

Project Manager/ Service Delivery Manager Project Manager/ Service Delivery Manager Project Manager/ Service Delivery Manager PMP, CSM Canton, NC Authorized to work in the US for any employer Work Experience Project Manager/ Service Delivery Manager Blackboard Inc July 2011 to Present Coordinate with Blackboard Global Services to deliver and manage client requirements Responsible for assembling project team, identify appropriate resources needed, develop schedule to ensure on-time completion of project Accountable for delivery of project deliverables Monitored critical success factors and mitigated project risk Wrote training manuals and Operations handbooks along with a small team of other Project Managers Oversee resource utilization demand by collaboratively ensuring resources are being utilized effectively Plan and manage projects involving client's infrastructure for scalability, optimal performance and SLA Author and edit technical and business documents Defined, improved and streamlined processes and procedures Act as an advocate and SME for client within Blackboard Facilitate client meetings along with managing client expectations from end-users to executive sponsors Responsible for clients E-learning platforms totaling over \$15 million dollars annually Manage expectations to help facilitate business decisions and ensure prioritization of scope Manage stakeholders to ensure project deliverables align with the defined scope and translate customer priorities to business requirements Used Jira and Confluence to interact with various teams Manage Critical Incidents and drive solutions to closures Used Visio for presentations including diagrams, flowcharts, process flows and business process Work closely with Sales and implementation teams to identify opportunities for product improvements and additional sales engagements Database Administrator/Systems Administrator Boat America Corporation December 2010 to July 2011 Created new and tested existing documentation for various procedures and processes Executed, measured and reported project progress against agreed milestones Reported to department Director and Corporate CTO Responsible for creating updated process and procedures for monitoring and analyzing multiple Oracle databases and HP-UX OS for security and performance Initiated, monitored and approved support and troubleshooting task with Oracle and HP support, along with, assisting in researching issues to resolution Monitored critical

success factors and mitigated project risk Systems Administrator Robert Half Technology February 2010 to December 2010 Provided on-site support for custom biometrics solution for Dept. of Homeland Security Engaged stakeholders and sponsor to ensure project deliverables align with the defined scope Assisted remote vendor's engineering/implementation team and Dept. of Homeland Security Operations Management in deploying, integrating and troubleshooting biometric solution Assisted Dept. of Homeland Security Operations Management in all aspects of maintenance, upgrades and troubleshooting of 256 IBM HS22 blade servers running Red Hat Linux and 3 IBM P550 running Oracle 10g Created and updated documentation for system troubleshooting and configuration changes Field Technician Advantage Technical Resourcing August 2009 to January 2010 Traveled the United States conducting a software rollout for CVS pharmacy Installed, Configured and tested IBM X225 & 3200 Servers Converted Unix O/S to Linux Susi Enterprise Broke and rebuilt software Raid array Connected and troubleshoot peripherals Database Administrator -Intern CHAVERAN Inc July 2008 to August 2009 Administered Oracle 10g networking such as listener.ora and tnsnames.ora Performed database cloning and re-location activities Setup and managed profiles, rights, resources and password security Wrote and executed SQL statement against database to create and manage system and user objects like tables, indexes, views, etc Assisted in researching and analyzing to determine system requirements and business needs Produced technical documentation Combat Engineer United States Marine Corps April 1996 to September 1998 Supervised personnel in the performance of assigned combat engineering duties Organized and conduct training for new and veteran personnel Education Network Engineering Management Degree in Engineering Management Computer Learning Center - Laurel, MD September 1998 to April 1999 Skills Customer Service, Scheduling, Outlook, budget, Estimating Military Service Branch: United States Marine Corps Rank: E-3 Certifications/Licenses Project Management Professional (PMP) July 2014 to July 2020 Credential ID:1729841 Scrum Master November 2018 to November 2020 Credential ID: 978477 Driver's License Assessments Project Management Skills: Time Management Highly Proficient February 2019 Measures a candidate's ability to prioritize and allocate time to effectively

achieve project deliverables. Full results:
https://share.indeedassessments.com/share_assignment/ntcq79nehkb4rn3o Management & Leadership Skills: Impact & Influence Highly Proficient February 2019 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/izqawbo8x4ba0qni Attention to Detail Proficient February 2019 Identifying differences in materials, following instructions, and detecting details among distracting information. Full results: https://share.indeedassessments.com/share_assignment/jkbzrzniyu-0qr6f Organizational Skills Highly Proficient February 2019 Measures a candidate's ability to arrange and manage files or records using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/x3gfvntzngqg-hpt Problem Solving Proficient February 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/74tkulohqytl5fgq Management & Leadership Skills: Planning & Execution Highly Proficient February 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/bzl2ndfpwrouj3oj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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