

Cybersecurity Operations Manager/ Project Manager Cybersecurity Operations Manager/Project Manager IT Project Manager Riverton, UT Innovative IT Project Manager surpassing expectations in managing simultaneous complex IT projects, forecasting and planning full project lifecycle solutions, mitigating risk, and managing change. Specializing in clear documentation of project scope and communicating needs to internal teams, monitoring and tracking individual project deliverables, and reporting project progress to clients and business. Authorized to work in the US for any employer

Work Experience Cybersecurity Operations Manager/ Project Manager GRA Quantum - Salt Lake City, UT June 2018 to February 2019 Coordinated multi-million dollar nationwide cybersecurity, physical security, and human security contracts. Overcame internal roadblocks with creation of Security Operations Center (SOC) minimizing startup costs while maximizing scalability and performance. Established project management process, methodology, documentation, and hired PM team resulting in significant increase in client deliverable capacity. Overhauled fiscal monitoring and reporting tools enabling clear visibility into key financial business metrics.

IT Project Manager ADP - Salt Lake City, UT November 2015 to June 2018 Championed culture of continual improvement among peers resulting in 28 process, tool, and/or operational improvements. Partnered with Product and Emerging Technologies teams on product innovations and contributed to product roadmap. Diagramed comprehensive technology plan, identified product gaps then proposed solutions to senior leadership. Improved client satisfaction by ensuring all owned project deliverables were on time, complete, and accurate. Resolved client escalation projects to mutual satisfaction resulting in referenceable clients.

General Manager Folsom and Associates - Salt Lake City, UT April 2014 to June 2015 Enlivened team by performing a complete IT refresh bringing technology current, strengthening security, and optimizing productivity. Revamped product line mix by removing underperforming products and replacing them with ones that were better suited to market needs. Researched and successfully implemented ERP system (Infor Syteline).

Business Manager Charter Solutions - Sandy, UT July 2007 to March 2014 Consulted with President on business management best practices, business development, marketing, and operational improvements. Developed the process to export/import financial data into transparent.utah.gov.

Process replicated statewide across schools, municipalities, districts, etc. Executed business development plan resulting in 100% growth for 4 consecutive years. Assigned to resolve client escalations. General Manager CompUSA - Salt Lake City, UT November 2003 to May 2007 General Manager Shared sales best practices and training within region driving increased sales, and profits. Leveraged data analytics to identify top selling products and services across region for implementation across individual stores. Retail Sales Manager Promoted to General Manager. Recognized by the CEO for outstanding sales performance and notable difference in sales metrics (2006). Mentored and developed consultative sales team resulting in increased profit margins, higher sales, and satisfied customers. Technical Services Manager Promoted to Retail Sales Manager. Ranked #1 Technical Service Center in May 2005. Ran Top 20 in company metrics for over 6 consecutive months. Drove departmental success in service - ranking rose from #205 into the company's Top 10. Education Bachelor's in Business Management Western Governors University - Salt Lake City, UT May 2017 to July 2019 Associate in Humanities Salt Lake Community College - Salt Lake City, UT 1999 to 2001 Skills Security (5 years), firewalls (5 years), Exchange (2 years), DNS (5 years), Cisco (5 years), Active Directory (5 years), Microsoft Office (10+ years), LAN (5 years), VPN (5 years), Networking (5 years), Finance (10+ years), Accounting (10+ years), Budget Development (10+ years), Budget Management (10+ years), Business Management (10+ years), Business Development (10+ years), Business Analysis (10+ years), Mentoring (10+ years), Project Management (10+ years)

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