Résumé

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**SUMMARY:**

* Proven: 12+ years of successful hands-on highly effective Portfolio/Program/Project Management & Analysis, Support, Analyst/Engineering leadership across all phases of diverse Information Technology, projects: Including development and analysis, and business finance experience
* Strategic Planning: Positioned companies: several fortune 500, various industries by driving technology that supports business goals
* Business Strategy: Plan and manage multi-million-dollar projects, aligning business directives with technological solutions to drive process improvement, implementing large-scale efforts by with competitive technology advantageous to bottom-line ROI gains
* Leader/Excellent Communicator: Leverage technical, business and finance acumen that effectively positions executives, clients and their respective teams
  + MBCWP: Manage By Connecting With People
* Technology Delivery: Established Direction, Plan-Schedules, ROI, SLAs, very well versed in and project management methodologies: SDLC, Waterfall, Agile, etc. Able to manage large project teams and known for high-quality deliverables that meet or exceed time-line and budgetary target
* Excellent at driving and assessing action plans, statement(s) off work (SOW), requirements and project proposals in full development life cycle through to closing and project at completion. Proven ability to recruit, direct, and support executive, technology teams, internal and external.

**Experience Includes:**

* **Business Partner/Leader**
* **Business Owner / Director / Manager**
* **PMO Program & Project Management**
* **Architect / Technical Analysis / Technical Lead**
* **Technical Support / Operations Support**

**EMPLOYMENT HISTORY:**

**Energy Solutions Network -- New York, NY**

**Business Solutions & Energy Resource Partner / Engineer / PMP**

**Project Manager / Remote / Consultant Oct 2015 – Present**

**Responsibilities:**

* Establish contact with C-Level Executives
* Communicate project plans
* PM/Interact/Liaison with vendors across numerous Product Lines
* Present options for reducing ALL Costs for Energy Procurement, site specific and multi-national
* Coordinate OSIT development cycle, Agile, Unit/System and QA Integration Test, User Acceptance Test execution, Production implementation, and Post Production support
* Reduce carbon footprint
* Reduce spend with ROI’s as high as 80% in one-year

**Moontans Beauty Salon -- Gig Harbor, WA**

**Project Manager/Co-Owner /Director/VP Jun 2008 – Aug 2015**

**Responsibilities:**

* Establish & manage projects, plans, finance, vendor & staffing
* Evaluate & Implement technologies that support business and infrastructure
* Establish, maintain and enhance financial stability, budget / P&L
* Grew business to service 16% of the population in the affluent Gig Harbor Peninsula
* Ensuring all licenses and credentials required are current
* Monitor and Control inventory
* Cost-Benefit Analysis (CBA)
* Risk Assessment
* Close-out all business activities at final transition

**AT&T Cellular: Wireless Telecom -- Gig Harbor, WA**

**Sr. Program/Project Manager (Sub-Contractor) Jan 2011 – Apr 2011**

**Responsibilities:**

* Project Manager / TPM / Integration/ Installation / Configuration / Engineering assessment
* $75M - Project: Manage on-site teams and provide actual hands on actions in the day-to-day installation of hardware and software, working with vendor engineers when issues arose
* Review update engineering and assessments to assure space/rack availability, proper equipment sizing ( pre/post installation )
* DC-power tie-down-points, monitoring, and connectivity
* Physically Install Hardware, software, test and assure proper operation, before turn-over to Operations Support, at AT&T 13+ cell-sites throughout the US, Puerto Rico, and Canada
* Environment: Tektronix GeoProbe Cellular Monitoring equipment: Femtocell/Microcell /Metrocell

**Kratos Unlimited (Start-Up) -- Gig Harbor, WA**

**Project Manager & Investment Finance Manager Jan 2009 – Dec 10**

**Responsibilities:**

* Program management of investments
* Provide critical thinking, detailed assessment & evaluation for limited risk
* Drive and apply fundamental and technical analysis in investing with consistent daily effort
* Applying intervention actions that build & preserve a solid stable financial gain within risk tolerance
* Cost-Benefit Analysis (CBA)
* Risk Assessment

**Boeing - Aircraft Assembly -- Renton, WA**

**Project Mngr & Sr. Business Finance & Planning Analyst Apr 2007 – Dec 2008**

**Responsibilities:**

* $15-M Project: Champion a culture change supported by 3rd party application implementing an entirely new set of practices, principles and templates for managing projects via Open Office Professional
* Build and maintain partnerships with key project team members and stakeholders
* Utilizing PMI/PMBOK methodologies quickly assess and assume Project Manager responsibilities from departing staff
* Directly support the department’s role with operational and financial management to develop, evaluate and incorporate critical business metrics to facilitate management decision making
* Standardize, automate, and maintain processes for financial analysis and reporting
* Support key elements of the financial planning and forecasting process
* Remain aware of regulatory responsibilities (Sarbanes-Oxley) and remain current in technical areas
* Environment: Open Plan Professional: OPP \* Deltek \* Project Management application

**Microsoft [CPIT]: -- Redmond, WA**

**Sr. Technical Program Manager Aug 2006 – Dec 2007**

**Responsibilities:**

* Drive software and hardware infrastructure to meet court ordered legal requirement to track all software released across the Microsoft World Enterprise
* Manage data development team and the offshore QA Test teams via daily review and tracking for compliance of timely deliverables
* Proactively track open issues and identify risks to develop and execute effective mitigation plans
* Initiate and coordinate discussions within and between QA Test and development teams with joint dependencies of tightly integrated code interfaces and distinctly different development cycles
* Drive the Product Management move toward SDLC/MSAPPS processes
* Environment: SQL 2005: SSIS - (Sequel Service Integration Services) & SSRS (Sequel Server Reporting Services) SSAS (Sequel Server Analysis Services) cubes; LAP Cubes; SQL Replication Data Warehouse; Data Mart x-Query Web-service and MS .NET Framework v2.0, Source Depot, Product Studio: software bug tracking

**Microsoft [OSIT]**

**Sr. Technical Program Manager**

**Responsibilities:**

* Drive the final phase of development testing and production installation of internal H.R. applications
* Work with various department heads to allocate staffing across multiple projects
* Utilize an Agile type model during integrated unit and system test while implementing the project in a logically organized process with prioritized features
* Environment: SQL 2005: SSIS, SSRS,SSAS cubes; LAP Cubes; SQL Replication Data Warehouse; Data Mart x-Query, Web-forms, and CMS: Content Management System, with .net Framework v2.0 C # , middle tier, back-end, business objects Java script, VB Script XML, XSLT (style sheets for XML), Visual Source Save/Visual Studio 2005, Source Depot, dev team utilized Team Software Process (TSP) and the Personal Software Process (PSP)

**T-Mobile Wireless Telecom -- Factoria, WA**

**PMO Program Manager/TPM-Portfolio Mngr**

**[SolutionsIQ – Consultant] Feb 2005 – Jul 2006**

**Responsibilities:**

* Utilize PMBOK/PMI & Agile, methods to PM the integration of 3rd party product with Enterprise Resource Planning (SAP/R3) for the addition of a new Accounts Payable module, which would dramatically impact the ability to efficiently manage interest rate reductions for accounts payable and best time frames for scoring what would be the most cost beneficial in paying or waiting to pay specific accounts
* PM/Agile the production implementation of legal mandate changes for California Bill of Rights: rescinded after implementation-December 2004; impacted applications, data, middle-ware and Interactive Voice Response platforms and technology
* PM the analysis of technical challenges surrounding contract extensions & reporting in contact centers related to the front-end applications, through the middle-ware, into the back-end systems
* PM the technical change within specifications with IT, and ultimate implementation into retail locations within T-Mobile re-sellers: 1st site validation and then roll-out to other retail locations, extensive coordination with re-sellers
* Environment: SAP/R3 & Xign Integration, .Net Web, Tibco, Webmethods, AMDOCS Customer Management System

**KM Crawford & Associates -- Puyallup, WA**

**Director Jan 2003 – Dec 2004**

**Responsibilities:**

* Direct the technology environment, VTM, plan strategies for services; ensure cost efficient and effective operations; technical liaison with vendors
* Develop short & long-term plans and strategies to deliver services to meet defined user needs
* Evaluated technical trends and selected directions to effectively meet long-term information needs of users  Plan long-term hardware and software acquisitions
* Plan information and office automation system development
* Remain current on innovations, changes, trends and directions in the industry
* Identify system obsolescence and coordinated transition for minimum disruption
* Review score card information for indications of trends or changes
* Communicate critical situations, orally and in writing with business

**Verizon / MCI Telecom -- Colorado Springs, CO**

**Senior IT Staff/PMO Program and Project Manager/TPM**

**Vendor Technical Management/VTM Jul 1992 – Oct 2002**

**Responsibilities:**

* Matrix team size ~150 : Lead the architectural committee in the direction and evolution of billing presentation platforms within the development organization
* Directed multiple PMs and teams of business analysts, project coordinators, developers, and testers, covering all aspects of deployment and subsequent support
* Deliver projects within specified time frames, budget, manage schedules & time-lines, milestones, phases, risks, issues, across the full spectrum of deliverables: design, architecture, code, QA testing, training, and production support

Senior IT Architect:

* Review broad spectrum of applications supporting Microsoft desktop & server software environments in web-based, thick and thin client-server n-tier architectures
* Assess tactical as well as strategic capabilities of various technologies, to be utilized in improvement of development and testing environments
* Assess technology which ultimately improves customer experience
* Assess Technology Architect and design for new technologies to be used across various IT departments
* Review Supplier/Vendor financial stability

Technology Consultant/Program Manager/SME/Portfolio/VTM: Call Center Services:

* Represent multinational customer [Vodafone/Verizon] as Subject Matter Expert (SME) in internal technology assessment and deployment for Call Center Technologies (CCT) and plans for consolidation of 60+ locations
* $35M Project: Primary contract negotiator for software for large TV Sales &Retail company
* $11M Project: Primary contract negotiator for telecom switching hardware [Aspect] acquisition with external customers and external vendors
* Lead VTM/technical consulting team, in environment assessment, on-site support of Call Center equipment and training programs for Call Center phone representatives
* Coordinate staffing 35 members in cross-functional roles, Agile
* Subject Matter Expert (SME) in large-scale IT, business process analysis, transformation and re-engineering for e-business; strategic outsourcing and total systems management services.
* Perform technology consultation for large-scale network, software & hardware infrastructure consolidation; upgrade of numerous IT, telecom and call center applications
* Solo and team technology evaluations and at customer locations throughout the US and England. Noted for ability to keep various teams and management informed & communicating
* CCT services were offered to larger corporate customers in various industries: Banking/Financial Services, Retail, Manufacturing, Cellular Telecom: [EMEA: Europe, Middle East, & Asia]
* Document all vendor contracts for coverage of maintenance and support of licenses, firmware, hardware configurations
* Negotiate terms and conditions of contracts and final costs for company

CTI/CRM-PM/VTM: Test, Integration, Support, Release Management & Implementation:

* Complex Technological Infrastructure change for the Enterprise Call Centers.
* PM/Agile the coordinated development, testing and deployment of hardware, custom software applications which were integrated with internal and external third party applications critical to projects success
* Provide Technical Project Management (TPM) support for IT, Customer Relationship Management, Computer Telephony Integration projects from inception, development, QA systems integrated platform testing, release and implementation, with sales, marketing, telecom and network-based services
* Environment: NEXTSTEP, UNIX, Windows, Oracle, IBM-AIX, Genesys-CTI and IVR-Edify

Manager, Lead, Software Testing & Support:

* n-Tier Client-server Project: Manage and Lead QA Testing & Integration of applications & hardware, for end-user
* Assembled QA testing team resources from ground zero: recruited various personnel from internal and external applicants
* Handled all personnel matters: budget forecasting, scheduling, training, reviews
* Develop and monitor budgets, handle escalations
* Multiple ($5-8-million dollar projects affecting revenue streams and company direction)
* Assessed tools and networks to perform QA testing and integration in data driven IBM AS/400 and IBM mainframe / ETL
* Established and implemented manual and automated QA testing procedures
* Implemented Agile/QA testing environment in n-tier architecture of client-server users
* Initiated the drive to automate manual testing with RPI, RFP, evaluation and assessment between: AutoTester, WinRunner and LoadRunner
* Coordinate all meetings, track schedules, assure project is on schedule and within budget in all phases: requirements, analysis, design, coding, development, test, implementation, operational support
* Assure priorities across various organizations were correlated and sufficient staffing across the matrix team to assure success
* Provide daily, weekly, monthly roll-up reports
* Present escalated issues to executive and senior management
* Communicate delicate and sensitive issues to assure project success
* Facilitate and host Training & User Acceptance Testing (UAT) efforts
* VTM/Liaison and coordinate between departments, vendors, suppliers and teams as challenges rose in a project with multiple development and QA Test teams, vendors, along with operational, implementation, and training in multiple locations
* Work with senior management toward institutionalization of configuration management; CM via Capability Maturity Model Integration (CMMI) for the move toward ISO standards across the IT enterprise
* Encourage and enforce use of software configuration management (SCM) on all development build and release process via the PVCS tool
* Coordinate release packing, approval, deployment and implementation
* SME / Vendor Technical Management: issue tracking, escalations, resource allocation and critical path deliverables from vendors (hardware and software)
* Environment: Microsoft Windows environments, UNIX, Linux, Citrix, SUN-Solaris, NEXTSTEP- Rational, Unified Process (RUP), IBM-OS2, 3270) Mainframe (IBM) Databases (DB2, SQL, Oracle) – ETL Development areas (XML, HTML, JAVA, C++, C, OOAD) Modeling Standards (UML, OMG, CORBA, Rational Rose) Messaging MQ Series and customized middle-ware messaging (Registry); web-sphere, Siebel, Oracle, Witness, Genesys, Nortel, Lucent, Aspect, AutoTester, Mercury WinRunner & LoadRunner

Lead - Switch Systems Engineer:

* Manager/VTM-Agile of 3rd level Switch Systems Engineering Support. Staff of 8 technical experts supporting domestic and international telecom network switching and billing infrastructure systems
* Manage, coach and motivate staff
* Write reviews, schedule staffing, monitor budget
* Refine and validate hardware and software installation and defects reporting
* Environment: Domestic Switches: Northern Telecom DMS, Rockwell, International Switches: Ericcson AXE-10, AXE-20

Supervisor, Lead-Technician, Domestic & International Switching:

* Supervisor for Domestic & International switches
* Supervisor & Lead-Technician responsible for providing leadership in site telecom witch preparation for software and hardware implementations
* Supervisor of on-site switching for domestic and International gateway traffic, initially responsibilities were as circuit-technician
* Maintain, validate and implement hardware/software application test, integration and implementation
* Environment: Northern Telecom DMS and Ericcson AXE

**Education, Certifications/Trainings:**

* B.Sc. Administration from Southern Illinois University - Carbondale
* PMI/PMP - Certification Training, 2016