams that support operations and maintenance, for a highly complex configuration of approximately 400 UNIX/LINUX servers, 250 Wintel servers, 275 virtual servers, 75 TB storage, 225 network devices, and 50 infrastructure software components, valued at $40M+.
* Delivered SaaS using dedicated Office365 environment hosting 60,000+ accounts while meeting ITAR standard of security compliance. Back-end services included, Exchange Online, Skype for Business, Sharepoint Online, Proofpoint for archiving. Robust failover with four-way active-active DR and integrated with Siteminder Multi-Factor Authentication.
* Successful account, program management and consulting background with private sector including BAE Systems, Raytheon, as well as multiple public organizations including the IRS, FAA, CMS and New York Healthcare programs.
* Controlled budgets and delivery for application development and infrastructure services in excess of $65M+ annually. Led Fixed Price (FP) and Cost Plus (CP) programs.

**EDUCATION:**

Masters of Business Administration, University of Southern California

**RELEVANT EXPERIENCE:**

**Program Manager**

**General Dynamics Information Technology**

**December 2023 to March 2025**

Program Manager responsible for overseeing the development, implementation of FAA scheduling systems and staffing models within the Resource Optimization Division (ALA-100).

Ensured that software systems and models align with the FAA’s safety, operational, and

budgetary priorities. Coordinated workforce development, reviews and approvals for the FAA. Managed the execution of the FAA’s scheduling software and staffing model platforms.

Responsible for bi-annual Governance meeting preparations and meeting execution. Developed

and maintained project management plans. Collaborated on various ad-hoc projects to modernize workforce modeling, operational efficiency, and cost improvements. Provided cloud application development and maintenance support.

**Program Manager**

**General Dynamics Information Technology**

**February 2022 to December 2023**

Program Manager responsible for day-to-day operational leadership and management of multiple FAA programs subcontracted to GDIT, including; FCS RAISE, ERAM, PSS, and DOT SWES.

Performed Business Development and Capture functions on numerous transportation

opportunities, including organic growth, competitive re-competes, new anchor program pursuits.

**Program Manager**

**General Dynamics Information Technology**

**February 2015 to February 2022**

Program Manager responsible for day-to-day operational leadership and management of the FAA’s 60,000 user Microsoft Office365 environment in a secure cloud environment, including. Exchange, Skype for Business, Sharepoint, Proofpoint – currently user licenses are for over 60,000 users. Transitioned FAA from an on-premise Lotus Notes solution to a secure first generation cloud solution with Microsoft Dedicated ITAR (D-ITAR) solution. Coordinated architectural improvements such as Multi-Factor-Authentication integration, minimizing TIC throughput and ensuring secure networking.

**Service Delivery Manager**

**Computer Sciences Corporation**

**October 2015 to October 2017**

Service Delivery Manager responsible for day-to-day operational leadership and management for the Rensselaer Data Center (RDC) and infrastructure support for eMedNY, NYSoH,

NC-MMIS programs. Led 60+ staff members supporting servers, mainframe, storage, networks, service desk and desktop services. Balanced multiple program priorities to deliver and improve upon a highly reliable infrastructure and infrastructure support for an environment with $6,000 per minute outage penalties. Implemented IT systems using technologies such as: Microsoft .NET, MVC.NET, Java, .NET Core, Big Data, SharePoint, SQL Server, Oracle, AWS, Oracle RightNow CRM.

**Program Manager**

**Computer Sciences Corporation**

**December 2006 to Month February 2015**

Program Manager responsible for day-to-day operational leadership and management for the

modernized IRS infrastructure operations and maintenance, IT security, and supporting projects.

IRS’ continuously changing environment includes a complex configuration of approximately 400

Unix/Linux servers, 250 Wintel servers, 275 virtual servers, 75 TB storage, 225 network devices,

and 50 infrastructure software components, valued at $40M. Support services managed includes, network, Unix/Wintel system administration, infrastructure project management, engineering and architecture, specialty software support, development, test, integration, performance environments. Led program valued at $600M over a 15 year term and $75M annually with a staff of 300+ CSC and subcontractors. Led team of 15 IT project managers with 20 projects using continuously active and an aggregate project budget of $25M - $35M annually. Achieved ISO9001:2008 certification and internal CSC assessment certifications with green ratings and no priority.

**Solution Manager**

**Computer Sciences Corporation**

**May 2006 to December 2006**

Solution Manager responsible for developing information technology outsourcing proposal

responses. Led team that was awarded multi-year outsourcing contract for University of

Pennsylvania Health System (UPHS) and multiple UPHS field sites, which included support for

3,000 PCs and laptops, network connectivity to over 150 sites, 200 servers, 25,000 service desk

calls per year, and 4,500 eMail users.

***Account Executive***

***Computer Sciences Corporation***

***February 2005 to May 2006***

Account Executive responsible for Raytheon Technical Services Company (RTSC) and Raytheon

International & Business Development business groups. Client information technology

capabilities transitioned to CSC. Provided operational leadership and management for information technology services including, distributed and midrange computing, desktop, service desk, networking, email, voice and PBX, VTC, and applications, over a geographically dispersed organization.

**Deputy Account Executive**

**Computer Sciences Corporation**

**November 2000 to February 2005**

Deputy Account Executive for BAE Systems North America business group. Client information

technology capabilities transitioned to CSC, including; program management office,

applications, mainframe, distributed and midrange computing, desktop, service desk, network

and voice, email, and IT procurement. Led CSC’s North America team that transitioned client

information technology services, processes and employees to CSC’s BAE Systems global

account. BAE Systems North America contract valued at over $90M annually over a 7 year term

with a staff of over 250+ IT professionals, dispersed across 13 North America locations.

Led team that captured and negotiated a new named information technology outsourcing account valued at $2M annually over a 5 year term for North America Airbus that supported 135 engineers with network connections to an engineering lab in the United Kingdom. Engineering lab set up in Wichita, KS with $7M of new equipment.

**Account Executive**

**Computer Sciences Corporation**

**March 1999 to November 2000**

Account Executive responsible for managing Marconi information technology outsourcing account, including; mainframe, distributed and midrange computing, desktop, email, service desk, networking, and applications. Led program with an annual budget of over $18M and over 60 IT professionals.

**Principal Consultant**

**Computer Sciences Corporation**

**November 1991 to March 1999**

Transitioned to Computer Sciences Corporation from General Dynamics. Key Consulting Engagements:

* Christian Children’s Fund, Richmond, VA
* Joint Commission for Hospital Accreditation, Chicago, IL

**CERTIFICATIONS/TRAINING:**

* Project Management Professional (PMP)
* ITIL 4 Foundations

**PROFESSIONAL MEMBERSHIPS:**

* none

**SECURITY CLEARANCE:**

* US Public Trust