# Technical Program Management

Project Management ... Training ... Leadership

Certified Project Management Professional (PMP) with a solid record of building and leading efficient operations, managing technical and non-technical projects, providing administrative support and improving technical services in a broad range of assignments in the telecommunications, financial, industrial and defense sectors as well as during a career as a U.S. Naval Officer.

**Core Competencies include**

PMI and PMP Certified Staff Management and Development

Team Building and Coaching Executive Presentations

Relationship Building and Influence Release/Implementation management

Six Sigma Yellow Belt SCRUM Certified (SFC)

Process and Policy Improvement Requirements definition and review

#### Education

B.S. in Aerospace Engineering, U.S. Naval Academy, Annapolis, MD

#### Experience Profile and Representative Accomplishments

**ITC Infotech** November 2016 – Present

4200 University Avenue, Suite 304, West Des Moines, IA 50266

### *Pursuit Lead Coordinator, Microsoft* November 2016 – Present

Coordinates triage and assignment of all pursuit opportunities for a team of 15 Pursuit Leads in the Business Productivity group of the Americas region. Works with account aligned sales teams to understand customer needs and requirements and leads the Pursuit Lead assignment process by triaging each request to ensure it meets Microsoft’s minimum standards to pursue. Assists the Resource Manager in tracking and reporting on all team activities and successes. Provides timely input on daily, weekly and overall task loading of all team members, enabling smooth operations of the team and optimal load balancing as needed.

**Sogeti USA** July 2015 – June 2016

4200 University Avenue, Suite 304, West Des Moines, IA 50266

### *Pursuit Lead* March 2016 – June 2016

Led Sogeti’s RFP response for two software development projects with agricultural sector clients, managing the input and final response documents of a team of over 10, including financials, technical solution, staffing and the final proposal and oral presentation.

### *Project Manager, Vermeer Corporation* July 2015 – March 2016

Managed the creation of Vermeer’s first true online eCommerce website from project initiation to site launch using an agile development model.

* Led a project team of over 30 on a $350,000 project, representing sales, marketing, information technology, industrial application development, finance, legal, quality assurance, customer support and dealer channels. Focused their efforts to move the project from concept phase to completion in 8 months.
* Interfaced with third party vendors, including selection and management of their part of the project.
* Planned, controlled and reported to senior management on the progress on the website.
* Frequently assumed duties of other roles, including business analyst and test planner, drafting requirements, test plans and test cases.

**QCI** October 2014 – June 2015

1500 NW 118th Street, West Des Moines, IA 50325

### *Project Manager and Release Manager, Wells Fargo Home Mortgage*

Project Manager and Release Manager for the Business Liaison Team of Wells Fargo’s mortgage servicing group.

* As Release Manager for the Implementation Team within the Business Liaison Team:
* Created processes and tools for software release management which became the standard for tracking and reporting for over 150 separate software enhancement projects for the Black Knight Financial Services Mortgage Servicing Platform.
* Authored process change documents for Release Management, Test Environment Installations and Simple User Request Form (SURF) processing. Changes involved authoring requirements and procedures as well as reviewing these with management before implementing each new process.
* Project Managed 12 separate MSP software enhancement Installations and Simple User Request Form (SURF) processing projects within TPM methodology, including:
* Updates to Credit Bureau Reporting required by the Fair Credit Reporting Act which enabled compliance with new Federal regulations.
* Changes to interest calculations for Daily Simple Interest and Zero Interest loans, resulting in the recovery of lost interest payments due to errors in the software.
* Modifications to allow automation of Security Updates in software test environments, which reduced both time required for the updates and enhanced quality of the updates by drastically reducing the potential of input errors.

**BANK OF AMERICA / MERRILL LYNCH** June 2010 – October 2014

1100 Merrill Lynch Boulevard, Pennington, NJ 08534

### *Program Release Manager*

### *Core Technology Services, Release Delivery Services*

Program Release Manager for Merrill Lynch's largest desktop platform, the Wealth Management Workstation, managing functional and security enhancements to over 33,000 workstations.

* As Program Release Manager for Merrill Lynch’s Core Technology Services (CTS) group, managed an international team of seven release managers in three countries, including initial training, performance evaluation and day to day supervision.
* Managed all releases to Merrill Lynch's flagship desktop platform, the Wealth Management Workstation, as well as its follow-on replacements, WMW Evolution and GWIM Base BAND for four years. Meticulously controlled all phases of over 200 software release deployments, including all phases from requirements definition to production deployment.
* Coordinated all activities related to each release, including planning, estimating, status reporting, risk mitigation, troubleshooting and problem solving.
* Managed 6 different desktop platforms and two server platforms – the only Release Manager in Merrill Lynch CTS to manage both desktop and server platforms.
* Personally trained nine new Release Managers on all aspects of the role, including the specific demands of Desktop Release Management, creation and modification of timelines, running status meetings, inter-departmental communications, Requests for Change, Release Request processing, Software Configuration Management (SCM) and Maximo incident tickets and change requests.
* Worked closely with all levels of management, from developers and testers to directors and above. Frequently sought out for input on strategic as well as tactical planning and problem resolution as well as development and modification of release processes.
* Personally recognized on numerous occasions for coming to the aid of other technology groups, sharing his expertise liberally and effectively.

**COMVERSE** February 2006 – June 2010

1024 Briggs Rd, Suite 100, Mount Laurel, NJ 08054

### *Senior Project Manager, Realtime Data Billing Systems*

Provided project management during all stages of the development of Comverse’s revolutionary ComverseONE™ converged billing solution.

* Played a pivotal role in the creation of the Comverse Converged Billing Solution (versions 2.0, 2.1, 3.0, 3.1, 3.2 and 3.5), serving as Release Manager for the Customer Center, Single API, Unified Platform, Security Server, Alarms Processing, Orchestration, Database Core and Data Mediation/Roaming tracks. Spearheaded development planning and project management for these teams through Analysis, Design, Development, Test and Deployment phases following standard SDLC methods. Worked closely with development and testing managers to deliver quality software on time as well as provide timely status reporting and risk management to the division’s leadership.
* Acted as Release Manager for several new and update releases in Core Engineering, including platform OS, database, alarm processing and call routing areas, coordinating development, testing and documentation and driving the schedule for each release.
* Immediately upon joining the RDBS division, took over the role of Project Manager for the Data Mediation and Roaming team, working with Development and Testing Managers to author and manage the Project Plan and Schedule, managing both Development and Test phases to deliver this standalone software product on time using SDLC waterfall methodology.

**VONAGE** June 2005 – November 2005

23 Main Street, Holmdel, NJ 07733

### *Program Manager, Vonage America*

Provided program management support to the largest company within Vonage Holdings, including management of numerous VoIP software development projects for Finance, Sales, Marketing, Customer Care, Risk Management and Network Operations.

* Made vital input to and ensured completion of every software initiative involving Vonage America, including initiation, planning, development, testing and deployment. Personally cited by company stakeholders for attention to detail and follow-through.
* Personally managed from start to finish numerous SDLC software development projects, which increased sales, reduced churn, minimized fraud exposure and improved customer experience.
* Played a pivotal role in testing and implementation of Vonage’s e911 support, providing software solutions, which saved countless staff hours and enabled Vonage to offer e911 service throughout the US and maintain and grow its 1,000,000+ subscriber base. Vonage’s e911 Implementation Director praised these efforts, saying “*To a great extent, David has literally saved Vonage's 911 project*.”

**MTG SERVICES, INC** January 2003 – January 2005

307 Route 70, Suite B, Lakehurst, NJ 08733

### *Engineering Project Manager, Aircraft Support Equipment*

Provided engineering and project management support to Department of the Navy Aircraft Support Equipment teams at NAES Lakehurst, tracking projects with MS Project.

* Using MS Word, Excel, Visio and Adobe Acrobat, authored and published several Technical Publications for various US Navy aircraft as well as editing dozens more.
* Led the selection and purchase of over $1,000,000 in laptop computers for use in the US Navy’s E-6 airborne strategic command aircraft following exacting standards.
* Steered negotiations for the design and production of a new Antenna Tensioner Reeling Machine for use in the US Navy’s E-6 Aircraft, resulting in a $16,000,000 contract, tracking all aspects using MS Project.

**COMVERSE IN DIVISION** March 2000 – August 2002

1024 Briggs Rd, Suite 100, Mount Laurel, NJ 08054

### *Program Manager, Northern Europe and South Asia Operations*

Employed PMI methodologies in the deployment of new hardware and software solutions for PrePaid Telephone Systems to support customers around the world. Duties involved daily direct interaction with programmers, testing engineers and customer support teams as well as periodic visits with customer-facing project managers at customer sites around the globe.

* Led installation and troubleshooting for a $700,000 contract project in Iceland, involving hands-on system work at customer site in Iceland.
* Managed customer relations superbly, enabling expansion of nine systems in India and Europe, bringing a total of over $1.7 million in new revenue to Comverse.
* Personally worked with testing branch to specifically tailor User Acceptance Tests for customers for each new installation and software upgrade.
* Participated in negotiations for a new installation of Comverse’s PrePaid system at new customer site in Calcutta, India, meeting with the customer CEO and CTO at the site.

**US NAVY** (Highlights) May 1980 – February 1997

### *Officer in Charge, Naval Air Technical Training Center* 1994-1997

Directed all operations of a technical training center with 50 direct reports, 500 students and a $500,000 annual budget for three years with a perfect training and safety record.

### *Operations Officer, Fighter Squadron 21 1991-1994*

### Directed flight operations and aircrew training for forward-deployed US Navy Fighter Squadron 21, including maintenance of all combat readiness for 35 aircrew and an operational budget of over $1,000,000.

### *Catapult & Arresting Gear Officer, USS INDEPENDENCE (CV 62) 1988-1991*

*Led flight deck operations and maintenance of a 220 person division engaged in launch and recovery of jet and prop aircraft on the deck of a US Navy aircraft carrier for 2.5 years with a perfect safety record.*

#### Relevant Skills

MS Project and Excel expert. Skilled in the use of MS Office 365 (Word, Excel, PowerPoint, Outlook, Visio, OneNote, Skype for Business, Sharepoint), Acrobat, Clarity, Maximo, Ubuntu Linux and many other software applications

#### Professional Association

Member, Project Management Institute

President, Eagles Landing Owners Association