

Project Management Project Management Project Management - Design Thinking SA Mandeville, LA Work Experience Project Management Design Thinking SA February 2019 to Present present DXC Technology advanced Design Thinking SA and Client Engagement Leader. Delivering innovation for digital Product Management transformation to enterprise clients in asset management, mobile, oil & gas and transportation verticals advanced Establish, manage, retain and grow a diverse set of accounts through highly pro- active engagement strategies. Design Thinking Consult with clients to understand objectives and provide strategic recommendations on digital transformation projects from \$300K - \$2MM. advanced Develop new clients at the national and regional level, partnering with the sales team to identify opportunities and grow pipeline. Contract Negotiation Established key relationships with numerous Fortune 500 companies bringing innovative design thinking business strategy development. advanced Providing internal and sub-contracted resource planning of cross functional Communication development teams to meet client needs Project Manager Entire State of Florida - Atlanta, GA 2008 to January 2019 SW Georgia, North and South Carolina, Puerto Rico and Napa/Mendocino, CA). Managed data, communications, excellent network and dispatch technologies in typically devastated communities with severe Change Management limitations to power, cell coverage or network connectivity. Added value as key resource for contract negotiations and regulatory compliance in safety, environmental and operations capability. (since 2005 have worked both full time as well as part time) MS Office including Project and TeamworkPM Estimated cost reductions of over 20% by managing IT efficiencies and introducing innovative input/output automation tools advanced Oversaw implementation project of trans-formative custom mobile app integrations into contractor scheduling, deployment dispatch and back-end billing interface solutions Key strategic PM on multiple projects valued over \$150M implementing cost overhead efficiencies Key communications with stakeholders from US Government agencies and contractors to successfully meet all project goals safely and profitably. Managed contractors in field as well as liaison with regulatory monitoring and management staff of state, local and federal stakeholders. Lead for IT teams of diverse cross functional staff for resourcing development and innovation IT Project

Manager / IT Service Delivery Manager IBM 2009 to August 2017 VSS, LLC Conducted client relations, served as distinguished IT project manager and consultant for IT Managed Services delivering best in class client customer facing services. Established and implemented continuous improvement initiatives utilizing common project management methodologies (Waterfall and some AGILE) as well as design thinking, Managed multiple complex projects unifying software (including SaaS, Optum, IBM migration, MicroSoft) and hardware scope program with key communication to stakeholders and resource team members, on time and on budget. In concert with CIO and IT Director, managed rapid growth from startup doubling in size over 5 years of consistent, sustained profitability in the IT Managed Services Industry. Oversaw all tiers of IT Services utilizing ITIL best practices, ensuring the highest levels of customer service and exceeding customer expectations for clients nationwide (SMB to Enterprise) Orchestrated expansion from a single office to 10 locations across the US and quadrupling of revenue growth and capacity, with company merger. Oversaw Medical Clinic client's modernization of headquarters with restructuring regional clinics (consolidation from 18 to 13 clinics) as well as data center move, HW/SW refreshes Directed PBO (Primary Billing Office) clinical data and ERP consolidation through organic design deployment maintaining HIPAA compliance saving the client over \$20M in operational costs enumerated over project life expectancy Reduced client's costs by over 20% with project completion of SaaS clinical internal and public facing medical records integrations to cloud Task project management for successful completion of AWS project implementations including CoLo resource oversight with incumbent client and internal teams Managed large Northeastern charitable foundation's major upgrade project to modernize over 170 offices and headquarters regional WLAN/MAN to high speed and wifi capability Managed medium enterprise client migration (over 1100 endpoints) including SSO utilizing MS Azure implementation Led multiple clients projects upgrades/migrations of Office Suite software (O365, IBM email conversions) including SSO and multi-factor authentication for SMB and Enterprise customers in Fortune 500 Direct lead for Cloud Data Backup implementations (Datto, Azure and AWS) 12- 09-2011 2006 - IT Service Delivery Manager ICF, Intl Provided key project roll out and maintenance of technical support for network and client

solutions spanning the entire state of Louisiana. Delivering sustained excellence for up- time management of critical IT for post Katrina and Rita Hurricanes, allowing over 100,000 homeowners to re-patriot their homes throughout Louisiana. Established remote office deployment of housing assistance sites, providing management WAN, desktop, server and printer connectivity. Delivered technical support for equipment and PC maintenance for the world's largest homeowner assistance project ever deployed in the US. Integral team leader, PM and member of a diverse multi-disciplined IT organization assisting in the successful implementation and operation of SharePoint, eGrants, JIRA and call center management applications. Led coordination and implementation of IT support (ITIL) best practices and continual improvement initiatives increasing efficiency over 40%. Responsible for communications for inter-business operability and portfolio resource documentation to achieve funding compliance from government stakeholders. Managed hardware and application development support for IT and Tier II Technical support technicians. 09- 12-2006 2005 - Project Manager Ceres Project Manager, Regional Field Superintendent and lead of specialized critical aerial safety teams overseeing operations and IT forward deployment for some of the nation's worst natural disasters, Hurricanes Katrina, a \$750M project, post disaster recovery. Managed personnel, data, network and dispatch technologies with severe limitations to electricity, cell coverage or network connectivity. PM/FS of operations over multi-parish (multi-county) deployment including vendors, contractors and government agency stakeholders while maintaining critical margins with strategic planning mission adherence. Managed personnel, contractors and other critical resources operating within (4) Parishes (Counties) across the southern state of Louisiana devastated by landfall of major Hurricanes and Missouri ice storm cleanup. Liaison communications with Federal, State and Local agencies stakeholders and homeowner/business groups Oversaw over 100's of subcontractor personnel and internal team resources in operations, training, compliance and safety Coordinated from inception through completion, 1000's of task orders serving 10's of thousands of effected residents Implemented innovative technologies in overcoming major project challenges that were unheard of at the time, such as GPS photography to web, tag and forward data over cellular Managed highly specialized critical aerial safety team for

high risk aerial climber group for mission specific aerial operations for arboricultural removals in dense populace properties 09-12-2005 1997 - Founder / CEO / Project Manager YRH GPS, LLC Founded one of the nation's first asset tracking technology companies utilizing then nascent GPS technology and wireless (satellite, cellular and RF) transmission. Managed company from inception, successfully directing complex program and product development planning and execution including wireless data technology (GPS) global positioning systems integration, voice verification software and location-based technology (LBT) call center implementation. Directed and successfully negotiated all aspects of corporate executive and US federal government level client acquisition and management. Upon personal invitation by Louisiana Governor Mike Foster, attended numerous one-on-one discussions relating to GPS technology. Engineered and deployed the nations 1st railway HAZMAT tracking and accountability solution monitoring railway transit of nuclear waste left over from the Manhattan Project Identified client needs and implemented complete solutions required by homeland security, emergency preparedness, commercial transportation, public safety and HAZMAT to state, local and federal government agencies. Success project manager overseeing large scale project for Shell Oil and Royal Dutch Shell in Trinidad/Tobago integrating financial data with dispatch and asset tracking solutions saving client 30% on annual operating costs Established and coordinated sales/marketing and technology migration strategies, as well as product development and contracting (Satellite, Cellular, RF) through channel licensing partner agreements. Negotiated effective partnership alliances (National and International) for private sector and government. Directed and maintained executive sales/marketing OEM and VAR development campaigns to transportation and freight fleet owners from medium to large corporate firms. Full P&L responsibility. COO / Project Manager / Founder i-PlanetWireless, LLC 1997 to 2003 Founded innovative company with mission statement to provide wireless (cellular phone) integration of "OnStar" like location data systems, GIS, wireless data automation, and innovative products, with GPS and cellular technology. First of it's kind cellular phone tracking solution before the advent of smartphones. Chief Operating Officer directing project management of cellular phone tracking of DOJ (Department of Justice) high ranking officials post 9/11 Oversaw

through successful trials and implementation of 1st of it's kind US Marshall parolee tracking solution integrating voice verification and GPS Full P&L responsibility with growth from start up to over \$3.1 million in profitable annual sales revenues grown to a staff of 20+ to M&A. Instrumental in strategic marketing and consumer product development of Location Based Technology (LBT) utilized by m-commerce, corrections, state and federal security agencies (CIA, FBI, NSC), as well as Enhanced 911. Directed project management and product development strategies by introducing burgeoning tools and methodologies, including C++, WAP, Java, xml, Vxml, 1XRTT, Design Thinking strategies and development round tables and IP over wireless. Consistently deliver comprehensive pre/post technical consultation, and liaison between clientele, stakeholders and servicing engineers to assure execution and compliance of negotiated contractual agreements. Education Graphic Arts and Computer Sciences Camden County College August 1986 Skills Product Management, Product Development Links <https://www.linkedin.com/in/Livingdog>

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