

IBM Contractor IBM Contractor IT Project Manager - PMP Certified Raleigh-Durham, NC PMP certified Information Technology (IT) Project Manager, and decorated US Air Veteran with Network Management skills, seeks challenging, full-time employment that utilizes skill set. PROJECT MANAGEMENT EXPERTISE: Project Initiation, Planning, Scheduling, Risk Management, Change Management, Problem Resolution, Client Relationship Management, Resource Management, Personnel Management Trained in Customer Service, Team Building, Effective Communicator, Professional Writing/Reports, Evaluation of Subordinates, and Escalation Techniques Project Management and Software Tools including MS Project Microsoft Office Professional Suite and Lotus Notes Work Experience IBM Contractor IBM - Research Triangle Park, NC June 2012 to January 2016 Responsibility: IBM contracted IT Project Manager responsible for multiple medium-to large-scaled, multi-million-dollar, Cloud Managed Backup implementations in the US and Europe.

Led \$14M (annual) migration to upgraded backup solutions support file system, databases, and information disaster recovery for a major car manufacturing contract; identified and eliminated project risks and eliminated obstacles that improved data backup success rates; promoted to Lead Project Manager after 3 months due to improved customer confidence and reduced backup failures.

Led \$30M (annual) European banking system backup equipment upgrades throughout Europe; identified UK network access risks that affected US engineers from performing initial equipment configurations; deployed US personnel with network expertise to the UK to correct. Developed detail implementation run-sheet for data center migrations; detailed timing for each migration task improved change management approvals and customer confidence; run-sheet design identified as a best practice within the PMO and adopted by colleagues. Worked directly with clients/customers to provide status updates, identify potential opportunities to improve bandwidth shortfalls, and coordinate change management requests that ensured information dissemination of outages to their users and clients. Project Cost Technician URS Corporation - Morrisville, NC September 2010 to September 2011 College intern hired as Project Cost Technician for Coal Ash Abatement Project in three states. Responsibilities included the effective communications with Project Team Leaders in order to produce monthly cost reports detailing current and forecasted project spending; accessing

project databases to extract hours and equipment costs; briefing leadership on risk factors identified while producing reports prior to releasing that influenced project stakeholder decisions-making; briefing leadership

Developed continuity folder for Coal Ash project that documented reporting process and procedures, improving the successful reporting of future Cost Technicians. PMO IT Project Manager United States Air Force May 1995 to May 2008 Responsible for strategic and tactical planning and implementation of network and infrastructure projects supporting military operations. Successfully orchestrated an \$899K contract to install secure network upgrades at various United Kingdom locations that improved bandwidth and protected mission critical data. Directly responsible for the successful implementation of three air traffic control tower infrastructure and network upgrades that supported military operations in Hungary; expedited the coordination of all project deliveries resulting in the project completion four months after start; achievement documented as part of the awarded Meritorious Service Medal.

Lead Project Manager for the Command Information Dissemination System that brought enhanced force protection notifications and free American Forces Radio and Television Services to thousands of military members and their families throughout the United Kingdom; built a synergic network that included existing copper infrastructure with new government fiber optic infrastructure which saved the Air Force \$800K and avoided lengthy disruptions of services. Led time-sensitive projects supporting the Contingency Response Cell during the early days of Operation ENDURING FREEDOM; expedited the technical solution and activation of Mobile Packet Data Services for International Maritime Satellite Terminals that closed a major communications shortfall for deployed personnel; saved \$5K annually on subscription services.

Education AAS degree in Management Wake Technical Community College - Raleigh, NC August 2016 to Present Bachelor of Science in Computer Information Systems DeVry University - Morrisville, NC June 2009 to October 2011 Skills Network attached storage (2 years), Networking (2 years), Network design (2 years), Router (2 years), Storage area network (4 years), Switching (2 years), Virtual machine (2 years), Windows 10 (4 years), Project Management (10+ years), Cloud Managed Backup and Recovery Management (4 years), Customer Relationship Management (10+ years), Team Management (10+ years), Risk Management (10+ years), Change

Management (10+ years), Risk Assessment (10+ years), Microsoft Office Professional Suite (10+ years) Military Service Branch: United States Air Force Rank: MSgt Awards USAF Meritorious Service Medal - 3 EA USAF Commendation Medal - 3 EA USAF Achievement Medal - 2 EA Boys and Girls Club of Alaska - Coach of the Year - 1987 Clark Falcons Head Football Coach in Anchorage, AK Honor Graduate - USAF Project Management Technical Training - Basic and Advanced Courses Certifications/Licenses Project Management Professional (PMP) June 2009 to June 2021 Certificate - Cisco Network Associate May 2019 to Present Assessments Project Management Skills: Time Management Proficient July 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/oidgi8sjo6gyfbym Critical Thinking Highly Proficient July 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/dhnxobdrmi3jnyuk CRM Skills with Salesforce Proficient July 2019 Measures a candidate's ability to demonstrate a knowledge of Salesforce objects, fields, and processes. Full results: https://share.indeedassessments.com/share_assignment/yfpt4pw4cvlyed0j Organizational Skills Expert July 2019 Arranging and managing information or materials using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/ogkqgvpqsrq7fe45 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information TECHNICAL PROFICIENCY: Cisco router/switch basic configuration Network design and troubleshooting Network Subnetting Network Attached Storage Solutions Dynamic Switching and Routing VLAN and Virtual Machine Setup Windows 10 OS / Windows Server 2016 Storage Area Network Solutions

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