

Customer Service Associate Customer Service Associate IT Manager Dade City, FL Experienced IT Director and IT Manager Authorized to work in the US for any employer Work Experience Customer Service Associate Publix - Dade City, FL Present Work with customers to provide exceptional service for each customer, going beyond to develop solid relationships. CDL-A Driver CR England - Tampa, FL November 2018 to February 2019 Drove tractor/trailer over the road coast to coast in the lower 48 states Project Manager, PMP IT Authorities - Tampa, FL April 2017 to July 2017 Employment Duration 4 mos, contract Tampa/St. Petersburg, Florida Identified, qualified, assigned and managed 93 technical contractors in support of a major infrastructure upgrade. Contracted staff were located in multiple states in 16 locations, working three shifts. The systems migration was successful at all locations. Project Manager Pergravis - Tampa, FL February 2016 to March 2017 Provided senior project oversight in project planning and execution of multiple data center moves Supported vendor logistics and access during staging and execution of vendor work packages Developed project plans for data center maintenance projects supporting the Federal Government Delivery Driver NPC International INC March 2015 to February 2016 Verified orders and locations, packed products, and delivered while providing quality customer service to each customer IT Manager AVI-SPL August 2012 to March 2015 Employment Duration 2 yrs 8 mos Tampa/St. Petersburg, Florida Area Managed team of IT professionals and IT budgets providing full service technology support Implemented virtual data center reducing over 50% of power and cooling, and improved reliability Analyzed and re-Scoped Microsoft's Dynamics AX design to meet all documented business requirements while reducing hardware and licensing cost by \$1 Million over four years Project Manager, PMP Champion Solutions Group - Boca Raton, FL April 2009 to December 2011 Led technical teams in over 300 projects with 146 different clients. Developed revenue forecasts for future billing cycles based on current pipelines Led 14 month off-shore software development - completed on budget Developed automated tools to reduce weekly status reporting by 75%. CDL-A Driver Werner Enterprises - Boynton Beach, FL October 2009 to March 2010 Education Bachelor's in Electrical Engineering Arizona State University - Tempe, AZ December 1983 Master's in Business University of West Florida - Pensacola, FL Commercial

Driver's License (CDL) Class A Expires: January 2027 State: FL Skills Microsoft Suite, Project Management (10+ years), Customer Service, Excel (10+ years), IT Management (7 years), Strategic Planning (3 years), Vendor Management (3 years) Military Service Branch: US Air Force Service Country: United States Rank: Major (O-4) January 1980 to January 2000 1. Wright AFB, Reconnaissance Systems 2. DISA, Information systems, networks, software development 3. US Central Command, J2 systems management

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