**Hamilton E. Hawthorne, MBA, MS, PMP®**

12136 Narrowleaf Court **•** Jacksonville, Florida 32225

(904) 610-6282 **•** [hamihaw@bellsouth.net](mailto:hamihaw@bellsouth.net)

**EXPERIENCED PROJECT MANAGER: Full Project Lifecycle Management, Project Management Professional**

Accomplished leader, strategic planner, and specialist with a strong portfolio of successes impacting organizational profitability, performance, and competitive advantage through the skillful alignment of technical resources with operational/business objectives.

* Effectively orchestrate full project lifecycle, ensuring successful completion on time, within budget, and in compliance with all requirements with superior quality standards.
* Build and lead top performing teams focused on exceeding objectives.
* Highly dedicated to identifying areas of improvement and skilled at determining and representing customer needs.
* Communicate complex technical subject matter with diverse clientele, staff, and management.

• Application Design/Build/Testing/Launch •

Project Financial Planning/Development • Business Process Management

Strategic Business Planning • Employee Customer Service/Training/Development • Process Governance • Enterprise Service Delivery

• Consolidation, Transformation & Culture Change • Steering Committee Needs Assessment

**Technical Skills**

Intel/Microsoft Servers, IBM Series I (AS/400), VMS V7.0, Mainframe

Oracle Enterprise Database, Microsoft Office, Shared Medical Systems, Unisys DMSII, Project Web Application, Microsoft Visio, Microsoft Project, Microsoft SharePoint, Microsoft SQL

ERP, Siebel CRM, Microsoft Windows Server, CA Clarity PPM, Daptiv PPM

Cerner Programming Language, Microsoft Exchange Server, VoIP Telephony (Cisco / Avaya)

**PROFESSIONAL EXPERIENCE**

**PNC Bank via meridian Technologies, Jacksonville, Florida • 2016-Present**

$10B+ finance

**Project Manager III**

Manage application development $2 million+ projects end to end through the software development life cycle.

* Manage vendor conversions to LoanSphere and MSP.
* Manage Letter and Procedure activities, updates, reporting, and testing.
* Develop detailed work plans, schedules, project estimates, resource plans, and status reports.
* Conduct project meetings and is responsible for project tracking and analysis.
* Communicate with stakeholders and PMO regarding status statement of work creation, modifications, and approvals.
* Identify, manage, and control changes to setup files and extracts.

**GuideWell Source VIA Alluvion staffing, Jacksonville, Florida • 2016**

$12B+ healthcare

**Senior Information Technology Project Manager**

Managed projects with internal and external dependencies, moderate scope, risk of moderate severity and impact, integration within functional capabilities, moderate cost and duration impacting operations, business, and IT Teams.

* Managed several $500,000 projects involving migration from Visual Basic to .Net.
* Created project artifacts such as Charter, Project Plan, Risk Register, Issues Log, etc.
* Obtained all approvals for project artifacts, including Business Case and Charter.
* Communicated project status to project team, stakeholders, leadership, and Program Managers associated with other projects.

**Career Note:** Completed Master of Science in Pharmacy in one of the world’s top-rated public pharmacy programs, recognized for excellence by *U.S.News & World Report, The Wall Street Journal, Financial Times, The Economist,* and *Fortune* (2012)*.*

**HAMILTON E. HAWTHORNE •** Page 2 **•** [hamihaw@bellsouth.net](mailto:hamihaw@bellsouth.net)

**SOUTHEASTERN GROCERS, Jacksonville, Florida • 2015-2016**

$10B+ supermarkets

**Information Technology Project Manager**

Managed updates and enhancement implementations to applications according to Project Management Professional Methodologies. Facilitated the development of Southeastern Grocers processes and procedures for Business, Operations, and Technology.

* Responsible for the successful delivery of large, complex business change $500,000 to $1 million projects that leveraged information technology systems.
* Provided effective leadership and strong tactical project management and administration to manage, direct, and control business technology projects to drive the delivery of optimum quality solutions that met business objectives and which were delivered on time and within budget.
* Analyzed and managed stakeholder expectations and used problem-solving techniques to remove barriers and resolve conflict.
* Accountable for the successful delivery of business technology solutions and provided input into continuous improvement opportunities to the project delivery process, standards, and tools.

**Florida BLUE via randstad technologies, Jacksonville, Florida • 2013-2014**

$8.09B+ health insurer

**Project Manager**

Managed update and enhancement implementations to Florida Blue Medicare Products according to guidelines set in place by the Centers for Medicare & Medicaid Services (CMS) from beginning to end. Facilitated the development of Florida Blue processes and procedures for Medicare and Healthcare Business, Operations, and Technology.

* Responsible for the overall direction, management, compliance, communication, coordination of status reports, and stability of Medicare Market-facing Project Management Office work.
* Utilized project management processes and methodologies to ensure that projects were delivered on time, within budget, adhered to high-quality standards, and met customer expectations.
* Accountable for multiple deliverables associated with compliance, CMS Transactions, member website and mobile applications, and customer experience projects.
* Researched and developed project timelines, scope, deliverables, resources, goals, tasks, and dependencies based upon the project capability.
* Maintained project level work breakdown structure by tracking events, tasks, dependencies, and progress within a project plan.
* Identified discrepancies in planned versus actual cost.
* Used Agile methods to implement changes for member website on mobile devices.

**BLACK KNIGHT FINANCIAL SERVICES, Jacksonville, Florida • 2010-2013**

$2.09B+ integrated technology and outsourced services company

**Project Manager**

Key leader in driving the successful configurations and enhancements to Lender Processing Services Desktop Process Management and Mortgage Servicing Platform used by major banks. Led the development servicing and default processes and procedures for Project Portfolio Management, Resource Capacity Planning, Process Control, Document Management, and Change Control Management.

* Implemented rapid turnaround projects in response to the settlement between the United States Department of Justice and banks resolving allegations of discrimination against recipients of disability income, along with the Home Affordable Refinance Program and Home Affordable Modification Program. SharePoint site maintenance.
* Created and updated supporting documentation, including project plans, business requirements, contingency plans, and post-implementation follow up.

**AUTOMATIC DATA PROCESSING, Jacksonville, Florida • 2008-2010**

$10.67B+ employer services, professional employer organization services, and dealer services

**Project Manager**

Facilitated management of organizational efforts focused on enhancing time and labor management software applications.

* Enhanced time and labor management application with the delivery of a $2.4M software implementation, as well as successfully coordinating implementation of subsequent releases.

**HAMILTON E. HAWTHORNE •** Page 3 **•** [hamihaw@bellsouth.net](mailto:hamihaw@bellsouth.net)

* Influenced project development/delivery by spearheading the introduction of an enterprise project portfolio management solution encompassing centralized budget, scope, risk, and resource management tools.
* Generated major savings through the successful implementation of the Siebel Customer Relationship Management Solution.
* Boosted the overall quality of project management and delivery by championing the implementation of the Agile Methodology. Trained staff and managers on utilization of new tools.
* Catapulted the maximum effectiveness of software application through implementation of performance testing/review.

**CITY OF JACKSONVILLE, Jacksonville, Florida • 2004-2008**

$105.2M+ city provider of public services

**Project Manager**

Spearheaded technology infrastructure to define and implement new core business technology. Negotiated contracts with hardware, software and service vendors. Devised and tested pilot systems and developed production integration and business continuity plans. Developed helpdesk and dispatch support guides.

* Significantly reduced hardware expense by 25% or $200K by streamlining processes and innovating vendor operations. Lowered cellular expenses by 50% or $100,000/yr by negotiating voice/data plans with cellular carriers.
* Dramatically slashed Novell GroupWise e-mail integration costs by 40% using Microsoft Exchange/Outlook that subsequently improved employee productivity by 20%.
* Successfully negotiated contracts for handheld PDA/phone units and enterprise wireless voice and data access plans. Configured and shipped 500+ Windows Mobile PDA/phones to public employees.
* Managed Public Works Department migration project from Unisys DMSII to an in-house .Net application.
* Collaborated with customers documenting user needs using a variety of requirements elicitation techniques such as creating business use cases, interactive storyboarding, interviewing, and Joint Application Development Sessions.

**Career Note**: Additional experience as **Systems Analyst Consultant** for TEKSouth Corporation at Naval Station Mayport (2003-2004) led a project to resolve onsite operational issues during a major conversion project affecting computers and networks. As **Technology Support Manager (Consultant)** for Prudential Network Realty (2002-2003) negotiated a contract with Compaq to allow the direct purchase of equipment and added $1M in new revenue. As **Cerner Systems Analyst Consultant** for Baptist Medical Center (2001-2002) responsible for project coordination and migrated 1800 Microsoft Windows user accounts and IBM and Cerner computer software applications. Also as **Regional IT Network Administrator** for Covad Business Solutions (2000-2001), oversaw a $10M budget and staff of 3 with hardware and software ordering, configuring, installation and maintenance of DSL equipment, servers and workstations. Also worked as a **PC Network Technician** for Comcast (1999-2000), supervised installation and configuration of cable modems, coaxial cable, NIC, PCMCIA, and other devices. As **Software Sales and Service Representative** for Chicago Title Credit Services (1999), provided in house software training to customers, sales force, and tech staff. As **Fire Support Specialist Squad Leader** for South Carolina Army National Guard (1990-1998), supervised 8 soldiers and fire support equipment training. Received Honorable Discharge.

**EDUCATION**

**Master of Business Administration**

Stetson University, DeLand, Florida

**Master of Science in Pharmacy**

University of Florida, Gainesville, Florida

**Bachelor of Arts in History**

Anderson University, Anderson, South Carolina

**PMI Agile Certified Practitioner Training**

**PROFESSIONAL TRAINING / DEVELOPMENT**

Iterative Development Methodologies **•** BKFS Process Management Application

Personnel Management **•** Project Management• Software Development Life Cycle **•** Joint Application Development **•**

**PROFESSIONAL AFFILIATIONS**

Project Management Institute (PMI)