**Skills Summary**

Mr. Lewis is an Enterprise Development and IT Consultant Program Manager with excellent leadership skills and more than 26 years of IT managerial experience, 6 years municipal experience, and 3 years for Economic Development Project Manager experience. Recently Mr. Lewis has developed a deep passion to offer solutions and support to resolve the employment crisis in the US by working with local, regional, and national agencies and programs. Mr. Lewis has worked for Federal, State, and Local government agencies, Fortune 500 companies, financial institutions, healthcare providers, and small privately-owned companies. He worked with existing industries at the Lancaster County Economic Development Corporation where he provided professional input and support to aid the LCEDC with achieving the stated objectives of job growth and economic development. Previously, Mr. Lewis has managed statewide IT changes, augmentations and new site implementations. He has provided executive-level training. Mr. Lewis uses PMI and ITIL standards along with reliable performance metrics to improve the ability of an organization to exceed its goals or vision. Mr. Lewis has assisted with successfully landing and managing multi‑million dollar projects, most recently with the Centers for Disease Control (CDC).

**Education**

BA, History, Duke University, 1980

**Professional Certification**

* SC Economic Development Institute (SCEDA) Community and ED Program Certificated, SC 2012
* Grant Writing Certificate, University of South Carolina, 2012
* Basic, Economic Development Certificated, University of North Carolina, 2011
* Grant Writing Boot Camp Certificate, Dr. Paul McKenzie, 2009
* ITIL Foundations Certification 2007
* Six Sigma White Belt, UNISYS 2005
* NetWare CNA, IBIS Herndon, VA 1995
* Supply Management for Engineers and Acquisition Managers (Navy Certificate), 1985
* Procurement Specifications Writer's Course (Navy Certificate), 1987

**Professional Training**

* PMI Certification Boot Camp, Certification pending test, Unisys 2008
* Recruiting, Interviewing and Selecting Employees, (ARG), Georgia Department of Revenue, 1998
* Network Management, American Research Group (ARG), Georgia Department of Revenue, 1998
* NetWare CNE, IBIS Herndon, VA, Completed all courses towards 4.x certification, 1995
* HUMRRO Technical Education Center, Washington DC, 1983

**Business Experience**

Owner and Senior Business Development Consultant

Merchant Seen 11/12 - Present

* Working with Charlotte USA region and local small businesses and non-profits in order to improve presence and sustainability
* Workforce Development Services – including training, recruitment, job placement and stakeholder relationships
* Marketing Services – websites, social media, networking skills training, and branding
* Grant Writer Services specializing in technical documentation, graphics, data analysis and presentation
* Provides IT turnkey implementations, upgrades, support, repair, replacement or augmentation solutions and services
* Works to bridge the gaps to success that persist in the rural neighborhoods and communities with displaced workers

Director of Business Retention and Expansion (BRE) / Project Manager / Workforce Development / Grants

Lancaster County Economic Development Corporation (LCEDC) 03/09-11/12

* Implementation of a business retention strategy
* Provided existing industry project management
* Directed all grant activities associated with LCEDC projects, existing industry, and partners as appropriate
* Provided IT support, financial management, and workforce development support
* Worked well with important sectors of government and the business community, including the SC Legislative, Commerce, County and City Council, Tech schools, the Workforce Investment Board, OneStop, ReadySC, and Educational representatives. He also worked with Duke Energy, Comporium, LCWSD, LCNGA, and other infrastructure providers with excellent results.
* Reported monthly to the LCEDC Board of Directors and when appropriate to the local County and Municipal governments

Unisys Corporation, Senior Program Manager in the MTDC PMO

CDC Mid Tier Datacenter (MTDC) for critical HHS-related applications 09/03-05/08

* PMO members were responsible for the highly visible and critical Mid-Tier Data Center at the CDC
* The MTDC provides highly available, secure, and reliable services to mission critical HHS applications
* The MTDC PMO worked with HHS, CDC, FDA, SUN, EMC, Novus, and Dell as stakeholders on this project
* Met high performance goals of 99.8% application availability datacenter per an Act of Congress in 2001
* Managed the implementation, communication, and ongoing support for several applications hosted in the MTDC
* The PMO and the MTDC operated the CDC-wide Disaster Recovery facility supporting applications residing with MTDC
* MTDC deployed ITIL, SLAs, Key Performance Indicators (KPI), help desk, provisioning, and change management guidelines at MTDC

TSYS Total Debt Management, Business Analyst

Commercial Financial and Legal Business 04/03 – 09/03

* Business Analyst and Task Leader for various IT rollouts including the Secure Private Key project
* Provided engineering support for the secure Windows network of over 50 servers.
* Provided requirements analysis for implementation and support for in-house applications.

zBilling Company, IT Manager

Healthcare Medical Billing and HIPAA IT Business 05/01 – 03/03

* Developed IT business models to provide big business IT support to small businesses.
* Provided staff training and augmentation as needed.
* Provided HIPAA compliant medical solutions.
* Provided all equipment, staff training, computer support, maintenance, and Web site management.

Hypercom (Exedium), Director of IT Projects

Commercial Financial and Point of Sales solutions provider 10/99 – 04/01

* In this position was responsible for supervising 15 IT professionals providing Web development and database design
* Worked with the CIO, CFO, and project managers to implement a web appliance based on complex VISA security standards
* Worked with customers from the banking industry to obtain and communicate application requirements to the development team

Georgia Department of Revenue, Project Manager for Y2K Infrastructure Remediation

State Government Revenue, Tax, and Motor Vehicle Services 02/98 – 10/99

* Managed and directed a staff of 15 IT professionals
* Developed budget plan of more than $2 million
* Assessed, planned, tested, and implemented infrastructure to avoid potential Y2K disaster on any Department of Revenue’s statewide systems.
* Infrastructure included Circuits, Mainframe connectivity, the NOC, Firewalls, Cisco Routers, Switches, Servers (UNIX, NetWare and NT), Desktop computers, Peregrine Call Center, Financial and Human Resources (PeopleSoft) and other Department of Revenue and Motor Vehicles applications or systems.
* Built NT 4.0 PVCS server with Oracle, Tracker, and Version Manager
* Administered Tracker databases and provided ongoing support for all PVCS related issues
* Facilitated the conversion of Mainframe applications to a Client-Server “Oracle-based” environment

CNN and Turner Broadcasting System, Client Support Manager

Commercial Media Company (TV, Radio, and Internet broadcasting) 11/96 – 11/97

* Supervised Technology Services staff of 16, including three project managers
* Supported 12 divisions of Technology Services for more than 50 business units within CNN and Turner Broadcasting Services worldwide
* Responsible for DataCenter, Call Center, Desktop and Network technologies support for more than 2,000 CNN and Turner employees
* Managed technology and training budget of $1.5 million
* Improved the help desk approval rate by 47% in one year after implementation of Remedy Solution.
* Prepared and delivered training and information presentations to Technology Services managers, staff, and business units monthly.

Booz • Allen, & Hamilton, Senior Network Engineer

Commercial Global Strategy and Technology Consulting Firm 09/93 – 11/96

* Lead Engineer for the newly constructed Hamilton building
* Supported LAN operations, WAN connectivity, provided expert-level desktop support, on-site training and network related services
* Implemented security, communications, storage, reliability, disaster recovery, and monitored network-related events
* Supported more than 500 end-users, on NetWare 3.x and 4.1, Banyan Vines, MS NT Advanced Server, Windows ‘95, Mac OS, and O/S 2
* Provided LAN design and implementation, concentrator and router configuration, network documentation, disaster recovery, remote communication, troubleshooting, material acquisition, vendor product evaluations, and resource management
* Supported Intel and Macintosh based hardware and all business applications
* Managed building moves and the migration from MS LAN Manager 2.2 to NetWare 4.1 for 500 users.

Computer Management Services, Incorporated, Senior Analyst

Commercial 8A company providing IT consulting services 10/91 – 5/93

* Managed all technical staff doing LAN design and implementation
* Supported technical staff on federal government projects
* Responsible for technical evaluations of hardware and software
* Guided the procurement and implementation of state-of-the-art technology for in-house clients.

**Computer Management Services, Inc., Project Manager for NIH/Office of Research on Women's Health**

* Managed data processing services to NIH/ORWH in the areas of LAN support, computer training, application development, and data entry
* Managed call center support and services to NIH’s Computer Branch and institute personnel

Technical Management Services, Project Manager

U.S. Department of State Information Technology Center (ITC) 10/88 – 10/91

* Supported microcomputer-related questions and problems in Department of State’s (DoS) ITC locally and worldwide
* Handled budget management, procurement of all equipment and software, and responded to all RFPs
* Managed four senior computer analysts and the center coordinator
* Designed software and hardware solutions for DoS which were deployed in secure overseas posts
* Provided secured telecommunications solution to the U.S. Ambassador at the United Nations

The MAXIMA Corporation, Support Manager at the

Federal Energy Regulation Commission 01/84 – 9/88

* Technical Support Manager and public relations liaison to government personnel
* Responsible for the configuration management, technical support, and maintenance of 2,700 microcomputers and terminal connections
* Trained staff on the use of the mainframe using INFOSYS for call center request
* Responsible for producing computer generated graphics to prepare MIS reports for the world's largest micrographic database with the Navy

Solarex Corporation, Quality Assurance Inspector

Solar Energy Production Facility 10/81 – 11/83

* QA Inspector utilized computer test equipment to perform tests on panels produced in the final stages of production
* Responsible for visual inspection and electronic testing for efficiency evaluation of photovoltaic cells
* Performed daily calibration and general maintenance on test equipment
* Became familiar with production operations, quality control procedures, safety, administration, and marketing.
* Also knowledgeable of the materials, facilities, and methods employed by Solarex to produce photovoltaic cells and panels.