IT Manager/ Project Manager IT Manager/Project Manager Lake Stevens, WA Leadership, Management & Coaching skills ? Extensive technical consulting experience translating business objectives into tangible results ? A history of facilitating agreements and commitments with cross-functional groups & leadership ? Developed & managed high performing (global) Enterprise Infrastructure & Service Delivery teams exceeding KPI's & SLA's ? Customer Service and continuous improvement focused. Reinforcing a sense of pride of ownership & workmanship in the workplace   Mastery of Enterprise Infrastructure technology and related concepts ? 10+ Years - Enterprise Infrastructure Architecture experience * On-Premise / Cloud / AD-ADFS * Virtualization, IaaS, PaaS, Azure ? 10 + Years - Managed IT service delivery & support teams * Helpdesk, Infrastructure, Security * Email, Telephony & Conferencing * HR/Finance, MRP/ERP, CRM Mastery of IT budget & PMO concepts ? 10+ Years - IT budget & audit compliance experience ? 10+ Years - Develop & present technical & budgetary business cases to senior management ? 10+ Years - PMO experience * Governance to delivery * Waterfall, Agile/SCRUM ? 10+ Years - IT contract life-cycle * Records & Vendor Management * Contracts - creation to execution ? 15+ Years - Development & streamlining of IT processes to improve efficiencies & ROI ? (TQM / ITIL / Kanban / Kaizen) Authorized to work in the US for any employer Work Experience IT Manager/ Project Manager Avanade February 2011 to June 2014 Member of the PMO Leadership Team - utilizing Waterfall, Agile/SCRUM methodologies. Note: I was the 1st manager to integrate an Agile methodology within Avanade ? Developed intellectual property, marketing and communications materials in support of "Showcase" efforts ? Managed the development of an 'in-house' Business Intelligence (BI) system that integrated Lync Quality of Experience (QoE) & carrier Call Detail Records (CDR) to accurately report corporate Telephony usage and charges Sr. Program Manager - Microsoft's Technology Adoption Program (TAP) for Exchange 2010, OCS 2004, Lync 2010 ? Managed the integration of pre-release (Beta) code into a global production environment ? Represented Avanade on Microsoft's Unified Communications / Service Integration - Partner Advisory Council (UC/SI PAC) 2009-2011 ? Participated in 'Power of 3' (Accenture, Microsoft, Avanade) partnership strategy meetings & initiatives   System and Service adoption initiatives

Global marketing & communications planning   Cross pollination of intellectual property for mutual benefit   Coordination of cross-company technical training, and research & development efforts

Redmond Technology Partners (RedTech) - (Bellevue) 3 Years Swedish Medical Center (Seattle)

Sr. Program Manager - Data Center Migration - Consulting ? Customer's representative for an IBM Global Services "Data Center migration" project   Included: 700+ Line-of-Business (LOB), infrastructure, and monitoring platforms   Participated & facilitated through all project phases, from envisioning through final acceptance of new Data Center   Provided financial & tactical planning, corporate communications and risk mitigation Sr. Program Manager / Technical Lead - Technology Transformations - Consulting ? Managed the projects (and teams) for the Active Directory, DNS, DHCP, File & Print, and SharePoint services re-architecture effort ? Managed a transformation project providing Desktop OS management, and Application delivery services for 10,000+ seats

Washington State L&I (Tumwater) Sr. Program Manager - Active Directory - Consulting ? Facilitated the technical discussions & decisions for solution design & integration including: Cross Forest design for intra-agency (WA State) implementation   Provided thought leadership and process management council   Chaired Joint Application Design (JAD) & Customer Driven Engineering (CDE) sessions Additional RedTech consulting engagements included: Costco Travel, REI,   Seattle   Public   Schools,   and   others.   Education   Bachelor's   Links https://www.linkedin.com/in/jeff-cagle-364801

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