**ANDREW KOZAK, PMP, ITIL**

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**919-306-1193**

CLEARED TECHNOLOGY PROJECT/PROGRAM MANAGER ACTIVE SECRET CLEARANCE

**Professional Summary**

* Project Manager and Technical Program Manager currently working for a multinational computer, technology and IT corporation. Mr. Kozak has over 20 years of hands-on experience in the Information Technology field. Mr. Kozak has spent six years in Europe and Asia.
* Expert in all data management services for CMDB, and for other change services as well.
* Responsible for all IT for Free Application for Federal Student Aid (FAFSA). This mission critical application for the Department of Education requires hundreds of people and more than seven different companies. Major experience in infrastructure and application development including Exchange, Citrix, Sequel, Linux, UNIX, Oracle, Mainframe and SharePoint. Mr. Kozak also has a strong background in virtualization, server, mainframe, and disaster recovery. Also Mr. Kozak is expert in formalized change management and documentation of changes.
* Accomplished senior manager capable of motivating a team to its full potential with proven ability to communicate complex information clearly to individuals at all levels. Manage all technical project phases from pre-project sales, strategic planning, project planning and project control, as well as post-project evaluation with the client sponsor. Major client facing and C-level experience. Have managed over 100 projects/programs and up to 400 people and $900MM.
* Managed a multi-national group of Project Mangers worldwide. Developed and maintained worldwide communications plan. Extensive work in factory and executive management communications. Expert at standardized, repeatable communications with a unique ability to convey change with respect and dignity
* Significant Client interface including Bank of America, Wells Fargo, Mitsubishi, Sony, Hyundai, Air France, British Air, Citibank, Apple, Atari, Activision and many more.
* Managed many COTS vendors including Flexara and Oracle. Managed significant non COTS vendors like Accenture, IBM, Akamai, BMC and more.

Skills and Experience

* Major Integrated Product Development Cycle Experience
* Extensive Executive Level Presentation Experience
* Significant formalized change management experience
* User of PPM tools like Clarity and Salesforce
* PMO Leadership Experience
* Global Team Leadership Experience – worked in over 40 countries
* Extensive Agile and SLDC development skills.
* Proven Leader with excellent internal and external communication skills
* Client Facing Focal Point for a variety of high profile IT projects
* Acted as Liaison between Major IT vendors and Dell to ensure successful completion of numerous projects
* Functioned as Primary Point of Contact for a variety of large and small scale IT Projects

**Senior IT Delivery Program Manager**, 12/2016 to Present  
**Credit Suisse**

* Responsible for Dodd Frank Regulatory Runs to US Government
  + Work with worldwide CS teams
  + Drive extremely complex IT runs
  + P1, P2, P3 issues
* Responsible for implementation 14Q and 9Q comprehensive capital analysis reviews for US Government
* Manage very large internal teams to produce regulatory runs
* Drive new reporting standards for Credit Suisse using internal change management controls.
* Responsible for standardizing change management for all regulatory runs. Demands precise coordination between US, Poland, UK, India and Singapore teams.
* Managed Critical Datacenter archiving of regulatory runs in India Datacenter
* Enhanced managed services to upgrade connectivity and bandwidth from US to Singapore
* Significant coordination of stakeholders, in New York City, London, Pune, Warsaw, and Singapore
* Identify resources supporting product requirements.
* Utilized Agile and Product Development Life Cycle (PDLC) to focus on project deliverables.
* Developed and delivered an enhanced runbook to drive collaboration through all areas.
* Completing (80%) of PGmP application

**Senior IT Program Manager** 6/2016 to 12/16  
**TierPoint**

* Responsible for Data Center moves, Data Center migrations and new data efforts at Datacenters round the world
  + Data Center redesigns
  + New datacenters
  + Migrations
  + Outages
* Responsible for implementation of brand new data center bring up.
* Drove all changes and change management at Senior levels
* Manage large internal teams and drive completely new datacenters
* Worked on Disaster recovery services for all 34 data centers.
* Helped design and move new data centers in Dallas and in Seattle
* Interfaced with key executives to enhance existing data centers with enhanced backup solutions in HW and in SW
* Completed and delivered a comprehensive change management process
* Focused on upgrades and deliveries for new and existing datacenters.

**Senior IT Delivery Program Manager**, 5/2014 to 6/2016  
**Cisco**

* Responsible for Duke University, Administration of the Courts, NC IT, MCNC
  + Data Center redesigns
  + Migrations
  + Outages
  + P1, P2, P3 issues
* Responsible for implementation of Capacity and Performance Services for Bank of America. Managed CMDB and all data management services. Data management for CMDB, Data management for Maximo and for Remedy as well.
* Managed all data adds to CMDB and to performance management services.
* Drive all changes to data and lead very high-level meetings for senior bank management.
* Manage large internal IT teams and bank IT teams
* Work at Vice President and SVP levels of Bank of America.
* Manage software and very large infrastructure projects for Bank of America.

**Senior Program Manager**, 12/2013 to 5/2014  
**Fujitsu, Inc.**

* Manage software and infrastructure for Blue Cross Blue Shield of North Carolina (Senior Market)
* Develop data center and DR (disaster recovery) moves in support of BCBS
* Managed significant deliverables including client interface and proposal development
* Lead large cross-functional teams of Fujitsu, BCBS and third party vendors like BMC, Oracle, Red Hat and others.
* Used Clarity within the organization to highlight key projects.

**Senior Program Manager**, 07/2013 to 11/2013  
 **Iron Data**

* Manage SDLC and Agile software development for states of Rhode Island, Oklahoma, and Colorado
* Develop Portal solutions for DMV and Real Estate licensing applications
* Used Salesforce - a PPM delivery tool to highlight and deliver projects.
* Managed significant deliverables including client interface and proposal development
* Drove interim development solutions for online truck and auto enforcement (speeding) and ticketing

**Senior Operations Program Manager**, 09/2010 to 7/2013  
**Dell Federal Systems**

* Drive process, quality and deploy extremely large program on schedule with no defects through the practice of PMI methodologies; use Microsoft Project and Office as tools, with a strong knowledge of SharePoint, Citrix and mainframe applications.
* Manage a total of nearly 400 people on this program. Initiated rollout of new enterprise software solution for sales reporting and software licensing.
* Large data center experience with Dell data center in Plano, Texas
* Responsible for all data management services including CMDB installation of CMDB, and data management services for the United States Department of Education.
* Managed significant data center deliverables including Mainframe and Server operations and network compliance
* Server movement, migration and change management procedures following Dell data center operational procedures.
* Significant virtualization and MS Project Server experience.
* Led major teams in UNIX/Linux/Virtualization/Network Individuals.
* Drove communications between Senior Individuals at US Dept. of Education and executives at Partner companies IBM, Accenture, General Dynamics and more.
* Responsible for 3400 servers, 2 mainframes, and thousands of desktops/laptops
* Spearheaded cross-functional initiative to achieve significant growth in OS, including UNIX/Linux, Oracle, Sybase, Red Hat and more. Used Agile techniques to move quickly and decisively into new areas of software development.
* Drove cross-functional initiative to achieve crisp application development on all platforms. Worked with Office 365 and familiar with Innotas Cloud.
* Used Clarity to develop and dashboard key projects in the infrastructure.
* Worked directly with United States Department of Education and IBM, Accenture, General Dynamics to achieve data migration and ultimate success of FAFSA.

**Senior Project Manager**, 02/2010 to 09/2010

**IBM – Research Triangle, NC**

* Manage oversight of the implementation of IT for the State of Texas.
* DMV experience (ticketing) states of Texas and Oklahoma. Real Estate experience in Colorado.
* Lead large cross-functional international teams of IBM employees, contractors and subcontractors that operate with 27 State Agencies for licensing applications.
* Demonstrate deep knowledge driving at IT solution, including help desk, and MIS support. Utilized Agile Software development techniques in support of the State of Texas.
* Provided staff and State of Texas with new Oracle, Windows, UNIX, and Exchange application.

**Senior Program Manager**, 01/2009 to 01/2010

**FCI Corporation – Falls Church, VA**

* Developed, maintained and executed classified programs for the Defense Information Systems Agency (DISA) that was delivered to combat areas throughout the world.
* With focus on Iraq and Afghanistan, provided guidance to Managers in Washington, Baghdad, and Kandahar, among other locations. Some classified work on substations.
* Coordinated the development, approval and maintenance of the programs' work breakdown structure and contracting processes for gathering and analysis of earned value and other performance data.
* Led a cross-functional, international team made up of US Government employees, contractors, and subcontractors and drove these projects to successful completion.
* Worked to deliver outstanding forward combat data center performance under Federal regulations.
* Managed application development. Applications include Outlook, Exchange, SharePoint and more.
* Initiated rollout of new enterprise software solution for US Army and classified resources

**Project Manager**, **Worldwide** 01/2004 to 01/2009

**IBM Lenovo – Research Triangle, NC**

* Responsible for x-Series laptop. X-Series is the highest end performance laptop in the IBM/Lenovo product suite.
* Managed international team in Japan/US/Scotland/China.
* Supported major customers and customer locations, becoming the entry-level low cost leader in the marketplace.
* Identified and selected staff; oversaw shipping function and product groups.
* Led a cross-functional, international team made up of employees, contractors, and subcontractors.
* Key apps include Windows, Exchange/Outlook and many more.
* Documented and managed key worldwide stakeholders. Provided worldwide support for key managers. Managed documents and communications worldwide.

**Senior Project Manager**, 3/2002 to 10/2004

**Dendrite Pharmaceuticals – Research Triangle, NC**

* Responsible prescription analytics, pharmaceutical, and delivery analytics.
* Worked with many major Pharmaceutical manufacturers
* Supported major customers and customer locations, driving pharmacy analytical solutions for leading pharmaceutical companies.
* Identified and selected staff, oversaw shipping function and product groups.

Graduate School Professor, 01/2003 to Current  
University of Phoenix – Phoenix, AZ

Graduate School Professor, 01/2003 to Current  
Capella University – Minneapolis, MN

**Technical Areas of Expertise**

* Oracle Virtualization Data management
* Linux Datacenter Expertise Server Upgrades
* UNIX Service Management Middleware Expertise
* SQL Mainframe
* Siebel Data Migration

**Education**

PhD Information Technology - Project Management, Currently 60%  
Capella University - Minneapolis, MN

Bachelor of Science: Engineering, United States Naval Academy - Annapolis, MD

Master's (Cert) Project Management, George Washington University - Washington DC

Masters: Business Administration, Nichols College - Dudley, MA

**Certifications --** Project Management Professional ITIL Certified