**Frederick Carlyle**

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**Career Overview**

Mr. Carlyle is an accomplished results-driven IT Manager with 20+ years’ experience. He is committed to achieving maximum ROI benefits by evaluating business and IT infrastructures and meticulous computing environment management. He is an analytical leader with "big picture" vision with the capability to work with customer management and staff to convert complex requirements into actionable project plans. He has a solid track record of building strong, trusting relationships with customers and project stakeholders. He has been recognized as an innovative thinker who is able to bring proactive solutions to difficult or high-pressure environments. Having solid written and verbal communication and leadership skills with a personable and fun attitude, gives him the ability to win support and motivate people. He has demonstrated the ability to quickly shift focus between various tasks and projects. As a technical manager, he has created and managed ITSM custom forms, managed local and enterprise IT domain infrastructures coordinated with multiple vendors, led IT training and support, migrate physical servers and networks to virtual environments, conducted business analysis and IT feasibility studies and led data center moves, P2V, cloud transitions, MS Exchange migrations, and data center consolidations.

**Qualifications**

Mr. Carlyle is an executive manager with program and technical project management skills. As a strategic planner, business development manager, and IT department leader, he has become an experienced executive and dedicated information technologist. Using his analytic and managerial skills, he has efficiently led technical teams and operational departments which resulted in successful projects with an average ROI of 1.5M, and a proactive support operation. He is very results oriented, with proven success in new market identification and strategic market positioning. He has a track record of infrastructure and operational improvements which results in driven productivity while reducing cost. The following are demonstrated qualifications:

|  |  |
| --- | --- |
| •                      Visionary Leadership | •                      IT Infrastructure Planning |
| •                      Organizational Restructuring | •                      Program / Project Management |
| •                      Business Development | •                      Trainer |
| •                      Risk Management | •                      Project and Budget Analysis  •                      Cost Management |

(PMI/PMP & ITIL Best Practices)

**Strategic Planning and Analysis • Scope Management**

**• Requirements Planning and Management • Stakeholder Management**

**• Change Management • Team Management**

**• Quality Management • Risk Management**

**• Transition and Transformation • Implementation Management**

**• Resource Management • Issue and Problem Management**

• **Vendor Management** • **Configuration Management**

• **Scrum Master,** **Agile Methodology• WATERFALL METHODOLOGY**

**Frederick Carlyle**

**Professional Experience**

**Director of Technical Services**

**Currently the Director of Technical Services with Esprit Technologies, Inc. (ETI Corp.). ETI is a company that offers contractual IT services to various industries. He has been with ETI Corporation since 1993. His role and responsibilities includes operational and financial account management, financial forecasting, proposal management, contract quality control, SLA management, client portfolio management and business development which enables him to be outsourced as a billable contractor/consultant at all organizations which appear within this resume. He report and collaborate with the CEO and COO.**

**Below is a list of clients, upon whom the above skills are demonstrated;**

**Datacenter Management**

**SAP**

Nov. 2014 – Present (Short-Term)

Decommissioning legacy servers, and installing new HP 8 GL series servers in Sterling, Va. Datacenter in preparation of cloud-base expansion initiatives for 2015.

**Sr. Program Manager / Infrastructure Upgrade / Project Portfolio Delivery**

**State of Texas, Dept. of Aging and Disability Services (DADS) – Medicaid/Medicare**

Nov. 2013 – Nov. 2014 | Austin, TX

The DADS agency supply healthcare services to aging and disability patients throughout their 12 State Supported Living Centers (SSLCs) in Texas, using Electronic Health/Life Record (EHR/ELR) systems under the Balance Incentive Program (BIP) within Medicaid/Medicare. I am engaged to re-evaluate business efficiency which is supported by DADS/HHSC technology infrastructure for 12 SSLCs and State Office (SO) through a technical and business analyst staff/team (totaling 15 personnel). My responsibilities include:

•     Monthly budget management and forecasting, and utilization of a $50M budget ceiling supported by State and Federal match funding within the Balance Incentive Program (BIP).

•     Review and approve strategic and tactical technical plan approaches.

• Oversee, manage and approve my BA team, business analysis documentation, relating to business use cases and technical justification from business user requirements (BUR), standard operating procedures (SOPs) agency workflows and reporting.

• Ensure projects tasks are aligned with “project charter” and remain consistent with project scope to enable successful project delivery. Re-construct PMO process which were outdated.

•      Visit to all SSLCs as a means to understand “as-is”, “gap analysis” and proposed “end state”.

•      Develop and deliver a granular and holistic strategic and tactical project plan and presentation with project timelines and milestones to Stakeholders, Steering Committee, Executive and PMO management boards.

•     Meet with project managers and technical team members in regards to targets, changes, action items, needs reporting, and progress made against plans.

•     Recommendations of consultant hires and/or dismissals.

• Risk/Mitigation, Problem/Incident, and Change Control & Schedule management

•    Consultant mentoring and performance management.

•    Enterprise improvements consist of fiber and wireless connectivity, VDI, Video Tele-Conference (VTC), VoIP, foundation (layer 1) baseline infrastructure and cloud based initiative electronic healthcare software system,.

•    Liaison between State customer and 3rd party vendor/contractors (Xerox, Dell, Cable Vendors, AT&T, VMWare) and participate & manage team participation relating to evaluating and scoring business, technical, and cost RFP proposal responses.

**Sr. Project Manager / Service Delivery / Production Support**

**WMATA - Esprit Technologies (Contract Consultant)**

September 2012 - Oct. 2013 | Landover, MD

The “Washington Metro Area Transit Authority” which transports approximately 1.2 million passengers daily on rail and bus. Within a short timeframe, he completed a functional feasibility study and requirements analysis based on a 24/7 real-time rail operation and technical rail monitoring support, based on the ERP system “AIM” which runs on an Oracle database. Develop project charters for new IT task orders; provide end-to-end management of project scopes, inter-dependencies, schedules, resources, budget planning, quality control, deployment, and closeout. Work closely with transportation vendors (ARINC, WPS, ComNet, Cisco and Service-Now) to enhance transportation software application solutions. Manage18 (union) technical personnel to provide day to day datacenter functions and assignment of projects, which are monitored and updated in MS Project; redesign outage escalation policies and procedures based upon ITIL best practices. Implemented Service-Now platform as the ITIL v3 lifecycle, ITSM initiative. Setup Service-Now administration, which includes Incident and Problem Management, Customized the User Interface, performed Workflow Analysis and Re-engineering, Asset Management, Change Management, and CMDB. Implemented Service-Now Discovery and Serial and Parallel Orchestration. Imported history data from Fogbugz and Maximo helpdesk software to Service-Now service-desk platform for a more efficient and scalable service management infrastructure throughout WMATA. Developed VMware virtualization initiative, with contingency failover to decommission legacy software and equipment, enable automated system switchover and provide space management. Direct POC for telecommunications (connectivity) issues and cross-functional groups relating to WMATA network infrastructure environment which includes, software malfunctions, management escalation process, risk management improvements, document access and management, Avaya VoIP, Maximo, Fogbugz and Remedy Service and Helpdesk Management. Update IT infrastructure in Visio. Current projects involve wireless phone service providers to route emergency calls to WMATA REAP (Rail Emergency Access Points), which is similar to E911 PSAP. All projects, change management, IT cost and governance were completed with the use of ServiceNow, (a cloud-based ITSM platform). Service Desk and IT Operations projects are currently being converted from Clarity to Service Now.

[**Project Manager/ Datacenter Move/Swap Planning Consultant**](http://www./)

**Fannie Mae - Esprit Technologies (Contract Consultant)**

April 2012 - August 2012 | Reston, VA

 Project Manager of the datacenter migration, integration and ID swap team, where he led and provided technical input to systems engineers and software developer resources, and executive stakeholders which met on a weekly basis for project status and change management controls, which impact mission milestones and project integrity. Assign appropriate staff and resources to cross-functional projects which involves software testing, quality assurance, software design strategy, end-user and stakeholder acceptance, and cutover planning. Status meeting with cross-functional project teams to obtain project status, risks, corrections, and presentation reports, which where documented in SharePoint. Executed methods of process continuality improvements and standards using ITIL best practices. Managed datacenter ID-swaps, develop move-windows, project plans, share-point directories, and managed a group of 22 direct reports. Managed contingency and functionality test groups. Identified any associated risks which impacted post move windows. Validate hardware and software functionality or conflict, due to IP address and/or MAC address changes. Managed outside communication vendors. Developed a Cloud migration strategy for servers, client and server based applications from testing, QC, and (go live) production cutover. Delivered continuous improvements within the entire SDLC and lifecycle of the datacenter migration (swap) plan with strategic phases in the lifecycle of the systems engineering process and ITIL best practices.

[**Senior Project Manager / IT Manager**](http://www./)

**US Army** - **Esprit Technologies (Contract Consultant)**

November 2010 - March 2012 | Arlington, VA

As the Network Manager and Business Services Analyst for the US Army Modernization and Investment Strategy, Mr. Carlyle researched and facilitate requirements gathering, feasibility study sessions in support of the US Army’s network enterprise infrastructure and business operations improvement, to drive productivity and reduce cost. During his tenure, he managed the successful conclusion of the (Base Re-alignment and Closure - BRAC) project which included datacenter migrations and closures - “Army Data Center Consolidation Plan (ADCCP)”, initiated Configuration Audits to develop the Configuration Management Database (CMDB) which is included as part of the software delivery lifecycle. As a technical network manager and business analyst he coordinated and managed the global network enterprise strategy which included DISA Cloud migration initiatives for servers and applications which were marked for decommission.

Identified as the technical advisor for the Army’s highest division (G8), headquartered in the Pentagon. Provide global network strategy briefs and deliverables which included (NetOps, Common Operating Environment (COE), Data-products, Army Data Center Consolidation Plan (ADCCP) and Network Readiness, which is in concert with BRAC movements, Global Network Enterprise Construct (GNEC) and other cross-linked programs which impacted the US Army Force Modernization Network Services. As the Global Enterprise project became more involved with multiple sub-projects, cross functional teams, and financial monitoring, he integrated project management data from MS Project to Planview 10.2 and implemented Service-Now as the ITSM platform, which delivered SLA guidance on a global scale. While supporting the US Army contract, he managed an off-site law firm client (Kramer and Armado P.C.) where he has designed custom COTS CRM forms and reports using Microsoft Dynamics, and Connectwise as the ITSM tool. Proposed and introduced the firm to ServiceNow which was approved and implemented. Once subscribed to the platform, from end to end, he installed the server based sub-application, designed and developed the CRM form and reports, trained end-user/client customers on the client app, importing MS Excel (.csv) customer data files and final cut-over implementation.

**Frederick Carlyle**

**Director of Technical Services / Outsource Services Manager**

**Esprit Technologies, Inc. (ETI)**

June 2002 - November 2010 | Upper Marlboro, MD

As a technical director, he work with various IT departments within government, corporate, and healthcare organizations to ensure ITIL foundation processes are aligned, effective and efficient. This includes process development and governance for ITSM processes including Incident, Problem and Risk Management. Responsible for continuous improvements, developing and reporting organization metrics, and the management of change affecting IT/IS services.

Direct reports include 4 Jr. PMs. Guide the development of teams, and govern the strategic direction of the organization and its projects using SAP IT platform. He currently responds to RFPs, which has a 70% winning ratio, with most recent carrying a value of $70M. His business development experiences range from successful sales in government, healthcare IT and transportation, and managed IT services and solutions. As contracted, he has managed the development of complete RFPs for State Department (Natl. Foreign Service), Amtrak, Department of Commerce, and Baltimore Gas and Electric (BGE). Provide oversight for Major Incident and Problem Management processes ensuring there is an effective way of quickly identifying major infrastructure issues, managing the resolution, ensuring timely and appropriate communication, and driving permanent solutions.  Direct budget, staff, and resource planning activities for all components of the team. Manage new client transition and transformations, add-on business, P&L, developed capabilities roadmaps, releases, SLA Management, Issues Management, Incident and Problem Management.  
The above experiences are demonstrated while contracted by **Sleep Services of America,**a sleep study healthcare organization which worked with over 150 hospitals and 800 doctors in the metropolitan area. Overseeing the network infrastructure and IT department, he successfully implemented sleep studies to be electronically scanned and delivered to sleep study analyst via the enterprise network using encryption on both TCP and IP levels. This project took a through level of understanding HIPPA, FISMA, and NIST policies.

**Senior Project Manager - Consumer Lending Credit Score Evaluation**

**Credit Risk Management Associates (CRMA) A Fair Isaac Company (Contract Consultant)**

June 2000 - June 2002 | White Marsh, MD

As a Project Manager of Customer Data Integration, he managed the design and developed the implementation of comprehensive client data integration of credit scoring software which supported marketing automation by lending institutions throughout the U.S. This includes gathering requirements from the client, documenting data sources, analyzing, and developing the data integration, documenting the final build, and coordinating with team members to automate the final build. Attention to detail being extremely important, maintaining data quality and integrity. Maintained a strong customer focus by traveling to their financial institution to obtain accurate assessments of CRMA software implementation.

**Senior Project Manager**

**Amtrak / IBM - Esprit Technologies (Contract Consultant)**

August 1995 - June 2000 | Washington, DC

PM and lead for all Amtrak computer COTS training. Proposed, and sold evaluated COTS and Custom transportation scheduling software packages to enhance transportation service to the client, their passengers, and Amtrak’s infrastructure. Identified and managed software and communication solutions for domestic and international travel agencies who interfaced with Amtrak’s schedule database system. Managed x.25 to IP conversion for Germany travel agent partner (Amadeus). Delivered presentations of functional and operational software packages to executive management, technical, and administrative staff. Proposed and managed financial budgets for technical projects. Led the migration from (IBM 3725) front-end processors to SNA and SAA servers. Deployed MS Exchange and Blackberry Server management and support and assigned as liaison between the client and IT vendors. Performed Systems Development Life Cycle (SDLC) analysis, Microsoft migrations, and Active Directory Management.

**Frederick Carlyle**

**Sr. Project Manager / Outsource Services Manager**

**Esprit Technologies, Inc. (ETI)**

August 1993 - August 1995 | Upper Marlboro, MD

 Develop solutions that align with strategic business direction and standards. Direct and supervise all IT support resources for the performance of project assignments and activities. Managed the technical direction of multiple projects through the design, implementation and testing in accordance with project objectives.  
Responsible for understanding customer’s business goals, objectives and philosophy. Quantify goals and develop metrics upon which project success can be measured. He participated in the development of program and methodology strategies with education institutions. Ensure that Contractor tasks are completed within the deadlines, and ensured task guidance from the Government is clear and unambiguous, contract personnel are qualified to perform the tasks, and potential personnel problems are eliminated .   
Consult and coordinate with the COTR and the appropriate Task Manager for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.   
Establish and implement streamlined processes and procedures enabling the contractor to rapidly respond to surge requirements for increased contract personnel. Assure all SLAs requirements were met.   
Plan consultation with users, management, vendors, and technicians to assess computing needs and [system requirements](http://www./).   
As a daily function, he directs daily operations of the IT department by: analyzing workflow, establishing priorities, developing internal standards and setting deadlines.  Assign and review the work of systems analysts, programmers, and other IT professionals. Stay abreast of advances in technology.   
Plan and coordinate installation and upgrade activities of hardware and software, programming and systems design, network mapping, and implementation of Internet and intranet sites maintenance and security. 

**Training Project Manager Consultant**

October 1990 - August 1993

**Department of State (Foreign Service)**

Provided IT management support as a “Key Personnel” for government contract assignments.

Implemented SAN infrastructure using SANs support disk mirroring, backup and restore, archival and retrieval of archived data, data migration, and the sharing of data among Unix and Microsoft server OS within the network. Developed backup policies using Seagate Backup Exec with offsite SAN backup.

PM of technical training and support to domestic and international DoD and State Dept. personnel.

Managed Windows imaging, customizing, troubleshooting, and security.

Conducted equipment and COTS evaluation for Windows, and Network Communications Support (NCS)

**Frederick Carlyle**

**Education, Professional Courses, and Certifications**

2013 ServiceNow v.2

ServiceNow ITSM Alexandria, VA

2012 Knowledge Ware / Metro

Clarity Project Management Washington DC

2011 PMI Certification / PGCC

Project Management Professional (PMP) Largo, MD

1998 NFATC Education. / State Department

Certified Trainer (MCT), Microsoft Certified Trainer Arlington, VA

1997 NFATC Education. / State Department Arlington, VA

Certified Systems Engineer (MCSE), Microsoft Systems

1993 George Washington University Washington DC

Bachelor of Science, Computer Science,

1990 IBM Education Alexandria, VA

Certified, Telecommunications & IT Bus. Mgmt.

**Security Clearance**

Public Trust (Active)