# Issac Taylor, Jr.

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Issac has over 15+ years of Project Management work experience. He has strong command center, production support projects handling work experience. He has healthcare client work experience with CareFirst BlueCross BlueShield, Anthem, and Dept. of Health & Human Services-Centers for Medicare/Medicaid, Transportation Industry etc. He is open for onsite, remote opportunities, customer premises locations, and can take on a qualified offer with a week notice.

**SUMMARY:**

* Call center, help desk operations management with both direct and indirect reports ranging from 180-310 individuals at any given time
* Experience with staffing, training, and mentoring staff
* Meeting SLAs and managing relationships and needs of government stakeholders
* Facilitate weekly, monthly, team, and stakeholder meetings
* Experience working in a government health and PMO environment with responsibilities that include but are not limited to translating business issues into procurement or acquisition opportunities, opportunity identification, requirements development, delivery, and operations support
* Monitor the performance of activities with team members and their managers in a matrix environment
* Maintaining project charts with financials, risks-issues, and timelines for deliverables
* Disaster Recovery
* Business Continuity
* Program management Applications build and deployment
* Program management Infrastructure implementation
* Large Scale Heath IT (HIT) Program Management experience

**TECHNICAL PROFICIENCY:**

* Domain Name System (DNS)
* Dynamic Host Configuration Protocol (DHCP)
* Windows Internet Name Service (WINS)
* MS SQL
* Exchange
* SMS Cisco Routers / Switches
* Java/J2EE; .NET
* C/C++/ Pro C
* Informix 4GL
* Oracle
* Primavera
* SCRUM and Agile Methodologies
* MS Office Project / Project Server / Visio
* Cloud Technology Solutions
* AutoCAD
* Telecom CPE
* Remedy 9 / Clarity
* Active Directory (LDAP)

**EDUCATION/CERTIFICATIONS:**

* Bachelor of Science (BS Degree 1986) Industrial Technology, Mississippi Valley State University
* Graduate Studies Clark Atlanta University 1991
* ISO9001 - Certified Auditor 03/02
* Project Manager Certified Howard Community College (Certified 5/2012)
* HDI Help Desk Institute (Trained)

**SECURITY CLEARANCES:**

* Active 6C High Risk Position of Trust Clearance (Centers Medicaid Services)
* IRS MBI Clearance
* NSF Position of Trust Clearance

**PROFESSIONAL EXPERIENCE:**

**Genesis 10, Atlanta, GA**

**12/2016 – 7/2017**

***Sr. Project Manager* *Disaster Recovery/Business Continuity***

* Managed DCDR War Room Call Center
* Responsible for Release Planning and Rollouts, Builds, Deployments, Application Migration, Co-ordination with support teams. Managed Incident, Change, Release, and Problem management. Manages troubleshooting of Infrastructure and code issues.
* Ran daily checkpoint calls to go over deployment schedule and change requests related to QA, UAT, and Production environments.
* Communicated deployment status and coordinate with stakeholders of each environment.
* Coordinated operations teams (GIS silo organizations, EAM, Level 4) for all deployments to QA, UAT, and Production.
* Manage War rooms for new infrastructure deployments and troubleshooting
* Conducted post deployment retrospection meetings to identify areas of improvement and bring efficiency.
* Prepared the schedule for all Major Release / Rollouts.
* Escalated deployment issues, risks and impediments, assigning ownership, tracking to closure.
* Daily deployment checkpoint Schedule updates (Meeting, Tracking, Reporting)

**Other Duties:**

* Contingency Planning– Identify potential Business Interruptions, develop safeguards against these

Interruptions, and implement recovery procedures in the event of a business interruption.

* Provide documentation and training on Contingency Planning concepts and procedures.
* Disaster Recovery– Safeguard data processing operations by identifying potential problem areas and single points of failure that may result in interruptions to critical data processing operations.
* Develop and implement Disaster Recovery, Data Sensitivity, Library Management, Back-up and Recovery, and Disaster Recovery Plans and Procedures.
* Project included the migration of Oracle Financials and reporting software, and support systems
* Business Recovery– Develop safeguards and Business Recovery Plans and Procedures governing the remote Business Offices and Operations associated with the organization. Insure that Corporate Asset Protection procedures cover critical Business Resources located at Business Offices.
* Risk Management– Identify and Categorize outage exposures that could cause a business interruption, then obtain Insurance and Vendor agreements to safeguard against a disaster event. Responsible for insuring that Business and Regulatory Requirements are adhered to and that
* Implement recovery procedures and contracts are cost justifiable.
* Migrated to applications to vBlock Cloud technology
* Worked in Agile Environment framework while performing duties

**Ernst and Young, Alpharetta, GA**

**04/2016 – 12/2016**

***Sr. Project Manager***

* Provided management over site for Electronic discovery, eDiscovery, document preservation, EDRM, Relativity, Nuix, and Ipro
* Provided hands on business operations experience in eDiscovery, and advisement experience/ knowledgeable in all aspects of eDiscovery process and data types.
* Create custom discovery strategies and legally defensible workflows to receive clients’ cases while saving time and money.
* Managed projects involving Oracle E-Business Suite
* Managed the delivery of Technology for the enablement of eDiscovery
* Managed the execution of the program/project to agreed schedule, budget and scope.
* Provided delivery of programs/projects aligned to key business imperatives and technology strategies and architectures.
* Perform operations in a Agile Environment
* Managed teams that investigate unusual financial activity, perform electronic evidence discovery and review financial reports
* Provided support to the Program Executive in the management of contract change and service related issues.
* Managed problems and changes, develop and drive Service Improvements base on RCA’s, trends and customer inputs. Manage external contracts and suppliers
* Managed the day-to-day Service Delivery operations and act as interface between Delivery and the customer.
* Responsible for anticipating problems before they occur; defines the problem or risk; identifies possible causes; works with team to identify solutions; selects and implements most appropriate solution
* Developed and manage plans to address program/project strengths, weaknesses, opportunities and threats

**Anderson LLC. Atlanta, GA**

**12/15 – 04/2016**

***Territory Support Manager***

* Oversee and manage sub-vendors as well as Tier 3 support personnel in support of daily merchandise operations.
* Facilitate IOS, Windows and firmware installs.
* Preform desktop, laptop and smart device upgrades within the Wal-Mart footprint for Metro Atlanta.
* Monitor budgets, timeline expectations, project schedules, progress deadlines and daily reports.
* Optimize business development plan by working closely with sales managers.
* Develop and implement territory strategy consistent with the overall company's strategic sales and marketing plan to maximize quality/effectiveness.

**IT3 Consulting – 01/2003 – ongoing**

**Xerox – Commonwealth of Pennsylvania Human Resources IT Project**

***3/2014 – Present***

***Infrastructure Project/Program Manager***

**Direct/Indirect reports: Matrix reports 30-40 individuals/Indirect 133+ Individuals**

* Seasoned Project Manager with a structured approach and in-depth working knowledge of business concepts and policies, processes and procedures to the most complex range of assignments provided by the Commonwealth of Pennsylvania Department of Human Services.
* Additional responsibilities include planning, coordination, execution, monitoring, project controls, and completion of projects
* Managed sub-vendors and client relationships with regards to daily operations.
* Managed multiple projects simultaneously with responsibilities for budget, timeline, and master schedules, progress repress reports, and risk management reports for review by management.
* Responsible for the implementation of requirements gathering sessions, Steering Committees and Move Strategy sessions.
* Provided oversight and management of large-scale implementations, and general system maintenance, office relocations, planning and implementation move management process.
* Provided detail level reports, identify issues with resolution paths, provide risks, root causes analysis, and develop mitigation strategies for road blocks while provided overall oversight and project closure.

**Hewitt Packard – Worldwide Transportation Initiative**

**1/2014 – 6/2014**

***Data Center Move Program Manager***

**Direct/Indirect Reports: Direct (Advisory) - 20 Project Managers,**

**Each PM had a team of 130-150+**

* Led the project team in determining client requirements and translating requirements into operational plans
* Analyzed needs and recommended appropriate planning concepts and tools to be used for all facets of planning, scheduling, and tracking projects
* Developed project control and reporting procedures and managed changes in operational plan
* Identified and assembled the appropriate blend of resources to meet project needs and requirements, and managed sub-contractors
* Coached and advised team members to accomplish project goals, to meet established schedules, and resolve technical/operational issues
* Worked with management on project proposals, bids, contracts, estimates, and schedules
* Analyzed project progress, project costs and facilitated the development of recommended alternatives
* Developed, proposed, and negotiated project proposals, quotations, and add-ons to leadership and the client

**CareFirst BlueCross BlueShield – High Profile Corporate Initiatives-Affordable Care Act Compliance**

**3/2013 – 12/2013**

***Project/Program Manager***

**Direct/Indirect Reports: Within ICD-10 Group-60, Actuarial Group-34/Indirect 72 people**

* Managed project operating budgets from ($100K - $2.3M), managed an average project team that consisted of contractors, matrix, and offshore personnel
* Provided oversight for high profile corporate Initiatives, managed the quality of the deliverables, and where necessary constructed SDLC artifacts during the first phases of the projects SDLC lifecycle.
* Managed project budgets, forecasts, tasks, schedules, risks, change management, and staff to support effective decisions and project reporting to stakeholders, and executive steering committees.
* Managed relationships with key business stakeholders to ensure the effective capturing of business requirements, and commitment to project objectives.
* Provided management oversight through the requirements construct, and documentation processes.
* Established, business processes and procedures for a designated area of responsibilities.
* Developed project plans, including activities, resources, costs, roles responsibilities, in accordance with PMBOK Methodology.
* Identified and managed dependencies amongst projects and initiatives.
* Held accountable for executive steering/stakeholder meetings, communication of status, issues, risks while driving effective risks, and issues management, while ensuring processes effectively used.
* Ensured that problem resolution and escalation processes were implemented and followed.
* Focus on configurable “plug and play” Commercial Off The Shelf (COTS) integrations
* Focus implementation of Web-based services
* Preparation of analytics for Prescriber standard transactions

**National Government Services/Anthem BlueCross BlueShield – Multi-Site Data Center Structure Modification**

**4/2012 – 3/2013**

***Director NGS Virtual Data Center Programs***

**Direct/Indirect Reports: 34 Direct Reports/143+ Indirectly**

* Director responsible for managing over $50 million dollars in data center assets for one of the largest Medicare administrative contractors in the U.S.
* Managed data call operations center, managed team of individuals who ran 24/7 call center operations for the call center.
* Administered a team responsible for operating and maintaining data center infrastructure, software, and hardware to ensure the facility meets or exceeds customer service level agreements.
* Running the largest deployment of web chat for the federal government development teams
* Hiring, training, coaching, counseling and evaluating performance of data center staff
* Managed Medicaid Information Technology Architecture (MITA) business architecture practices for BCBS.
* Supporting disaster recovery operations for the production data center facility
* Responsible for hiring, resource planning, performance feedback, and terminations
* Ensured the data center maintained 99% service availability and remained compliant with all federal government security requirements including National Security Agency, National Institute of Standards and Technology, and the Federal Information Security Act.
* Managed operation of federal government assets, applications, and infrastructure
* Oversaw largest data warehouse for the BlueCross BlueShield Association
* Upgraded data center capabilities to support a potential of $15 billion dollars in Virtual Data Center contract work for a large federal government customer
* Maintaining the largest customer relationship management system utilized by the federal government

**CareFirst BlueCross BlueShield – ICD-10 Implementation**

**2/2012 – 6/2012**

***ICD-10/Actuarial Underwriting Project Manager***

**Direct/Indirect Reports: 15 Direct Reports/80 Indirect Reports**

* Managed execution of project tasks and coordination of labor resources to meet defined milestones for ICD-10 Migration Project.
* Managed projects, developed and directed technical project teams through all phases and activities of the project life-cycle process associated with ICD-10 migration technology systems project
* Created all project planning documentation and followed all \*CareFirst\* defined internal PMO processes
* Managed and communicated a clear vision of the projects objectives, and motivated the cross functional project team to achieve ICD-10 compliance goal
* Managed project budget with overall budget accountability
* Identified standards or requirements for change management. Participated in change control
* Developed and implemented information systems security and entitlement requirements and plans; and ensured appropriate product-related training and documentation were developed and made available to internal outside pier groups
* Managed resource assignment and tracking to the project plan and project schedule in coordination with the line of business resource managers
* Provided finance group with monthly accruals and forecasts by the due dates established by finance using the tools developed by finance
* Maintained current statements of work for all contractors; track and approve contractor invoices in a timely manner
* Provided regular updates to project sponsor and stakeholders on the status of the budget
* Created Executive Summaries for all contractor resources required to complete a project

**Tetra Tech – National Science Foundation ITHCS Initiative**

**9/2011 – 2/2012**

***Deputy Program Manager***

**Direct/Indirect Reports: 47 Direct Reports/0 indirect reports**

* Managed customer-facing internal and external call center and service desk support effort which receives approximately 71,000 requests for service annually
* Responsible for hiring, resource planning, performance feedback, and terminations
* Managed direct staff consisting of 47 ITHCS personnel
* Provided morning DIS operations meeting facilitation and operations reporting
* Managed financial oversight, accountability reporting, SLA monitoring and improvements, process improvements and identifying areas of program growth
* Served as acting Program Manager in the absence of Program Manager
* Prepared monthly program reports, financial budgetary reports, project status reports, and reporting dashboards
* Led a team of 47 skilled professionals directly as well as desktop analysts, and call center agents who support complex business processes, software applications and support service areas
* Provided daily status updates to the NSF COTR and worked closely with the CSAB Branch Chief
* Identified opportunities for innovation, process improvement and introduction of new technologies
* Implemented Microsoft Office, and SharePoint, deployments to end user community
* Provided management support for Virtual Desktop Infrastructure Build.

**TISTA – Internal Revenue Incident Response Cyber Security System**

**8/2010 – 7/2011**

***Sr. Project Manager***

**Direct/Indirect Reports: 5 Direct/0 Direct**

* Facilitated weekly, monthly, team, and stakeholder meetings
* Managed the EnCase and eAuth support teams in the design for the Internal Revenue Incident Response Cyber Security System.
* Candidate managed PMO efforts for IRS EnCase and eAuthentication PMO Oversight Services contract
* Delivered processes through IRS Tailoring Plan
* Managed the identification, triage, and recovery of classified spills or covert threats to the network
* Created Stakeholder Questionnaire, Project Charter, PMP, Project Schedule, Communications Plan, Test Plan, Business Systems Requirements Report (BSRR), Business System Concept Report (BSCR), Business Systems Architecture Report (BSAR), Interface Control Documents (ICD), Server Interface Description (SID’s), Design Specification Report Logic Design (DSR1), Security Risk Assessments (SRA), and MITS General Support System Descriptions (GSS)
* Delivered weekly and monthly reports

**NOAALINK PMO – N OAALINK Strategic Management Services**

**4/2010 - 8/2010**

***Project Manager***

**Direct/Indirect Reports: 6 Direct, Additional indirect**

* Managed transition efforts for NOAALINK Strategic Management Services contract operations with
* Established secure, enterprise-wide IT standardized solutions for NOAALINK PMO
* Creation of quality assurance framework and documentation
* Maximized agility and innovation in IT service delivery
* Delivered cost-effective IT solutions for supporting the NOAALINK PMO
* Fostered strategic partnerships with NOAA, 3rd Party Vendors and NOAALINK
* Created effective IT governance framework and documentation

**IT3 Consulting, LLC**

**3/2009-4/2010**

**Project Manager**

**Direct Reports/Indirect Reports: 6 Direct, Additional indirect**

* Developed request for information (RFI) and request for quote (RFQ) documents for prospective Department of Defense (DoD), and federal, state, and local government agencies
* Shaped system development lifecycle (SDLC) processes as related to hosted customers, network change control procedures, system administration change procedures, and physical security access procedures
* Served as Scrum Master and acted as a liaison between the product owner and the team

**Verizon FNS - Staff Reduction Initiative**

**3/2008-2/2009**

**Service Delivery Project Manager**

**Direct/Indirect Reports: 6 Direct, Additional indirect**

* Managed cross functional teams based in UK, Australia, Arizona, New York, and Florida for American Express 2009 15% worldwide Staff Reduction Initiative.
* Served as customer focal point responsible for delivery, reporting, budget, and project delivery.
* Created Technical Review Board documentation
* Formulated Earned Value Management (EVM)

**CPA North America – IT Implementation**

**3/2008 - 1/2009**

***Project Manager***

**Direct/Indirect Reports: 6 Direct, Additional indirect**

* Led implementation and management of CPA North American IT operations that included managing existing IT systems, providing IT support for all North American offices, and implementation of future capabilities to support North American expansion.
* Constructed Earned Value Management (EVM) reporting and presentations
* Implemented and managed LAN infrastructure, firewalls, TCP/IP configurations, system administration, and enterprise-level backups
* Delivered the design and implementation of CPA data centers throughout North America
* Systematized in house help desk, third party IT vendors, remote office support, and disaster recovery support

**CareFirst BlueCross BlueShield - DC Medicare/Medicaid Expansion**

**7/2007–11/2007**

***Project Manager***

**Direct/Indirect Reports: 6 Direct, 0 Additional indirect**

* Managed execution of project tasks and coordination of labor resources to meet defined milestones.
* Managed development of client deliverables and ensured execution within scope and budget.
* Developed and tracked of project schedule, deliverables, and budget for District of Columbia Medicaid Initiative
* Created weekly status reports, conducting weekly team status meetings, and core leadership meetings
* Directed project workgroups and the executive steering committee meetings

**Dept. of Health & Human Services-Centers for Medicare/Medicaid - Consolidated Information Technology Infrastructure Contract**

**7/2006–6/2007**

***Project Manager***

**Direct/Indirect Reports: 0- worked directly with Feds for Congressional Requirement**

* Supported implementation, management and delivery of the Consolidated Information Technology Infrastructure Contract task order(s) to include, RBAC, 3 Zone Optimization, MODS, PS&R, and Adobe.
* Responsibilities included: Coordinated with Government Technical Lead (GTL) for Congressional responses regarding (MODS) Medicare Ombudsman IT response system initiative
* Project managed strategy to transition to new Medicare/Medicaid program
* Utilized (COTS) product integrations where applicable for bridging applications.
* Orchestrated consolidated IT infrastructure management support for services related to data center, network, UNIX and Wintel operations, software, and hardware implementations
* Led developers in the creation of automated healthcare pay system to include enrollment, billing, and claims
* Mediated with PMO leadership for resource assignments, creation of project deliverables, and issue resolution
* Delivered issue and risk log for risk mitigation
* Corresponded requirements for post-production implementation

**GSA**

**7/2005 – 6/2006**

***Program Manager***

* Managed the help desk and help desk call center during the GSA purchasing system
* The call center answered questions, managed application entry errors, and worked with the end client to complete applications who were started manually in the process
* Informed end client, delivery schedule, monetary codes required for budget
* Managed a team of 38 call center personnel who supported the GSA website for purchasing and acquisitions
* Call center managed all positions for military and government operations, all branches had to come through this website.
* Prepared procurement documentation for projects that included acquisition plans and SOWs
* Conducted research and composed acquisition support documentation to fulfill GSA Acquisition Directives
* Tracked project financials, prepared requisitions, burn rates, and other related documentation in support of GSA contract
* Developed and provided presentations to the Chief Information Officer (CIO) and related business customers on a variety of issues
* Prepared project management review documentation for the CIO and Division Directors
* Maintained project charts with financials, risks-issues, timelines for deliverables, EVM and project accomplishments
* Responsible for identifying, mitigating, resolving, and monitoring Program technical Risks and Issues while utilizing a RAID Chart reporting tool
* Created and Evaluated Technical Change Requests (CRs) and Emergency Change Request (ECRs) that have implications to technical operational performance systems and projects

**Verizon FNS**

**1/2005 – 8/2005**

***Business Development Manager***

* Computed opportunities and developed new business in federal, state, and local government markets to expand Verizon FNS. Business Develop responsible for $20 Million dollars in competitive contract proposals with a 30%-win rate for new business. Responsibilities included:
* Conceptualized with internal management to create business development strategies
* Developed request for information (RFI) and request for quote (RFQ) documents for prospective Department of Defense (DoD), and federal, state, and local government agencies
* Shaped system development lifecycle (SDLC) processes as related to hosted customers, network change control procedures, system administration change procedures, and physical security access procedures
* Fostered relationships with customers and partners to expand market reach

**Department of Education (SAIC)**

**12/2003 - 1/2005**

***Program Operations Manager***

* Responsible for Operations, Help Desk, Data Center, Disaster Recovery.
* Managed team supporting, Windows Server, Active Directory, Novell, Sun, Data Center operations (52 people) , Call center (180-310 at any given time) during ramp ups and ramp downs depending on the school year
* Duties included managing and overall management of operations of the call center that detailed the FASFA student loan process for the United States government. Within the call center other responsibilities were managing grant applications and grant procedures as individuals called to have them into the system. The call center also provided directions on how to fill out applications for grants, applications, and student loans.
* Worked with government stakeholder’s manpower, ramp up planning, strategic alliances, hours required by staff to do work, etc. data center operations
* Within the government entity of depart of education on the call center had to meet SLAs and set the SLA matrix with the staff and maintained and improved the matrix so the scorecard was acceptable to the client.
* Hired staff utilizing multiple contract agencies and permanent staffing companies
* Trained, staffed, utilized on the job training and in some cases trained the trainer techniques
* Assigned new members a seasoned team member to shadow and educate on the call center daily activities
* Met daily and provided morning, noon, and evening call center health checks for the call center provided to the stakeholders.
* Managed multiple layers involving the directory group, the server group (35)
* Managed team supporting, Windows Server, Active Directory, Novell, Sun
* Prepared procurement documentation for IT projects, market research prior to Tech Refresh, equipment acquisition plans, SOWs, and RFP’s
* Created acquisition support documentation to fulfill Acquisition Directives for new equipment purchases and operations support
* Tracked project financials, prepared requisitions, created burn rate charts, and created WBS support documents
* Developed and presented Power Point and Visio presentations to the Chief Information Officer (CIO), and related business customers on a variety of IT project related forecast, status RAID reporting that included Project Status Reports software release schedules and critical milestone reporting on all engineering IT initiatives
* Prepared project plans, management review reports for the CIO and Division Directors at the Department of Ed
* Updated and maintain project plans, Work Breakdown Structure (WBS) reports with financials forecast reports, and RAID risks/issues reports
* Chaired Technical Review Board (TRB) in support of Government Technical Lead (GTL) government business owners for appropriate systems lifecycle gateway reviews and approvals
* Supported CIO with critical outage Congressional responses
* Created and evaluated Technical Change Requests (CRs) and Emergency Change Request (ECRs)
* Planned, developed, coordinated and reviewed engineering work on various projects to ensure engineering staff are supporting the engineering requirements for projects and provide technical/expert support to project teams and ensure that technical quality standards are met
* Managed B&P budget authorized for the proposal, including Charge Number and Hours authorized
* Developed hosting business opportunity. Performed cost benefit analysis, return on investment, profit calculation, and SLA research and development