

## WILLIAM THOMAS

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### IT CONSULTANT

*Project Management, Client Management, Business Requirements,  
Software Design and Testing, Training and Mentoring, Team Development*

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#### PROFESSIONAL PROFILE

- Results oriented project manager with computer engineering degree and a proven track record of on time/on budget project delivery exceeding customer expectations.
- Proven problem solver with strong analytical skills with the ability to manage projects from inception through deployment in fast-paced, time sensitive environments.
- Extraordinary communicator who effectively interfaces with development teams, clients and all levels of management.
- Energetic team leader who specializes in building productive and highly motivated teams.
- Domain knowledge in retail, manufacturing, distribution, commerce, insurance and financial industries.

#### AREAS OF EXPERTISE

Project Management- Strategic Planning- Risk Management- Business Analysis and Process Reengineering- Project Methodologies- Object Oriented Analysis and Design- UML and Use Case Analysis- JAD Facilitation- Quality Assurance and User Acceptance- Hands-On Development Experience- Team Development- Training and Mentoring- C-Level Relations- Consensus Building

#### PROFESSIONAL EXPERIENCE

##### IT Consultant, ABC Inc., Any Town, NY, January 2006 to Present

- Troubleshoot AD, Exchange 2003, Blackberry Server and Netware 5.x issues.
- Respond to 2nd and 3rd tier requests for AD and Exchange issues using call tracking.
- Use AD Scripting techniques to automate AD and Server administration tasks.

##### IT Consultant/ Contractor / Analyst, XYZ Corp., Any Town, NY, Jan 2004 to 2006

- Oversee and provided day-to-day technical customer support to over 15 sites for desktop systems, software, hardware and networks infrastructure.
- Acted as direct contact for Vendors, suppliers, and service providers
- Designed, constructed the implementation of networks.
- Made preventive assessments of networks, computers and servers in order to tune for efficiency.
- Oversee and managed contractor operations.
- Researched, tested and implemented new technologies.
- Documented emergency recovery plan for network.
- Maintained and managed company VOIP phone system.