Service Engineer / Technical Project Manager Service Engineer / Technical Project Manager Service Engineer / Network Engineer- Ahlberg Cameras Wilmington, NC Experienced IT leader with top-notch implementation and project management abilities. Highly organized, methodical and skilled at building consensus across high-performance teams. Well-versed in building positive relationships with customers. Strong requirements gathering, scope development and inventory coordination abilities. Skilled at overseeing complex, high-value technical projects with excellent planning competencies. Work Experience Service Engineer / Technical Project Manager Ahlberg Cameras - Wilmington, NC March 2015 to Present   Initiated project management knowledge study and subsequently standardized project management practices.   Monitored installation and operations to consistently meet rigorous customer requirements.   Continually improved methods and procedures for processes, measurement, documenting and work flow techniques.   Rendered technical drawings and electrical systems specifications exceeding company standards.   Mentored junior engineers and new hires to better improve competency and efficiency of all staff.   Coordinated with vendors to identify and procure appropriate equipment necessary for project completion.   Collaborated successfully with cross-functional development teams to design and manufacture new products.   Applied principles of electrical theory to advance and improve product development and efficiency.   Tested and checked performance of hardware and software programs.   Developed, designed, deployed and integrated CCTV systems and networks.   Analyzed and evaluated performance and optimized efficiency. IT Manager Century 21 Sweyer - Wilmington, NC June 2011 to March 2015   Created full-fledged implementation plans, accounting for ROI, cost-benefit and other analyses.   Performed detailed assessments of risks to determine constraints and develop mitigation strategies.   Sourced additional resources and staff to meet timeline demands.   Responsible for network administration of over 200 users on multiple networks throughout the eastern United States.   Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.   Analyzed projects to determine resource requirements and procured necessary equipment and software.   Managed and motivated project teams to promote collaboration and keep members on-task and productive.

Product Support Engineer Joint Security Infrastructure Group - Wilmington, NC November 2009 to June 2011 Worked on technical team in support of Clear Registered Traveler Program remotely and traveled to site supporting Siemens, Lockheed Martin, and L-1 Communications.   Developed and implemented pursuit plans for all opportunities with assigned key accounts.   Coordinated setup of over 15 TWIC sites to include technology equipment and structured cabling.   Installed and maintained with tier III support the ID-1000 fingerprint scanner / biometric scanner at over 15 national sites in support of the TSA's TWIC program for cleared access to Nation's Maritime Transportation System.   Identified sales opportunities by assessing environment and devising and implementing winning strategy.   Gained customer acceptance by demonstrating cost reductions and operations improvements.   Provided technical troubleshooting and problem solving for clients with installed equipment/system issues. Education Bachelor of Science in Management And Organizational Development University of Mount Olive - Mount Olive, NC 2012 Skills Wiring, Cost estimation, Estimation, Optimization, Schematics, Wiring schematics, Mitigation, Network security, Exchange, Virtualization, Hyper-v server, Microsoft hyper-v server, Hyper-v, Vmware, Sql, Product development, Budgeting, Business analysis, Operational support, Documentation Additional Information Skills   Design planning   Operational support   Equipment installation   Budgeting   Cost estimation   Project management   Wiring schematics   Staff management   Product development   Documentation and reporting   Team leadership   Risk mitigation planning   Stakeholder relations   Performance optimization   Network systems installation   Network security oversight   Network development and administration   Business analysis   Network maintenance   SQL   SonicWall   Project coordination   Microsoft Exchange   VmWare Virtualization   Microsoft Hyper-V Server

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