

# Chris Frisina

## PROJECT MANAGEMENT

### ANALYSIS

I use a multitude of tools and experiences that bring a comprehensive approach to evaluate systems, processes, objects, and personnel. I achieve this through a mix of initial communication with stakeholders and departments, and use this information to develop the framework for developing scope and planning resources to exceed <client/project> expectations.

### COMMUNICATION

I ensure that our team develops time-sensitive seminars, conferences, and meetings designed to explicate the scope and complexities of deadlines in a unified environment for clients and team members. I develop daily business interactions to maintain a positive milieu, within a prescribed common creative atmosphere, vital to the team's success in daily challenges, ultimately to the project, company, and client.

### BUDGETING

Listening to the needs of the project's stakeholders, I tailor a solution using a top down method for providing the needs of budget conscious clients, or a ground up design for customized turnkey solutions. These hybrid approaches are weighted towards the common voice of the client, where detail oriented solutions are applied along the common tones throughout the client's organization.

### TEAMWORK

Limiting task oriented teams to no more than 7 persons, with a wide assortment of experience and a solid rubric for life cycle development of projects enables synergistic teamwork practices and enables succinct solutions with minimal interruptions. When a group is given full control with the understanding of full accountability, time and time again the group as a whole is able to provide the necessary decisions to achieve positive progression.

### INTELLIGENCE

With diverse hobbies, experiences, contacts, and interests, I bring a special perspective to providing successful solutions, on time, and above and beyond requirements. I owe my successes to borrowed approaches in scouting, mentorship, and previous successes where developing a strong approach to looking through a problem to see its solution has allowed me to approach situations with objective clarity.

### ENTHUSIASM

Understanding the importance of the products and services needed of the end users and clients, and forming an environment, which highlights those needs, allows me to convey a quick, calm, succinct product. There is nothing more successful than a team with a common goal and the will to accomplish that goal as their own.

### TIME

I operate on a business healthy approach of meeting the requirements of the project; both personnel/clients' and planning/execution are balanced to achieve an overall positive relationship with the client, team members, and other staff in a warm and inviting manner.

## DESIGN

heuristic evaluation  
cognitive walkthrough  
time and method engineering

## EXPERTISE

Turnkey business solutions  
systems analysis  
change management  
communication methodologies

## SKILLS

data visualization  
workflow optimization  
presentation  
communication design  
statistical analysis  
sdic methods  
office suite

## TOOLS

smile  
R  
excel  
SQL/mysql

## COMPLIANCE

ANSI  
OSHA  
ISO  
DOT

## PROJECTS

six sigma black belt  
javascript  
pedagogy methods

## COMMUNITY

inter/national disaster relief  
habitat for humanity  
small group leadership  
logistics management (NPO/NGOs)

## INTERESTS

neon art bending  
whitewater kayaking  
large scale gourmet cooking

## EDUCATION

University Of North Carolina At Charlotte

B.A. in Communication Studies: Mass Media focused in Women's Studies (Gendered Communication) - December 2007

Central Piedmont Community College

Currently Enrolled in Black Belt Six Sigma Certification - 2011

## AWARDS & HONORS

Platinum Quality Recipient - Developed equipment inventory resulting in asset recovery in excess of \$30K across Region - 2008

National South Eastern Women's Studies Association-SEWSA speaker on self-researched topic: Gendered Communication - 2008

Most Improved Service Manager - 2007

Eagle Scout - Earned 2003 and proud to still be currently

## EXPERIENCE

FedEx Ground

MAR 2006 -

Freelancing - IT Development Projects JUL 2010 -

- RDMS to J2EE development for optimizing data visuals highlighting revenue opportunities (inc SQL, Spring, Hibernate, Tomcat, Maven)

Southern Regional Vision Implementation Manager FEB 2010 - DEC 2011

- Train terminal management and employees on new processes, follow up with previous terminals, and prepare new rollouts
- Engineer new technologies while communicating between field, programmers, and corporate to exceed deadlines
- Project Manager for 20 terminals with a proprietary sorting technology, while exceeding process standards, increasing staffing, and reducing task oriented processes, effecting 12% of daily package volume in the company, all on or ahead of a 10 month schedule
- Restructure vendor IT infrastructure to streamline reporting, feedback, and decrease downtime by implementing self-efficacy processes
- Manage budget of employees (7 direct), interact with external customers and vendors to plan and execute projects on time
- Identify an SQL security hole in an outsourced employee information database, affecting +40% of FedEx Operations, saving +30M in liability

Southern Divisional Preload Quality Initiative Manager 3 FEB 2009 - JAN 2010

- Retrain terminal management and employees on current processes and improve on new opportunities
- SCADA process improvements using to reduce workflow of hourly workers by 50%, totaling a 5% increase across all productivity
- Support 126 terminals with 30+ different personal visits resulting in streamlined adjustments with \$10K savings each
- FAST Team Manager - Peak Season 2009

Dock Service Manager 3 JAN 2007 - JAN 2009

- Encompass all aspects of customer service to ensure proper delivery of the customers' package(s)
- Developed streamlined applications for inventory and daily workflows enabling users to visualize current and potential issues in real time

P/T Service Manager JUL 2006 - DEC 2006

P/T Package Handler MAR 2006 - JUN 2006

- Direct influence to the success of an independent contractor workforce and correctly load external facing customers' packages

Harris Teeter

JUN 2003 - MAR 2006

Grocery Manager

- Lead a team of six clerks to ensure proper ordering, stocking, rotation, and appearance of the Grocery Department with a \$15M+ inventory
- Manage three adjacent stores and retrain employees on the proper procedures, methodologies, and system processes

Customer Service Clerk

- Assist a team of 10+ associates on the front line while ensuring the customers' needs/wants are met and exceeded

## ACTIVITIES

- Local, State, National, and International relief efforts (Habitat for Humanity, Cherokee, Blackfeet, Katrina/Gulf Coast, Haiti, Bahamas) - Ongoing
- President of United Christian Fellowship to organize, develop, and lead varying sizes of volunteers - 2005 - 2008
- Liaison for NPOs: Habitat for Humanity International-logistics, Cooperative Campus Ministry-management - 2005 - Ongoing
- Logistics for NGO: Hearts with Haiti - 2008 - Ongoing

## SKILLS

- Proficient in Windows, Linux, UNIX, OSX, HTML, Excel (w/VBA scripting), Access, PowerPoint, Ariba, Python, SQL
- Skilled in Data merging/migration, change-management, implementation, and planning large scale cost saving efforts
- Established knowledge of regulatory compliance, assessment, and preparedness of NERC, ANSI, ISO, OSHA, Web 2.0
- Public Speaking/Presenting/MC, Supervision, Team Building, and Leadership
- Data Visualization Presentations for streamlined business decisions
- Systems Analyst, Structure Development, Liaison between programmers and users alike

## CERTIFICATIONS

- SCADA / NERC / CIP / OSHA / ANSI / ISO / DOT - 2009
- First Aid / CPR certified - 2010 (valid until 2013)
- Operations / Leadership - 2008

Curriculum