

NAME

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Highly-effective operations management professional with more than a decade of experience delivering business process alignment, project management, and practical solutions to complex financial problems. A seasoned financial and operations management innovator leveraging a powerful set of technologies, business alignment experience, and a talent for strategically employing resources to achieve exceptional bottom line results.

KEY QUALIFICATIONS

**Project Planning/Management • Quality Improvement • Customer Relations Management • Strategic Partnerships
VoIP Telephony • Deployment & Installation • Project Implementation • Disaster Recovery • Vendor Management
Database Solutions • Staff Training & Development • Financial Management • Contract Negotiation • Cost Controls**

CAREER HIGHLIGHTS

Systems, Inc., City, ST

2006-2009

A leading provider of communications solutions including voice over internet protocol (VoIP) technology and integrated network and management services to financial services firms in more than 40 countries.

DIRECTOR OF PROJECT MANAGEMENT

Directed the project manager team, managed deployment and installations, performed financial and metrics reporting, conducted planning sessions, established project objectives, and ensured the alignment of goals and engagements to new product development. Utilized project management tools and documentation to enhance project delivery, tracking and metrics.

KEY ACHIEVEMENTS

- Managed a project install base of \$43M in annual revenue for New York operations in 2008 with an average of more than 50 active projects per quarter.
- Exceeded the service demands of top-tier global accounts including Citigroup, Bank of America, Merrill Lynch, DB, Barclays-Lehman, JP Morgan Chase, Goldman Sachs, and RBS.
- Created an internal workflow process improving budgetary quotations, communications, documentation, proposed systems configurations and contract accuracy integrated for global use by project and sales teams.
- Delivered significantly improved team proficiency and product knowledge through the deployment of formal IPC training courses.

Company, North America, City, ST

2003-2006

Provides network IT services to large enterprise customers such as PepsiCo, Reuters, Cadbury, Proctor & Gamble, and many others in more than 70 key cities throughout the United States and Canada.

SENIOR PROJECT MANAGER

Performed project leadership and delivery, managed 24/7 remote support services, strategic partnerships, and all billing for company global project, and conducted end-to-end testing on third-party vendors. Chaired all customer project meetings and provided regular project progress and milestone reporting.

KEY ACHIEVEMENTS

- Led company Global client VPN/MPLS network solution project for Manpower, Inc. supporting several hundred sites across the United States and comprised of a more than 600-node DSL network with VPN technology connected to hub locations.
- Delivered a fully managed service providing 24/7/365 remote network monitoring, dispatch and maintenance.
- Installed Cisco routers and DSL modems at each client location with connection to the MPLS network and Manpower's corporate data center.

Company continued

- Managed the implementation of a Remote Global Access Service solution for United Technologies Corporation supporting more than 30,000 users worldwide and providing remote access to a variety of server-based applications via IPASS dialer and regional hubs with VPN concentrators using Cisco technology.

Company, City, ST

2002-2002

A leading networking professional services company providing managed and outsourcing solutions to take advantage of networking-based electronic commerce and other network applications. The company employs more than 12,000 people and serves clients globally.

CONSULTANT/PROJECT MANAGER

WORLD TRADE CENTER DISASTER RECOVERY

Led a team of professionals in the restoration and implementation of voice services after the New York September 11 disaster. Managed timelines, team and implementation of project objectives. Developed solutions to sensitive and complex issues and delivered communications and consult on the project's structure, progress and milestones.

KEY ACHIEVEMENTS

- Led a team to restore the loss of voice services resulting from the 9/11 disaster including dial tone, private lines, Internet, digital and analog circuits.
- Documented and inventoried all carrier voice circuits and systems servicing the trading floors, and upgraded the legacy inventory database to reflect the new circuits ordered, and disconnected existing services.
- Converted analog voice circuits to digital T1 service, ordering digital circuits, disconnecting all analog circuits, and coordinating delivery, installation, testing, and circuit activation.

Company, City, ST

2001-2001

Designs, manufactures, and sells Internet Protocol (IP)-based networking and other products relating to the communications and information technology industry worldwide.

SERVICE AND SUPPORT MANAGER CUSTOMER ADVOCACY

Managed Cisco's largest global customer delivering consistent service excellence, and ensuring successful delivery of all support and services. Developed strong customer relations by liaising between customers and Cisco headquarters.

KEY ACHIEVEMENTS

- Provide a dedicated Customer Advocacy focal point to major strategic enterprise accounts ensuring that Cisco's support programs effectively satisfied the customer's current network needs.

Company, City, ST

1999-2001

A global consulting and systems integration company serving large commercial and public sector organizations from offices around the world and employing some 4,500 people. Syntegra is a wholly owned subsidiary of British Telecom

DIRECTOR OF OPERATIONS

Provided installation, service and maintenance of British Telecom voice trading system technologies distributed across the United States and Latin America. Managed a technical staff of eight managers and ninety-field service and infrastructure personal. Performed oversight and direction in the areas of service, projects, installations, customer service and warehousing.

KEY ACHIEVEMENTS

- Exceed customer expectations through focused process improvement initiatives including development of objectives relevant to the business units in North America, closely evaluating and managing customer relations, team building practices, establishing service metrics, aligning the process with budget and cost controls.

Company—Global Technology Infrastructure, City, ST
One of the world's largest financial institutions

1993-1999

VICE PRESIDENT TELECOMMUNICATIONS

Performed oversight and administration of staff, managed projects and deployed trading floor solutions across the Americas. Maintained disaster recovery sites and ensured corporate standards.

KEY ACHIEVEMENTS

- Provided support and installation of Carrier facilities, British Telecom Trading Platform, Nortel, Lucent PBX and operations support for more than 600 trading positions.
- Supported business units including Foreign Exchange, Treasury, Capital and Emerging Markets.
- Managed the global deployment of BT systems, reviewed business requirements and designed a system solution to meet the needs of each business.
- Completed trading floor projects for new BT Systems in Mexico, Argentina, Sao Paulo and Rio de Janeiro Brazil; and performed disaster recovery planning for the Capital markets business.

ADDITIONAL EXPERIENCE

TELECOMMUNICATIONS MANAGER SYSTEMS/COMMUNICATIONS , Bank, City, ST	1985-1993
DATA CENTER ENGINEER , Bank, City, ST	1983-1985
SERVICE TECHNICIAN , Company, City, ST	1981-1983
INSTALLATION SPECIALIST , Company, City, ST	1980-1981

EDUCATION, PROFESSIONAL DEVELOPMENT & AFFILIATIONS

Institute of Technology - coursework toward B.T.M. Degree.

Digital Computer Technology, Technical School, 11/79

Project Management Certificate Program (PMI) 12/05

IPC Director Program – Building Personal Effectiveness as a Leader. 10/08

MILITARY, U.S. Navy Honorable Discharge, 12/09/77