**Kirk M. Keller, PMP®**

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# SUMMARY

Intuitive Project Management Professional with over 24 years of project management experience gained in diverse business environments managing projects from $500 to $500,000,000. Efforts are focused on Project Management with additional experience in program management, bid and proposal management/development, Business Process and Information Technology Outsourcing design and implementation, heterogeneous computing environments design and implementation, Internet technologies, M&A and ERP Software. I have leveraged MS Project, MS Excel, MS Project Server, MS Sharepoint, JIRA, Changepoint and Ariba in my career.

**PROFESSIONAL CERTIFICATIONS**

* PMP, Project Management Institute, November 2006

# CORE COMPETENCIES

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| * Scope Control | * Risk Analysis |
| * Planning | * Resource Management |
| * Communications | * Deliverables |
| * Customer Relationship Management | * Leadership |

# PROFESSIONAL EXPERIENCE

**Senior Project Manager/IT Planner, BB&T IT Strategic Planning & Operations (SPO), Raleigh, NC Dec 2013 – Present**

Responsibilies include managing a number of project teams consisting of diverse technical, finance and legal professionals, directing multiple enterprise-wide IT projects to enhance, expand or create technology capabilities for BB&T. Also tasked as part of an inaugural team created to identify, document, implement and execute an initiative intake policy designed to streamline and enhance the organizations capability to create and track incoming initiatives from concept to completion, providing unprecedented transparency, collaboration and tracking.

In addition to the responsibilities outlined in the previous entry;

* Provided planning support for a new corporate data center in Zebulon North Carolina
* Support RFP’s for Storage, Networking, DCIM, BMS
* Led an evergreening project to update SharePoint 2003/2007/2010 to 2014 including the migration of all associated databases
* Supported data analysis and reporting for the IT Planning Organization in reports targeted for Senior Management.

**Program/Senior Project Manager, BB&T Mergers and Acquisitions, Raleigh, NC Mar 2013 – Dec 2013**

Responsible for leading a strategic Merger & Acquisition project team of finance and insurance professionals, directed the successful integration of acquired insurance organizations into BB&T Infrastructure framework and provided project reporting to executive team as well as interfacing with senior management to discuss/resolve project issues and risks.

* Perform advanced professional level project management work on highly complex, multi faceted projects from inception to completion.
* Plan and develop all project deliverables.
* Interface with multiple teams and business owners both within the company and with third party vendors.
* Focus on meeting customer needs and satisfaction by managing project commitments including communications with sponsers, stakeholders and management.
* Work with key stakeholders and relationship managers to clearly define and remove ambiguity in the scope of the project.
* Provide vision and strategy to meet the business needs.

**Computer Task Group, Contract Program/Senior Project Manager, Lenovo, Morrisville NC Feb 2012-Mar 2013**

Responsible for the successful migration of a global service/hardware delivery from existing legacy processes and systems to updated architectures and processes. Rolled out these services to 154 nations globally.

* Project manage large scale global roll-out for multiple additional service capability within the Lenovo service network
* Review issues log recorded by 24x7 team
* Reporting the issues by tower to senior management team, including attending daily meetings with leadership team
* Responsible for maintaining schedules to ensure complete coverage during project release and beyond
* Research issues that are not resolved in a timely manner
* Follow-up with responsible parties and stakeholders for timely response and closures.
* Follow-up to drive for cross-functional approval process prior to each roll-out.
* Other responsibilities include:
* Monitoring work efforts, assign resources, delegate tasks and report progress to senior managers and various stakeholders.
* Supporting project management offices and document all project-related assignments, issues and risks
* Presentations using a variety of tools including Excel and PowerPoint.

**The Select Group, LLC, Contract Program/Project Manager assigned to Cisco, Raleigh, NC Sept 2011- Feb2012**

Responsible for management of the overall program designed to upgrade and update the Cisco 2-Tier Quoting and Ordering program mechanism along with all associated projects, including existing legacy systems and the migration to the updated architecture both internally and client facing.

* Role is to work with the various cross functional teams on the IT and Business side to establish the overall 2-Tier Quoting & Ordering program plan.
* Establish a mechanism in consensus with the teams to keep the plan updated and leverage the plan to report on planned vs. actual for the program.
* Maintain program level issues, actions and risks and ensure progress and reporting on the status of the same.
* Ensure all projects in the program adhere to Project Management standards and best practices.
* Work with the teams to bring alignment on PM maturity indicators and report on the same.
* Compile PMO dashboard that demonstrates the health of program portfolio scope, schedule, budget, resources and dependencies.
* Be the point person to on board new requests for 2-Tier Quoting & Ordering program.
* Ensure that all stakeholders have a clear understanding of request governance and prioritization process.

**EnergyICT, Senior Project Manager, Professional Services, Raleigh, NC Apr 2010-Aug 2011**

Responsible for the implementation of modular Meter Data Management Systems (MDMS) for Energy Industry clients under the purview of the North America division. Successfully delivered hardware, software and professional services consulting engagements to a broad array of clients in both the public and private sectors, ranging from Fortune 100 corporations and Utilities to local electric cooperatives.

* Led customization services for individual modules and integration into existing ERP and accounting systems.
* Rescued a multimillion dollar Smart-Grid project that was over budget, over schedule and in jeopardy. Identified critical issues and lead the project team in getting the project back on track, adding over $1million in additional revenue to the bottom line.
* Assumed responsibilities for 18 ongoing projects throughout North America realigning projects as necessary to ensure successful delivery and strategic direction of the company.
* Assisted in aligning North American project management methodologies and standard documentation with Belgian parent corporation.

**NetApp, Senior Project Manager, Professional Services, Research Triangle Park, 2007- 2010**

Charged with the management of implementation projects to deliver NetApp hardware, software and professional services consulting engagements to a broad array of clients from Fortune 100 companies to small and medium local businesses aligned along numerous verticals, including, but not limited to, banking, education, energy, healthcare, manufacturing, pharmaceutical, state and local government, retail, food and beverage.

* Developed as part of a larger group, project management methodologies and standard documentation providing a common toolset for all Eastern Region Project Managers.
* Represented the Southeast region in the development and testing of Project Management Automation, including prototyping of reporting tools, creating a common reporting framework to facilitate information sharing.
* Established close working relationships with internal and external client project teams and sales management educating them on the function and value of Project Management.
* Managed as many as 42 concurrent projects with an average project load of 15-20 projects encompassing both the Chesapeake and Carolina’s regions.
* **Awarded NetApp “Rookie of the Year” for sustained exceptional performance.**

**Arsenal Digital Solutions, Senior Project Manager, Cary, NC 2003-2007**

Primary responsibility was the management of implementation projects to deliver Arsenal services and solutions to all corporate clients. Successfully managed multinational implementations in the UK, Germany, France and Japan.

* Ensured that all solutions: 1) meet the requirements established by the client and Arsenal; 2) are structured to be successfully and profitably operated and managed by Operations; and 3) significantly contribute to the addition of new business to help Arsenal achieve its business goals and objectives.
* Co-Founded the Arsenal PMO bringing project and portfolio management to the company.
* Created and implemented formal Project Management processes and supporting tools, including staff training.
* Wrote the Project Management playbook, ramping up junior PM’s to productivity in short order.
* Designed and refined metrics to evaluate the effectiveness of the Project Management methodology.
* Evaluated existing Project Management tools and implemented MS Project and MS Project Web Access.

# ADDITIONAL EXPERIENCE

**Unisys, Global Outsourcing Bid Team Leader/Business Solutions Consultant, Cary, NC 2000-2003**

Primary responsibility was the management of the competitive bid and proposal processes to win new outsourcing business. Served in many functional roles as bid team leader, proposal manager, capture manager, and technical lead for private and public sector proposals ranging in value from $2.5 million to $460 million in total contract revenue.

* For multiple clients, managed the pre-sale proposal process to craft Unisys’ responses to RFP’s or RFI’s. The goal of each of these projects was to provide clients with a detailed analysis of their business needs and a proposed solution which would include pricing, staffing, duration, and transition planning. Discerned business requirements and converted those requirements into detailed, accurate and thorough Business Process/Information Technology Outsourcing proposal opportunities designed to leverage Unisys data centers and technical expertise to reduce client costs, bolster client functionality, and service levels utilizing state of the art products/solutions, and enhanced competitive advantage.
* **Inducted into the Gold Medal Club for outstanding performance by the US Federal Government Group.**

**Strategic Technologies, Inc., Senior Project Manager/IT Consultant , Cary, NC 1999-2000**

Primary responsibilities were development of new profit centers within Strategic Technologies and provision of IT consulting and project management services to clients.

* Created an IT architectural analysis framework designed to provide one of the world’s largest pharmaceutical firms with a repeatable methodology for assessing IT implementation and strategy, as well as TCO, ROI and technical analysis of existing hardware, bolstering bottom line revenue.
* Provided project management services to an RTP-based construction and project management E-business for the development, construction and implementation of their “E-Hub” under an extremely tight timeline (this project received national media attention).
* Provided TCO, ROI and technical analysis for a Charlotte-based international banking firm of existing server population to provide financial justification for server consolidation to the Sun E10K platforms.
* Designed Server Consolidation methodologies in support of a productized offering

**ASSOCIATIONS**

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| * Project Management Institute | * NCPMI |
| * PMI Troubled Projects Sig | * PMI PMO SIG |