

JERRY HOBBY

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Professional Summary

Experienced in consulting with customers and other stakeholders to gather requirements, define scopes and set project plans. Capability of managing complex, high-visibility technical projects.

Effective at technical support, inventory management and customer relationship development. Results-focused, technical project manager with 30 years of proven success in developing and leading cross-functional technical teams to execute and deliver major technology initiatives.

Accomplishments

- Supervised team of thirty staff members officed in multiple remote locations.
- Identified security vulnerabilities with online banking system.
- Developed security scripts leading to capture of payroll hacker for Continental Airlines. Led to an arrest.
- Hosted radio talk show on technology for CNN radio for eight years.
- Built and managed a project management office for FMC Systems.
- Led technical proposal development for \$135M project for EDS that sold successfully.
- Founded an internet technology company and grew it to over 100 clients.

Skills

- | | |
|---|---------------------------|
| • Stakeholder Relations | • Infrastructure Security |
| • Staff Management | • Systems Integration |
| • Software Development | • Performance Analysis |
| • C, C++, Python, JavaScript, SQL, HTML, CSS, PHP | • Project Management |
| • Web Application Development | • Quality Assurance |
| • Infrastructure Engineering | • Change Management |
| | • Leadership |

Work History

Global Services Reservations Agent, 10/2021 to Current

United Airlines – Houston, TX

- Utilized Navigator, EZR, and SHARES to assist United Airline's most valuable customers with flights, upgrades, and cancelations.
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.
- Contributed numerous bug reports and detailed feedback on Navigator as a beta tester.
- Received numerous Orchid letters and five star ratings from our best customers.

Project Manager, 01/2003 to 06/2021

Texas Business Technologies DbA Anything Internet

- Developed and hosted over 300 websites, many of which were high complexity.
- Consulted on website marketing strategies, pay-per-click, and SEO.
- Hosted weekly technology radio talk show on CNN radio.
- Responsible for strategic leadership, product development, and marketing.
- Managed remote staff in Romania, India, and The Philippines.

Senior Infrastructure Engineer, 01/1988 to 12/2002

EDS

- Business development for mid-range and mainframe infrastructure projects ranging from \$1M to \$150M total contract value.
- Developed project management office and trained project managers.
- Implemented and managed national distributed network of over 60 HP-UX systems.
- Developed and implemented multiple business systems for Continental Airlines.
- Managed and monitored all installed systems for highest level of availability.
- Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Supported data center operations with procedures and custom script writing.

Education

High School Diploma: 06/1981

Magnolia High School - Magnolia, TX