

Project Manager Project Manager Project Manager - SCHOOL DISTRICT OF MANATEE COUNTY  
Bradenton, FL Over 20 years of experience as an IT Professional with expertise in a diverse range  
of technologies within multiple industry settings. Demonstrated success in providing effective  
leadership and direction to IT implementation teams, to resolve issues and provide project  
deliverables on time and within budget. Well organized, results focused individual with proven  
ability to implement standards, and facilitate RFP, RFI, RFQ, creations and evaluations. Solid  
management skills, capable of leading and motivating individuals to maximize levels of productivity,  
while forming cohesive team environments. Ten Years of IT Project Management experience  
specializing in functional and technical implementation of software, hardware, and IT programs.  
Over 15 years of professional experience in analysis, design, coding, testing and implementation of  
various applications in client/server and mainframe environments. Exceptional communicator  
possessing interpersonal skills and qualities that are critical for building strong work environments  
and relationships. Functional Highlights Information Technology Processes and Procedures  
Lean Six Sigma IT Project Management IT Instruction Resource Allocation Program  
Management Quality Assurance IT Implementation Client Server Technology Internet  
Technology Relationship Building IT Training Green Belt Light Networking and Marketing Work  
Experience Project Manager SCHOOL DISTRICT OF MANATEE COUNTY - Bradenton, FL August  
2015 to Present Use Project Management skills to manage IT Projects and initiatives for change for  
all departments across the Manatee County School District. Develop full scale project plans or  
project task lists using Microsoft Project and other software tools as needed. Institute previously  
nonexistent project management guidelines within the organization to improve ability to meet time  
lines, budgets and objectives of all District projects. (PMO) Collaborate with Stakeholders and  
senior management to define project scope, goals and deliverables. Derive customer  
requirements to establish risks and analysis of problems or e to resolve. Document undocumented  
processes for each project to derive and establish requirements and risks associated with each  
project. Facilitate and communicate with all resources and departments needed to complete  
projects. Estimate the resources and participants needed to achieve project goals; Assist in

drafting budget proposals and recommending subsequent budget changes where necessary. 6540  
Anchor Loop, Apt. #102, Bradenton Florida 34212 Home: (941) 251.6614 Cell: (585) 370.5112  
E-mail: fdixon1@rochester.rr.com IT Implementation Manager JWD AUTOMOTIVE SERVICE  
CENTER - Rochester, NY February 2010 to December 2016 Manage the implementation of  
operations and marketing for business expansion which included the development and maintenance  
of new process applications and marketing strategies. Managed business functions, website, and  
company database via Virtual office management. IT expansion project greatly increased  
company customer base by more than 50 percent. Developed campaign which included branding  
changes, updates and documentation of operating manuals and maintenance of business support  
processes. Adjunct Instructor MONROE COMMUNITY COLLEGE - Rochester, NY September 2014  
to June 2015 Responsible for teaching Microsoft Office Advanced Word I while maintaining an  
engaging and supportive classroom environment. Prepared lesson plans and created instructional  
material and activities for student engagement. Taught and evaluated student performance based  
on course and department guidelines. Maintained student attendance records, grades, and other  
records according to department and College guidelines and submits them in a timely manner.  
Develop course information sheet and syllabus in accordance with the department guidelines.  
Implementation Specialist MEDISKED - Rochester, NY March 2014 to June 2014 Responsible for  
managing the resources, tasks, and timelines associated with both implementation and post-go-live  
projects of a growing IT Software Company. Managed a workload of implementation and  
post-go-live projects to ensure objectives are driven to successful completion on-time and within  
budget. Made best-practice recommendations to assist customers in maximizing product use  
within their organizations. Lead regular status meetings and prepared/maintained project status  
documentation, including project timelines, scopes of work, and knowledge reference guides.  
Delivered product training and performed skills assessments to gauge client application proficiency.  
IT Project Manager IBERDROLA USA MANAGEMENT CORPORATION - Rochester, NY August  
2008 to January 2010 Project Manager for the implementation of a new Integrated Voice Response  
(IVR) application and system for Central Maine Power (CMP), New York State Electric and Gas

(NYSEG), and Rochester Gas and Electric (RG&E) post acquisition by Iberdrola, USA. Worked with Business Leaders to establish budget requirements based on IT requirements needed for this project during the year in annual budget meeting. IT focal point for the IVR product selection team and IVR vendors during the selection process. Used Gartner reports along with business requirements to select vendor. Successfully managed IVR team and technology on a multi-team project involving multiple locations, and multiple IT platforms on time and within budget. Liaison between IVR technical team, Business Leaders and IVR vendor during weekly scheduled project update meetings. 6540 Anchor Loop, Apt. #102, Bradenton Florida 34212 Home: (941) 251.6614 Cell: (585) 370.5112 E-mail: fdixon1@rochester.rr.com Created project plan and collaborated with the IVR vendor and IVR Technical teams from gathering requirements, vendor application development based on requirements, installation, testing, reporting, and final implementation of project to completion. Operations Support Manager XEROX CAPITAL SERVICES, LLC / GE CAPITAL - Rochester, NY May 2002 to May 2008 Managed operations support of Client Server, database, applications, and technical reporting to Xerox Central Business Centers (CBC's) across multiple products and platforms through the maintenance of applications, networked systems and technical tasks. Liaison between technical teams and business leaders through all phases of projects and operations. Successfully managed all Client Server Application projects developed for database and server upgrades of Xerox Financial Systems. Responsible for managing several projects for the consolidation of servers and databases of Client Server applications used by call centers across the U.S. to common platforms. Facilitator of weekly meetings with all technical teams, business groups technical leads, and business leaders to make sure projects stayed on track and within budget. Management of Client Server team during all phases of project and sign-off validation focal for all technical teams after successful installation, implementation, testing and burn-in period. Coordinated, planned and executed all interoperability tests for all application implementations, upgrades, and patches to ensure the integrity of a quality-controlled environment.

Effectively managed all critical client server applications supporting CS order and inquiry operations to maintain system availability which enabled business units to meet company business

goals. Technical focal for client server changes and user community support for client server application issues by interaction with various internal and external support and development teams to resolve customer and technical issues. Project Manager XEROX CAPITAL SERVICES, LLC / GE CAPITAL - Rochester, NY August 2000 to May 2002 Provided project management support to the EDI platforms of Xerox Central Business Centers (CBC's), across multiple products and platforms through the management of applications, networked systems and technical tasks. Project Manager for the upgrade of EDI platforms from several proprietary solutions to synchronized platforms and processes. Managed our local technical teams to provide all necessary information to our chosen vendor to develop a new EDI product. Facilitator and Liaison between, vendor, technical teams and business groups. Successfully managed testing, validation, technical documentation, training and implementation of new EDI application and upgrades to business units.

Established operating procedures to streamline the transition of new enhancements and initiatives to Systems Operations to minimize disruption in support of the administrators in the Central Business Centers across Xerox infrastructure and applications. Developed and implemented a Knowledge Tool Support Model across the organization as a detailed collection of processes, application documentation, workflow, support diagrams, and tutorials for training. Education Master of Science in Information Technology in Information Technology Rochester Institute of Technology - Rochester, NY Bachelor of Science in Information Technology in Information Technology Rochester Institute of Technology - Rochester, NY Skills MS Office Suite, MS Project, Visio, Information Technology Processes and Procedures Lean Six Sigma IT Project Management IT Instruction Resource Allocation Program Management Quality Assurance IT Implementation Client Server Technology Internet Technology Relationship Building IT Training Green Belt Light Networking and Marketing (10+ years)

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