**Career Objective:** To help clients achieve their transformation strategic/tactical objectives on-scope, on-time and on-budget in the most effective manner.

**Professional Experience (PPM/PgMP/PMP/PMO Accomplishments)**

**Allpmo Network – Fort Mill SC Jan’03 – Present**

**PMO/Program Management/Consultant**

* Provide ad-hoc short term assignment support to customers from my global client base.
* Manage content in the business portal for customers to find the value they seek.
* Market various products such as new webinars I have produced and books along with ad-hoc support services through [www.pmocertified.com](http://www.pmocertified.com) featuring the “PMOC” credential globally since 2003.

**Randstad Professional Staffing – Wells Fargo Bank, Charlotte NC Jun’16 –Sep’16**

**Project Manager (Contractor) – Operational Risk Consultant**

* Developed and demonstrated program management Governance approach for GE $32B acquisition.
* SME for program/project management processes to business acquisition risk.
* Assessed Risk Framework for completeness regarding risk identifications and potential treatments for remediation as it applied to the GE Initiative. This included Regulatory Expectations, Interdependencies, by Region and among Regions, and consideration to the relatable linkage to the Wells Fargo Internal Regulatory Compliance Risk Management Framework (e.g. 8 Key Components).
* Related the TOM Targets to meaningful support for the “Second Line of Defense” through portfolio management techniques.
* Contract ended early due to program scope change from senior management as accountabilities were re-allocated to Technology from the Business Division.

**Global Quest Staffing - M & T Bank, Buffalo NY Nov’15-Feb ‘16**

**Project Manager (Contractor) for PPM Tool On-Demand Implementation**

* Program Leadership role as CA PPM 14.3 Organizational Functional/Technical Expert.
* Leading Business Value Management Team in conceptually developing Tool dashboards to link tactical projects to strategic objectives.
* Supported Program Manager as backup.
* Developed and established Program schedule roll-up encompassing eleven work teams.
* Developed Resource Planning Courseware for Resource Managers.
* Reviewed, assessed and validated previous reviews for appropriate standard use models of PPM features on CA PPM and Planview.
* Contract employment was ended when a 15% stock market correction in January caused funding withdrawal for all funded discretionary programs and projects. This included this initiative and my contract was ended as a direct result.

**Bank of America, Charlotte NC Jun’15-Sep’15**

**ITSM Change/Portfolio Manager/ Program Manager/Project Manager, ITIL Financial Transformation Program Enterprise Initiative**

* Leadership role as a Change/Project Manager for Workspace Services Portfolio and Integrated Plan Portfolios. Utilizing MS Project 2010 to standup automated project portfolio for all project schedules (waterfall/agile) within the initiative.
* Project Manager for Financial Management and Capacity Management projects. This program is scoped to change the enterprise to how they bill their internal business customers for technology services.
* Responsible for the initiation, planning, execution, monitoring/controlling and closure of assigned waterfall projects and the initiate, build and deploy for assigned agile projects.
* Implemented ITSM Project Portfolio Management using MS Project standard 2010 for the program across IT Enterprise. Became Portfolio Manager responsible for developing, managing the data analytics for the “Integrated Plan” for ITSM Project deliveries across 26 ITIL processes and related projects to control interdependencies via a common resource pool.
* Project Management Subject Matter Expert (SME) for Project Scheduling and Project Management best practices. Provided training to all ITSM project managers in project scheduling techniques.
* Managed Sharepoint team interactions cyclically for project content that supported project artifact retention and related governance.
* Managed all internal stakeholder expectations regarding on-going work.
* Left the contract at the end of September after the bank initiated a national furlough and rate-reduction program enterprise-wide for all contactors. This change was a breach of contract and made it impossible for me to continue my quality of life pay-wise.

**SystemTec Inc., Apr’14-May’15**

**Program/Project Oversight, State of South Carolina, Division of Information Security**

**Columbia SC**

* Program Manager Lead for security technologies rollout (400+ projects) across South Carolina state agencies that encompasses more than 80 Agencies through 9 security core applications.

Projects averaged a duration interval of 75 business days with a schedule focus on triple constraints management (scope, time and cost). All projects were delivered on-time, and on scope with each agency interfaced. Projects were delimited into pre-deployment or deployment orientation to facilitate scope control and planned agency acceptance.

* Facilitated planning and coordination with EMC and Budget Control Board Technologies Management to upgrade state data center with a 100% internet protected data center over three months.
* Member of enterprise architecture support team for cyber-security road-map.
* Created, published and presented weekly management KPI governance status reports to senior management (19 senior executives) during the contract length.
* Matrix-managed 50+ internal resources across two organizations in via schedule management and regular cyclical governance meetings.
* Heavy EVMS and MS Project 2010 use for all projects and resources.
* Controlled and monitored the InfoSec Project Portfolio for delivery risk to on time delivery.
* First line of defense (customer facing) for Change Management, Project Planning and all process improvements for deployment deliveries of INFOSEC to state agencies.
* Controlled Production Change Control reporting to the Division of Technology Change Authorization Board (CAB).
* Designed and implemented essential project management practices using MS Project 2010 to manage project work through triple constraint methodology. These practices included schedule management techniques designed to create scope certainty at the work package level (deliverable) and stated acceptance criteria as work tasks to the work package.
* Supported 5 Deputy CISOs in their project assignments.
* Project managed security applications to state agencies to include Security Event Information Management (SEIM), Unified Threat Management (UTM), Vulnerability Assessment (VA), Third Party Patch Management (Secunia) (TPPM), Laptop Encryption, VPN, Two Factor Authentication, (Data Discovery) McAfee, and Privileged User Management (PUM) CyberArk.
* Developed the standard schedule models for pre-deployment and deployment projects. Agency pre-deployments projects captured functional and non-functional requirements approved by the agency customer.
* Applied PMBOK risk management techniques to identify long range opportunities and threats in project delivery ahead into the next 3-6 months. This enabled more project work to be completed sooner than what had been expected.

**Tools Used:**  **MS Project 2010**, **2010 Microsoft Office**

**Truebridge Resources, Division of North Highland Corp. Oct’13-Mar’14**

**Program Manager, Lowe’s Hardware (Retail)**

**Mooresville NC**

* Assigned to provide a stop-gap to stabilize a top IT strategic program initiative for their store growth model with approved budget of $20M and an estimated workforce of 200. Working under Non-Disclosure -Agreement.
* Assigned as program management staff augmentation to management team of this new strategic program. Typically my work entails developing program schedules while coming up to speed in scope understanding and practiced delivery.
* Assigned to deploy standardized training for all IT Program Managers at Lowe’s IT. Completed development for first cycle.
* Assigned to produce end of year (FY13) resource capacity management analytics and reporting model for going forward for the IT enterprise. This also includes forecasting resource needs for FY14 extracting necessary historical and planned initiative data from Clarity PPM.

**Tools Used:** Clarity PPM, **MS Project 2010**

**The Ambit Group LLC Aug’12–Jul’13**

**PMO Director, Federal Communications Commission (FCC) (2nd Tour)**

**Washington DC**

* Provided enterprise IT program management leadership for #1 priority initiative to improve IT cyber-security infrastructure delivery against a $10M program budget, across all operating business units within planned scope, planned budget and two months early from planned twelve month interval. This was in direct response to a severe cyber breach. Funding was obtained through Congress ($10M). Directly interacted with GAO during SDLC execution of the initiative. Led the initiation of this initiative and provided direction to PMO directs on way-forward in-bringing 25 IT teams together to remediate the breach and gaps in infrastructure and related processes.
* Established nine (9) person high-performance PMO for Information Technology using Clarity 13.2 with Enterprise, IT, Application portfolio oversight for project portfolio of projects and resources. Support from the PMO was provided to Finance, HR, Information Security and various Audits.
* Utilized waterfall and agile methods to deliver programs and projects through the PMO across the Enterprise.
* As the PMO Director and Project Management Architect, deployed innovative risk-based top-down KPI governance process that has modernized IT’s approach to managing vendors, projects they work and the resources they use.
* Utilized Clarity’s MSP bi-directional gateway to simplify MS Project import/export into Clarity at the FCC. This allowed the vendor project manager to focus less on the ticking and tieing of their project schedules (Clarity does this for your from Timesheet information) to focus more on pushing the project forward each week.
* Led extract file development team and oversaw production processing for Labor Distribution files from the Clarity Project Portfolio Management application central repository to the Finance Departments General Ledger.
* Implemented Capital Planning Investment Control processes (CPIC) using Clarity. This is the congressional IT financial and risk management program all cabinet level agencies are required by law to provide. FCC voluntarily decided to provide theirs to demonstrate proper fiscal control.
* Developed and implemented cyclical IT Governance review with CIO and Management Director for related troubled projects.
* Established Enterprise Application Portfolios for all systems, Bureaus and Field Offices and their associated projects totaling over $50M in portfolio budget for more than 500+ contracting and federal workers. This was performed in Clarity and was function key driven as a means to simplify the technology for the end user.
* Provided enterprise program management leadership for IT to senior management and to the project management resources to complete a FISMA audit program effort heavy in time and resource with a constrained delivery window involving more than 40 leadership resources across the FCC enterprise and with a budget of $5M. This resulted in work completion in less than 3 months compared to previous year effort of 12 months. Utilized Clarity PPM to increase transparency vertically and horizontally through function areas of accountability and through interdependencies among the targeted improvement projects. 86 projects were started and completed in this timeframe when no experience existed in FCC to perform at this high level.
* Provided senior management with best practice guidance over mission critical project investments that were under audit via GAO, OIG offices and more. This included CPIC, Cyber Security, and FISMA compliance.
* Led four (4) instanced Clarity environments across multiple upgrades up through version 13.2 CA PPM.
* Developed and implemented IT monthly Governance/Operations reporting sourced completely from Clarity information to Contracting Officer Reps through the Office of the CIO and his Chief of Staff.
* Responsible for all identifying and implementing proper portfolio program/project/resource delivery IT Risk controls and methodology for FCC projects.
* Developed and implemented Portfolio Risk Manager Role across the enterprise as serviced through the PMO. This role ensured successful program and project completion was achieved by taking a portfolio view for all portfolio related risks.
* Developed and implemented FISMA/NIST related Audit support processes from the PMO to ensure efficient and effective remediation from any related audit (these had been annual).
* Developed and implemented project risk assessment processes to perform high surveillance and monitoring for all CPIC project investments.
* Implemented Clarity PPM data analytics and related processes as a standard across all projects, portfolios, and systems within FCC IT.
* Provided “radar gun” transparency for all IT projects per stakeholder in Clarity to manage within +/- 3% of project budget each reporting cycle through on-demand Clarity access.
* Developed, implemented, and maintained more than 20 PMO related Standard Operating Procedures for portfolio, program, and project management.
* Tracked 5 of 6 Vendor companies planned spend against their SOW contracts in Clarity.
* Trained 9 members of the IT PMO in standard project planning, process improvement implementations, and change management standards for selected initiatives.
* Began with a non-existent PMO that provided no-value to business in the last three years and within 3.5 months was tracking $50M worth or projects within +/-3% of plan spend through the PMO and Clarity PPM.

**Tools Used:** Clarity, **MS Project 2010**

**Bank of America Mar’11–Aug’12**

**Senior Lead (Change Manager) for Technology Risk PMO**

**Charlotte NC**

* Responsible for all program/project/resource delivery risk internal controls and methodology in a 190 resourced technology organization for retail customers in consumer small business technology sector.
* Assisted in implementing agile methods across the organization.
* Responsible for program and project management coaching and mentoring for all critical IT department initiatives.
* Senior Lead for Technology Risk Governance PMO for the Retail Risk Technology Division. Author of “Statistically Valid Project Scheduling for Dominating Lockdown Portfolio and Project Control”.
* Responsible for schedule quality control and resource capacity management process practices throughout the organization.
* Identified and iimplemented standardized analytics for Portfolio’s, Programs, and Projects that resulted in improved delivery results over time.
* Implemented Agile/Waterfall Project Risk Control processes for best project compliance and delivery adherence results. This led to enhanced correlation between business requirements, project schedules, and financial forecasting utilizing Clarity PPM v7.5 with in-house systems.
* These improvements answered management questions for active projects that asked “will the project make it” and “is the project funded correctly”.
* Provided weekly KPI governance risk oversight processes to active projects across four lines of business portfolios totaling $27M+ using portfolio management processes in a strong multi-project environment using matrixed resources.
* Performed coaching and mentoring of 20+ senior level delivery and risk managers in successful project delivery techniques that yielded improved delivery velocity with less costs.
* Developed and standardized the Portfolio Risk Manager (PRM) job role for tactical support to successful project delivery and proper project/portfolio risk control using waterfall and agile project management methods. Continued PRM improvement in delivery risk competency skills for multiple lines of business.
* Implemented and standardized the weekly upload process of Microsoft Project schedules into Clarity bi-directionally for the IT organization.
* Developed and led 30+ training sessions for project manager, resource managers and technology risk managers in risk delivery controls. Training included topics: Project Governance; Resource Capacity Management; Project Scheduling; and MS Project (2010) techniques.
* Developed and implemented standardized project governance process that included deep dive portfolio/project reviews each month with senior organizational management. This process improved the senior executive negotiating position with his business partners to prevent on-going scope-creep that was occurring from the business partners’ organizations.
* Developed and implemented improved resource capacity management processes for resource managers and delivery managers within organization using MS Project 2010 that extended capabilities over existing Clarity system.

**Tools Used:** Clarity PPM, **MS Project 2010**

**Federal Communications Commission (1st Tour) Sep’08–Mar’11**

**Senior Project Manager (Clarity Architect)**

**Washington DC**

* Working through AAC Inc (8A), established FCC IT Infrastructure PMO with Portfolio and Project Management processes as their Project Controls Officer for Projects at the FCC.
* Provided delivery guidance to agency enterprise architecture support team on a regular basis.
* Established IT portfolio management support using SDLC and PMBOK framework utilizing Earned Value Management System techniques for measuring contract performance for 100+ projects.
* Provided project and resource portfolio and project risk assessments for contract management.
* Constructed and implemented contract Performance Measurement Baseline (PMB) for contracting firm.
* Performed on-going change management for all key strategic initiatives supported by Contract Company.
* Led PPM Tool selection and implementation effort choosing CA Clarity v12.1. Currently leading enterprise deployment as Architect/PM for contracting firm and FCC Core Team.
* Developed the business requirements document and related business case to purchase Clarity PPM including add-on software for Capital Planning and Investment Control (CPIC) processing. Obtained FCC management approval to proceed with purchase and deployment.
* Provided senior guidance in project management of all IT infrastructure projects for problem solving and process improvement to 14 Team Leaders using Clarity, Schedule Connect and MS Project 2003 and EVMS tracking for 100+ projects.
* Led continuous improvement in Clarity PPM use by end-users.
* Monitored all active initiative compliance to the respective business requirement documents.
* Provided successful project management coaching support to a complex and high risk enterprise VOIP program that was time and resource constrained including RFP/RFI.
* Program managed PPM requirements collection and final scope definition.
* Program managed PPM selection successfully from RFI/RFP to implementation.
* Implemented Clarity PPM application with thirty calendar days.
* Throughout contract, provided project planning to various Division Leaders and their teams that also included major initiatives.

**Tools Used:** Clarity, **MS Project 2003**

**PMO/PPM Workshops Sporadic from Feb ’08 Instructor for PMO Workshops**

* Oklahoma City, San Francisco (Chevron), Calgary Alberta Canada, and Portland Oregon.
* Present leading concept information and techniques on completing projects through the PMO, using PPM, Program Management and Project Management techniques.

**Blue Cross Blue Shield DC/Maryland Jul’07-Dec’07**

**PMO/PPM Senior Program Manager (Consulting)**

**Owings Mills MD**

* Led the PPM Tool Selection and Evaluation Team for the Enterprise from RFP/RFI through to pilot implementation.
* Re-engineered PMO operational enterprise model to bring more ROI to the CMMI-level 3-enterprise.
* Evaluated PPM Tool products Clarity, Planview, IBM-RPM, Primavera, Serena, HP (Mercury) and MS Project Server 2007.
* Implemented numerous business process improvements to support PPM selection and pilot. Mentored negotiation team in their vendor selection throughout.
* Developed portfolio processes to drive throughput for $250M in investments and 1,300 resources in Clarity PPM.
* Provided program and project management mentoring to project management community.
* Established project rescue and recovery services in PMO for failing projects.
* Initiated measurement improvement for all SEPG processes. Develop PPM Tool implementation strategy that saved 6 months in deployment with over $1M in savings.
* Oversaw rollout of Project Rescue and Recovery Services from PMO Governance Group.
* Developed PM Measurement Program Improvement Strategy for implementation that brought $10M in cost reduction to the bottom line of the business within the first month of use in IT.

**Pike Electric Inc. Mar’07–May’07**

**PMO Consultant (Consulting)**

**Mt Airy NC**

* Installed MS Project Server 2007, Sharepoint Server 2007 and Portfolio Server 2007 interoperability for the Enterprise ($800M Annual Sales).
* Deployed essential project management workflows through product features and current change management practices.
* Provided initial use-training to user community with essential project management features from MS Project Server.
* Member of ERP selection review team.
* Established IT PMO for project schedule capture and entry.
* Successfully transitioned MS Project Server operational support to permanent staff.

**Tools Used: MS Project Server 2007,** Sharepoint Server 2007 and Portfolio Server 2007

**Lowes Companies North Carolina Jun‘06–Nov’06**

**Senior Program Manager (Consulting)**

**Mooresville NC**

* Lead Program Manager for Resource Management Process Improvement Initiative across IT Enterprise of 1500+ resources utilizing Pacific Edge Project Management Tool (Serena).
* Performed Environment Assessment and designed solution recommendations for improving human capital forecasting and utilization.

**Blue Cross Blue Shield of Michigan Jun’06–Dec’06**

**Engagement Lead (Consulting)**

**Detroit MI**

* Engagement Lead and Lead Assessor for IT Enterprise Assessment Initiative reviewing how to improve project delivery capability for 1500+ IT resources that currently utilized MS Project Server 2003 in the PMO.
* Led PPM Tool RFP generation and fulfillment team and mentored the establishment of best practices in the IT Resource Management Office.
* Led client team of 13 people. Lead SME for PPM Tool RFP Selection and Evaluation process which concluded with selection of IBM (RPM) and Realization Technologies (Concerto).
* Led client team to complete PPM Business Requirements Document for RFP/RFI purposes.
* Developed and conducted Vendor COTS demonstrations with end-user scoring system to identify best qualified COTS product.

**McNeilus Companies Mar’06–May’06**

**IT Senior Program Officer (Consulting)**

**West Dodge Center MN**

* Implemented MS Project Server 2003 Workflow in IT Enterprise and provide mentoring to SOx compliance and deployed PM methodology to IT.
* Provided JD Edwards Development Program project management leadership and support.
* Established IT PMO through Project Quality Control.

**Tools Used: MS Project Server 2003**

**Satyam Corporation - India Apr’05**

**Program Instructor (Consulting)**

**Hyderabad India**

* Presented full day seminars on “Establishing Effective PMOs” and “Integrating SOx into the PMO through Internal Controls”.
* Consulted directly with the Executive team on SOx related delivery issues (2006 filer) and key initiatives that utilized a PMO.
* Personally delivered 10 day training program that educated 20,000+ workers for Satyam.

**Royal Sun-Alliance USA Division Jun’04–Apr’05**

**Program Manager (Consulting)**

**Charlotte NC**

* Engaged to rescue a failing ($7M) initiative (SOX), provided program management leadership to a program team of more than 45+ directs and more than 250+ dotted line reports across the Enterprise.
* Established the Program Management Office for the SOX Program to support tracking, budgeting, issue, risk and improved internal control management through PPM w/MS Project Server 2003.
* Reported Status and related data analytics such as KPIs to USA Senior Management and Parent Company senior management through cyclical Governance meetings.
* Provided direct mentoring and guidance to all members of the team.
* Managed program schedule of 15,000+ tasks using MS Project Server.

**Tools Used: MS Project Server 2003**

**Principal Financial Group. Dec’01–Sep’02**

**Engagement Director (Consulting)**

**Des Moines IA**

* Interfaced with key executives and stakeholders to collect business requirements for IT investments. Program Manager leading integrated PPM/Primavera Teamplay installation.
* Led a successful organizational change initiative with a 19 person implementation team to implement Primavera Teamplay PPM replacing ABT Team Workbench in the enterprise.

**American Century Investments, Dec’00–Jun’01**

**Engagement Director**

**Kansas City Mo**

* Directed the 2001 strategic budget planning initiative for the IT brokerage unit, facilitating the analysis and development of initiative business cases and total portfolio.
* Interfaced with key executives and stakeholders to collect business requirements for IT investments.

**IBM Oct’97-Dec’99**

**Senior Program Manager (Consulting)**

**Kansas City Mo**

(Clients included Kaiser Permanente, Sprint, Applied Business Technology, State of Kansas and Universal Underwriters)

* Established initial IBM National PMO Practice supporting waterfall and iterative project management processes and policies as best practices.
* Sold PMO implementation support, providing project portfolio management, operations planning and forecasting, project prioritization management, and project review board process working
* Created PMO enhancements, including tools for risk assessment, portfolio tracking of planned project works, and project prioritization tools to force-rank projects (Insurance Client). Provided instruction to IT project managers on insurance projects. This effort enabled the business to navigate from $800M annual sales to $1.6B annual sales in three years using ABT Team Workbench.
* Responded to RFP/RFI for Y2K support remediation with winning response to Sprint Corp.
* Directed a nine-person program management office in support of a $1.6B program portfolio that provided program management office support for a 600-person workforce working with ABT Team Workbench.
* As project executive (field promotion) with P&L responsibility, led a 175-person team in rescuing a failing State of Kansas Federal government program initiative (Federal Child Support Enforcement (CSE); developed a fully attributed data model and conducted business analysis to identity top correctional options. Interfaced with a state legislative sub-committee in overseeing the initiative.

**Westell Technologies Mar’97–Oct’97**

**Senior Project Manager (Consulting)**

**Chicago Il**

* Supported three managers and their teams in successfully producing Bell Atlantic’s first national DSL beta product. This was a rescue effort for this project.
* Established the company’s first project office as well as the first operations plan for all work.
* Collected tactical project status data and measured progress against strategic plans.
* Rescued program from litigation due to missed program deliverables.

**Entergy Corp Utility May’96-Mar‘97**

**Senior PMO Manager (Consulting)**

**Little Rock Arkansas**

* Provided PMO/Portfolio consulting support to a newly formed Division of 4,000 employees and their senior team to compete in the just deregulated market space.
* Designed the tools to capture portfolio investments that helped this division force rank their initiatives for best results. This resulted in a 62+ initiative portfolio with planned spend of $50+M. These tools were later used in M&A activity to purchase other global properties successfully.
* Managed 18 project managers in initiating a centralized project office within a project management department to improve the management of corporate project inventories using PPM techniques.
* Produced a custom project lifecycle methodology that established a base discipline for project managers to follow and utilize.
* Designed and presented delivery management best practices training seminars
* Established the Retail Services Enterprise Project Management Office.
* Executive adviser to Retail Services Executive Governance Team for Portfolio/Project governance oversight.

**Sprint Corporation Dec’92-Apr’96**

**Senior Program Manager**

**Overland Park Ks**

* Responsible for domestic Sprint FONCARD feature-set software with vendor Northern Telecom and all national deployments.
* Responsible for all FONCARD project planning, scheduling and execution for domestic and global customers.
* Responsible for efficient use of assets and resources for all FONCARD switches in Sprint Network to include 43 DMS250 switches and 8 DMS300 gateway switches.
* Successfully managed TELMEX FONCARD product deployment through TELMEX branding and their product teams. Transformed from South America signaling protocol to North American protocol via TELLABS vendor.
* Assigned international responsibility for Sprint FONCARD. This included ongoing deployments for North and America, Europe and Africa, Asia and the Far East.
* Led FONCARD global architecture enhancements.

**Total Quality Management Director Oct’88-Dec’92**

* As Director of TQM for Sprint Long Distance Network provided management oversight to quality teams and TQM training in becoming a Sprint Certified TQM facilitator.
* Trained more than 9,000 members of the Sprint workforce, including most of senior management, in quality and awareness.
* Provided management leadership oversight for $150M cost savings capture from coaching TQM teams.

**Senior HR Systems Planning Manager Oct’87-Oct’88**

* Provide long-range HR systems planning support for Sprint Long Distance Network. This role provided analysis of current staffing and demand management for Sprint strategic plan from a HR perspective**.**

**United Telecom, Oct’84–Oct’87**

**HRIS Corporate Manager**

**Overland Park, Ks**

* Responsible for HRIS software compliance and governance field audits twice a year for 9 telcos and 3 non-telcos.
* Responsible for Retirement System Support from Enterprise Composite HRIS Database. Provided trending analysis, project planning and ad-hoc reporting.
* Implemented Sprint Retirement system based on United Telecom’s application.
* Led and manage United States Office Accounting Reform Act consolidation from business side to consolidate Long distance with local subscriber customers to gain significant cost reductions for the corporation.
* Performed semi-annual field audits for assurance of HRIS software (300+ modules integrating HR and Payroll functions for 80,000 employees) for nine telcos and three non-telcos.
* Implemented several business process improvements that improved customer satisfaction such as Direct Deposit and Customer Portal for easy change to their profile data for beneficiaries.
* Successfully led the proposal, presentation and sale of the HRIS application the Sprint Executive Team. HRIS supported HR and Payroll and included one-off systems for Finance support such as Labor Distribution data and processing for all of United Telecom (80,000 employees) and now Sprint (40,000 employees).

**Education: M.B.A.,** Administrative Operations, Avila University

**B.S.,** Computer Science; A.S., Computer Science

Missouri Western State University

**Certifications:** Project Management Professional (PMP) Certification,

Project Management Institute

Project Management Office Certification,

Allpmo Network

Scrum Master Certification – Scrum Alliance

Scrum Foundation Certification – Scrum Alliance

**Affiliations: Member**, PMO Specific Interest Group,

Project Management Institute

**Member**, Chair - Metrics Specific Interest Group,

Project Management Institute

**Member**, Past Chair – Metrics Specific Interest Group,

Project Management Institute

**Member**, Association of Certified Fraud Examiners