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| Edward E. Rick Smith736 12th AV NW, Hickory, NC 28601 |
| 828-234-1875 [solutionrs@charter.net](mailto:solutionrs@charter.net)  **PMO / Program / Project Management / CRM / ERP / Infrastructure** |

Page 1 of 2

**SUMMARY**

* Work has produced value and been successfully completed on time and under budget
* Over 15 years as IT Manager/Director, PMO, Project/Program - management skills include:
  + communication, relationships, Servant leadership, collaboration, motivation, recognition
  + C - level interactions; understanding, defining, presenting, working with concepts and solutions
  + the ability to communicate the customer needs and requirements to the development team
  + customer service (internal and external)
  + Applications Development, Cloud Development, SDLC, Agile, Scrum, Waterfall, PMBOK, Lean Six Sigma, C#, .net, MYSQL, HTML5, CSS3, JavaScript
  + managing multiple projects, people, resources, processes, risks, budgets, scope and timeline
* Spend Management– reduced costs, defects, increased efficiency productivity - worked with budgets from $10,000 - $5,000,000 Analyzing results, data and customer feedback

**TECHNICAL SKILLS**

* Worked with conception, design, customization and implementation of Websites, Marketing, Social Media, Mobile Apps, Microsoft Dynamics CRM (2011 – 2015), Microsoft Dynamics 365, GP, AX, BI, JDEdwards, SAP ERP, Cloud, Microsoft Office 365, SaaS, SharePoint, Salesforce, information technology, infrastructure, software development, manufacturing systems (medical, fiber optics, automotive, furniture, textile), sales systems POS (retail/wholesale, CPG), financial institutions (FUB and accounting firms), hospitals, clinics, government, educational, service, music events/production and marketing organizations
* Infrastructure Hardware, SAN,WAN, LAN, servers, routers, wireless, Citrix, Cisco, Intel, Dell, Apple, mobile devices
* Implementation, management, system integration, strategy planning, governance and budgeting

**EXPERIENCE**

**UNIFOUR FIRE AND SAFETY**

**Director of IT/Project Management**

**February 2012 –**

* Worked as a team leader/member and been the leader of successful programs, projects and implementations
* I am the leader on our Microsoft Dynamics CRM. I have hands on experience with the online license, the migration, implementation, setup, pricing, business process, workflow, plugins, marketing, service case functions, knowledge base, upgrades and maintenance of our Microsoft Dynamics CRM. I was the lead on our Exchange migration to Office 365 as well as Service Trade, IT Infrastructure. – Help Desk, Servers, phones, Desktop, tablets, notebooks, SQL, SDLC, Agile Scrum, MS Office, SharePoint, SBS, printers, VOIP, SaaS, Cloud, PMO, etc.. We are going through training and evaluating the new CRM online that offers ERP. I have experience with Dynamics AX, SAP and JDE.

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Page 2 of 2

**MARICK, INC**

**Program/Project Manager - Salesforce**

**November 2008 – February 2012**

* Team building (sales team) – Project Manager, PMO, Program Director, Training
* Servant Leadership skills, Agile Scrum methodology, selected the best resources, trained and motivated them to consistently exceed (130%+) sales objectives
* Conducted market studies –formulated/implemented marketing and selling strategies
* Trained team members to build relationships, maintain a knowledge, services, customer’s needs, market trends, supply chain, competitive activities and to eliminate defects
* Analyzed data and customer feedback
* Servant leadership – communication, collaboration, motivation, rewards and recognition, customer service (internal and external) listen, learn, teach, have vision, serve my customers (internal and external) and my team
* Used methodologies based on client’s needs to move from point A to B

**SOLUTIONSMITH, INC**

**SAP Project Manager - JDEdwards ERP Program/Project Manager - Applications Development**

**January 1981 – November 2008**

During this time period, I efficiently managed a variety of contract implementations (hardware, software, IT Infrastructure, business intelligence, and business processes). Various Projects included Microsoft Dynamics CRM, Microsoft Dynamics GP, AX. I have worked on several SAP projects as a contract program and project manager. The latest SAP implementation involved working with SAP R/3 3.1 and 4.08. My teams worked with the IT infrastructure, the implementation (hardware and software), upgrades, SCM - Supply Chain Management and the SRM - Supplier Relationship Management modules. My teams consisted of BA’s, Stakeholders, Product Owners, Developers, Program Manager, Project Managers and C-level executives. We used Excel, Word and MS Project software tools. We used the best methodologies (waterfall and Agile) to produce successful on time and on budget results. My role as project manager encompassed:

* Managing communications both internal to the team (onsite, offshore) and with external stakeholders
* Planning and Defining Scope
* Activity Planning and Sequencing
* Resource Planning
* Developing Schedules, Time Estimating, Creating Charts and Schedules
* Cost Estimating, Developing a Budget
* Controlling Quality, Managing Risks and Issues, Risk Analysis. Benefits Realization
* Scalability, Interoperability and Portability Analysis
* Documentation
* Negotiating and managing procurements with external contractors and suppliers
* Team Leadership, contractor teams, onshore and offshore, Strategic Influencing, Customer Liaison

I have led successful ERP implementation projects (SAP, JDE) as a Program and Project Manager. The latest JDE implementation ($5,000,000 project) was completed on time and under budget. That implementation resulted in increased sales and profits 40% while reducing costs and increasing efficiency and productivity.

**EDUCATION**

Bachelor of Arts in Business Administration

West Virginia University

#### References furnished upon request or available at Rick Smith on LinkedIn

<https://www.linkedin.com/in/ricksmith0125/>

**Communicate, commit, act, be open, bring value, give and expect respect.**