Paul Harker

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## **Skilled Executive, Director, Program Manager**

Experienced executive with over 25 years PMO, Program, and Project experience in small and large businesses. Skilled in developing Program and Project Offices and Organizations, Practices, and Methodologies. Financial, Portfolio, and Program Management over $1.5 Billion product development organization and $380 Million dollar programs. Proven President, CEO, CIO, Executive VP, Director, Sr. Program and Project Manager over International Organizations and Projects. Focused leader able to give clear direction, provide vision, and able to strategically align organizations with integrity, accountability and professionalism. Expert in:

* Company & Organization Management
* Enterprise Governance & Strategy Development
* P&L, Plan, Budget Development
* PMO Design & Management
* Staff & Organization Development
* Management & Operations
* Data Center & NOC Design and Operations
* Data Center Migration, Consolidation & Virtualization
* IT Organization, Practice Design, Management, Development
* Cloud Consulting and Consolidated Infrastructures
* Productivity / Process Improvement / ISO Audits & ITIL Assessments
* IT Service Development, IaaS, ITaaS, PaaS
* Enterprise Infrastructure / Systems / Application Implementation
* Program & Project Management
* DOD Top Secret Clearance

## **Work Experience**

CSRA 07/2017 – 10/2017

**Sr. Principle, Program Management**

Sr. Principle Program Manager on Data Center, Infrastructure, Cloud, VDI, ITIL, and PMO programs.

* Proposed Program Manager on federal agency data $52 Million dollar center buildout and migration program
* Proposed PMO director over VA 1600 location Cerner program

Dell EMC Corporation 2010 – 2017

**Sr. Consulting Practice Lead, Sr. Program/Project Manager**

**Sr. Program Manager and Project Manager** on large Data Center, Infrastructure, Cloud, VDI programs and PMO development. PMO development, Program Governance, Risk Management, Compliance, Budgets, Forecasting, IT Cost Optimization, Cloud Architecture, IT as a Service (ITaaS), Infrastructure as a Service (IaaS), data center operations and consolidation, virtualization, and cloud computing.

* Program Manager on 90,000 user, $70M, 125 member team VDI national program
* Datacenter build-out, migration, virtualization, VCE Vblock, Cloud Computing, VDI, XaaS, operationalization projects

**Sr. Consulting Practice Lead** in IT Service Management/ITIL. ITIL/ITSM, Vblock, and “C” level IT Operations strategy practice, offering development, RFP and Statement of Work (SOW) development and review.

* Developed IT Transformation consulting offering used world-wide for Enterprise Hybrid Cloud environments

ON Semiconductor 2006 – 2010

#### PMO Director/Program Management Specialist

Program Management Office (PMO) director over $1.5 Billion product development portfolios, setting standards and guidance for 75 Project Managers and 1400 engineering staff globally. Managed U.S. and off shore PM system IT developers and staff. Developed all portfolio, program, and project management policies, processes, PMO structure, short and long range plans, career development plans, mentoring, coaching, training, and overall Program and Project Management.

* Initiated study to determine most profitable products and development methodology
* Developed standardized global program development methodology and Implemented global initiative to align product development processes and implement a new global project management system
* Convinced CEO to use time-to-profit metric

Microsoft 2003 - 2006

#### IT Transformation, ITIL, Operations & Management Practice Lead

Developed an international consulting practice delivering engagements to Fortune 100 companies, growing from 3 to over 30 consultants. Consulted with “C” level executives on IT Strategy, Governance, IT Transformation, Organization Structure, Planning, Operations and Management. Developed Policies, Processes, Plans, ITIL, and Microsoft Operations Framework.

* Subject Matter Expert on Microsoft System Center Operations Manager, Configuration Manager, Virtual Server, Project Server
* Created world-wide consulting offerings
* Developed processes, staffing, and tool requirements for Microsoft data centers world-wide
* Fortune 50 communications CIO reorganized his IT organization based on my recommendations
* Created strategic consulting and enterprise product operating recommendations for Bill Gates

Harker Enterprises, Inc., Idaho Falls, ID 1995 – 2003

## **President & CEO**

**Software Division:** Developed software team, penetrated office products industry, partnered with national software company, sold product to independent and national corporate clients.

* Created publishing automation software integrating mainframe and network based systems that created custom published catalogs and forms.
* Created faxing software that enabled custom formatted mainframe faxing on demand.

**Consulting Division:** C-level IT Transformation, Strategy, Management and Operations consulting and Project Management to Fortune 100 companies and government agencies. Governance, Strategies, Organization Structure, IT Transformation, Services, Policies, Processes, Short & Long Range Plans, and Cost Reduction and Optimization Strategies. PMO development and Project Management of national $5 to $384 million dollar Data Center, NOC, Call Center, and Network Infrastructure projects. Staff management of national organizations. Technical consulting on PMO, Project Management, IT Organizations, Data Center, NOC, and Call Center design; PMP, ITIL, MOF, CMM, RUP, Six Sigma, Staffing, Tools, QoS, SLA, ROI, TCO, and P&L responsibility. Customer and Projects include:

* **ML Technologies – CIO & Executive Vice President of Information Technology** over the IT business sector. Developed and managed $6 million dollar P&L, 50 staff, four offices nationally. Developed Organization, Consulting and Managed Services Division, Products and Services, Consulting Offerings, Project Management Office, Data Center, Network Operations Center, policies, processes, management metrics and CMM maturity methodology. Sectors included Commercial and Federal Government contracts including Department of Energy, Department of Defense, IRS, Department of Interior, and Postal Service. Developed partnering relationships with SAIC, KPMG/Bearing Point, CSC, EDS. ITIL Operations Audits & Assessments.
* **General Motors – Sr. Consultant** designing IT Organization and Operations for GM North America. Organization design, Global redundant NOC design, tools, staffing, policy/processes, QoS, SLA requirements. ITIL & ISO Audit & Assessment of current operations, network, systems, processes & procedures. Saved GM $200 Million on IT Services re-bid and developed operations strategies that save $110 Million annually.
* **IBM Global Services – Sr. Project Manager at Washington Mutual.** Over 25 million dollar national project portfolio designing and implementing Metro and National Network, Data Center, Call Center, Infrastructure and various system and application implementations. Managed CCIE network architects, voice, server, application engineers and desktop deployment teams at over 100 locations including Accenture, EDS, AT&T and Qwest consultants.
* **Visa/Inovant – Operations Consultant and Sr. Project Manager** for e-Business Applications Hosting division. Developed Operations Strategy, performed Organization assessment of operating processes & procedures. Provided policies, processes and procedures. Project Management of national systems deployments and data center move. Designed test lab to scale Verified by Visa product from 2 Million to 1 Billion transactions a month.
* **Winter 2002 Olympic Committee – Sr. Consultant** designing the network infrastructure for the 2002 Winter Olympics networking all venues. The Olympic committee requested I perform work as an employee so I declined the position.
* **SAP – Operations Consultant**. Performed Operations assessment including department structure, staffing, plans, policies and processes. Provided strategy for cost effective, proactive operations. Also assessed NOC, Help Desk, network, tools, and integration.
* **RR Donnelley & Sons – CTO Consult and Sr. Project Manager** on IT Operations and Management. Performed IT Organization and NOC ITIL assessment, designed LAN, server, and desktop management, and integrated into NOC. Project Manger over $384 million infrastructure, systems, application, and desktop project.
* **Yipes Communications – Sr. Consultant & Sr. Project Manager**. Consulted to CIO & Founding VP of Metro Ethernet over Fiber provider start-up. Designed IT Organization, IT Operations and NOC management including tools, staff, policy, and ITIL & ISO processes. Designed and managed NOC implementations in San Francisco and Denver. Managed national infrastructure deployment in 18 cities and Data Center in Palo Alto.
* **State Agencies** – Consulting Architect and Project Management services. Designed and managed infrastructure and systems projects for transportation, corrections, and school district agencies.

Lockheed Martin Idaho Technologies, Inc., Idaho National Engineering Laboratory 1993-1995

## **Sr. Network Engineer**

Network design, implementation, management, and support services for the Department of Energy. Supported 100+ routers, 140 Novell and Windows NT servers, 12,500 users. Specializing in network design, protocol optimization, network traffic analysis, and network management.

* Managed multiple network and systems project teams
* Managed classified networks and systems

# **Certifications & Training**

* EMC Cloud Architect, Cloud Advisory, Cloud Infrastructure, VMware vCAC, ITaaS Planning and Design, Virtualized Data Center, Agile Project Management
* Certified IT Infrastructure Library v3 - ITIL
* Project Management Institute Certified Project Management Professional (PMP) – Not Active
* Pine Mountain Group Certified Network Analyst – NetAnalyst (Protocol Analysis)
* Novell Enterprise Certified NetWare Engineer (ECNE)
* Novell Certified NetWare Engineer - (CNE – MCSE Equivalent)
* Microsoft Operations Framework training - MOF
* Rational Unified Process training – RUP
* Six Sigma Foundations

# **Professional Associations**

* Former Project Management Institute (PMI) member, served as Chapter VP of Communications
* South Eastern Idaho CIO Committee
* Corel Platinum Solutions Partner
* BICSI member

# **Publications & Speaking Engagements**

* Contributing Author - “How to get the most out of your hired guns” – Network World
* Speaker - ITEC Conference, Salt Lake City, UT
* Speaker – Microsoft Global Briefing, Microsoft Management Summit, Microsoft Tech Ed
* Author - A CIO’s guide to IT Operations and Enterprise Management
* Author - Enterprise Management Study - General Motors
* Author - Enterprise Management Assessments for General Motors of Mexico, GMAC, Washington Mutual, Qualcomm, Visa, Mutual of Omaha, A&P, SAP, RR Donnelley & Sons, Yipes Communications