Joseph Capozzi

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**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Professional Summary \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Authorized to work in the US for any employer.

US Army Veteran, 3 years active duty. Obtained top secret/crypto clearance.

Strong, diverse background in retail sales, customer service, and IT project management. Currently employed as a Home Good Specialist in retail sales and customer service and customer support. Nine years in Retail sales and over eight years of project management experience managing and supporting projects of various complexities. High standards of professionalism and personal ethics with the main focus to meet or surpass the company’s business objectives. Dedicated, loyal, and totally focused on getting the tasks at hand completed to the delight of my customers. Proficient in the use of project management tools including Microsoft Office Suite (Word, Excel, and PowerPoint), Visio, Microsoft Outlook, and Microsoft Project. Project management skills, abilities and experience in many phases of a project life cycle including pre-sales support, contract negotiation, Request for Proposal (RFP), project planning, project scope, requirements gathering, timelines, Statements of Work (SOW), Service Level Agreements (SLAs), resource planning and assignment, client relations during project implementation, Change Management, Problem Management, procurement, subcontracting, budgeting, costing, project tracking, risk management, project reviews, project meetings, and maintaining constant client communications (verbal and written). Manage multiple projects simultaneously with focus on critical paths to achieve positive results. Provide leadership, motivation and counseling to members of the project teams.

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* Project Planning and requirements gathering
* Contract Management
* Team building
* Problem Management and Change Control
* Communication
* Client Service
* Adapt to diverse groups
* Contract preparation/Statements of Work
* Point of sale knowledge
* Exceptional customer service
* Relationship building
* Professional demeanor
* Excellent people skills
* Multi-tasking strength
* MS Project
* Retail Sales
* Process improvement
* Team management
* MS Office

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Work History\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Home Goods Specialist, 10/2011 – Current**

**JCPenney, Inc. Las Vegas, NV**

* Sales associate - Assigned to sales of specialty home goods including Major appliance, mattresses and custom drapery.
* Recommended items to customers based on specific needs and explained features and benefits.
* Consistently achieved sales goals for the department and in 2018 awarded achievement for top 10% of sales in the company.
* Customer Service - provide service to customers including details on specialty products, resolving customer issues, handling complaints within the department. Very high rating of customer survey responses on file.
* Energized and motivated in performing sales floor activities including merchandising and selling.
* Cultivated customer loyalty, promoted repeat customers and improved sales.
* Assist in other departments, as needed.

**Senior Project Manager, PMO, 01/2000 – 11/2008**

**Fujitsu Systems Of America, Sunnyvale, CA**

* Managed numerous IT projects of different sizes that included requirements gathering, creating Statements of Work (SOWs), Service Level Agreements (SLAs), creating and executing project plans with milestones and deliverables, managing problem and change management, holding internal and client project status meetings, and obtaining signatures of project completions.
* Managed 4 departments within the PMO (procurement, telecommunications, administrative, and the Network Operations Center (NOC).
* Conceived and established the Project Management Office (PMO) and developed the processes and checks and balances for all phases of a project; from pre-sales to project completion and ongoing support metrics.
* Managed the migration of our internal customer data center to a new facility within the same locale. Using MS project, prepared all tasks and milestones needed to complete the project. This migration provided better telco services and included redundancy systems for clients that required 24x7 availability.
* Coordinated the pre-sales, sales, contracts, installation and ongoing support for a SAP application and SUN server based system for a large consulting firm. The project also included warehousing the app in our data center with monitoring availability by our NOC with intrusion detection, and backup and redundancy systems to provide 99% uptime availability. Contract brought in 1.5 million dollars one time charge and ongoing support with recurring revenue of 100k/month for 3 year duration.

**Senior Project Manager, Client Services, 12/1993 – 12/1999**

**Phoenix Technologies, Ltd., San Jose, CA**

* Delivered outstanding service to clients to maintain and extend relationships for future business opportunities. Major clients included Sanyo Electronics, Osaka, JP and Micron Electronics, Boise ID.
* Managed BIOS firmware projects based on customer specifications.
* Interacted with clients on regular basis to quickly alleviate issues and provide project updates.
* Developed project plans and managed project scope using methodologies to guide projects from conceptualization to implementation and maintenance.
* Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution.
* Directed changes to project scope and cost and implemented appropriate change management processes to keep project on track.

**Advisory Systems Engineer/Project Manager, 12/1987 – 07/1993**

**IBM Global Services, San Jose, CA**

* Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
* Provide a variety of billable services to clients as acting project manager to ensure all requirements and deliverables were satisfied.
* Assisted an IBM team to scope out and deliver a project plan for the development of an inventory system for Boeing Corp in Renton, WA.
* Managed the proof of concept to the CA department of motor Vehicles (DMV) in Sacramento CA for the purpose of a newly designed drivers license system that would incorporate the scanning , storing and retrieval of drivers license information including photo, fingerprint, and signature. Included a non disclosure agreement with a 3rd party vendor to use a new Beta testing a mass storage system. The proof of concept resulted in IBM being awarded the multi million dollar contract.

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* Pace University – New York - Bachelor of Business Administration (Marketing)
* San Jose State University Continuing Education – MS Project
* IBM (Dallas Education Center) - proposal writing, presentations, effective speaking, project management.

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* US Military Veteran– 3 years active duty U.S. Army Security Agency with Top Secret/Crypto clearance. Honorable discharge.