

Project Manager II -Technology/Client Service Manager Project Manager II -Technology/Client Service Manager Charlotte, NC Authorized to work in the US for any employer Work Experience

Project Manager II -Technology/Client Service Manager FIS - Charlotte, NC October 2011 to Present Profit and loss responsibility for top 60 network services revenue generating clients totaling over 200 million dollars. Consulted on current and emerging technologies including but not limited to SD-WAN, Cloud Applications, IP Telephony and Security. Managed vendors to negotiate timely and cost efficient delivery of infrastructure networks and equipment for over 500 independent community banking projects. Worked through contractual disputes between clients and third-party partners creating win-win scenarios for all parties while successfully implementing IT managed services projects on time and within budget. Participated on daily governance board analyzing Community Banking Client Network Service Proposals ensured service level agreements, financials, and scope of works were correctly stated in accordance with company policy. Developed and trained staff members on full project management life cycle for hosted Email projects to ensure enough resources were available to support the volume of FIS clients contracting for this type of service. Cross functionally managed 35 project managers and engineers to successfully deliver on client services and project management; identifying training opportunities while fostering team morale and advocating for rewards for performance.

Project Manager Bank of America - Charlotte, NC March 2011 to August 2011 Randstad on Assignment with Bank of America Conducted personnel hiring interviews and trained newly hired personnel in roles and responsibilities. IT &

Project Manager JHE Production Group Inc - Harrisburg, NC January 2010 to January 2011 Developed training programs for Microsoft Office Suite and other various software programs to provide employees resources to learn and grow in their career fields.

Education Master of Business Administration in Project Management Strayer University December 2012 Bachelor of Science in International Business Management Strayer University June 2009 Skills Microsoft Project (4 years), Sales (10+ years), Scheduling (10+ years), budget (10+ years), Wireless (10+ years), Estimating (10+ years), Leadership (10+ years), Management (10+ years), Network Management (10+ years), Project Management (10+ years), LAN (10+ years), Wan (10+ years), Microsoft Office (10+ years),

Infrastructure Capacity Planning (10+ years), Negotiation (10+ years), Effective Communication (10+ years), Spanish (10+ years), Event Planning (8 years), Traveling (10+ years), International Business (10+ years), Research (10+ years), Resource Management (10+ years), Relationship Management (10+ years), Public Speaking (10+ years), Data Center (10+ years), Network Security (10+ years), Network Administration (10+ years) Military Service Branch: Air Force Service Country: United States Rank: Staff Sergeant/E5 July 1993 to December 2002 Managed Help Desk Operations for corporate headquarters; improving customer satisfaction rating from 78 to 98% by analyzing processes, network traffic, and bandwidth utilization, identifying bottlenecks and removing them with DMAIC methodologies. Oversight of business administration and human resources functions for 550 personnel ensuring staffing requirements, training and education goals, and supervision responsibilities were met by all assigned personnel. Increased on-time submission rates for performance reports by 25%; leading to increased promotions of staff Developed training program to ensure successful completion of certification exams by employees. Test scores subsequently improved by 28%, contributing to on time career advancement by 7 subordinate team members. Assistant Director, Communications and Information Management North Atlantic Treaty Organization, Naples, Italy Project Management Oversight for the movement of two headquarters facilities with a staff of 15 multinational employees; achieving project objects ahead of time and on budget. Administration of Human Resource and Help Desk Operations for two entities ensuring customer satisfaction needs were met in both departments. NATO Liaison to local Italian Children s Home to foster educational and quality of life improvements for assigned children; rebuilding housing facilities with a team of 50 international personnel in just two weeks. Commendations: US Military Joint Service Commendation Medal; USAF Commendation Medal; USAF Achievement Medal (3) Awards National Dean s List Award 2007-08 Academic Honors Mattamy Homes President's Award 2007-12 Consecutive Years from 2005-2007 Toastmaster's Competent Communicator Award 2011-08 Certifications/Licenses Driver's License Additional Information YMCA Youth Football Coach

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