## Michael Harfert

Technical Project Manager @ Cell Site Solutions

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### Summary

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| --- | --- |
| Previous | Technical Project Manager @ KMM Corp |
| Preferred | Telecommunications Project Manager |
| Location | Denison, TX, US |
| Desired Work Settings | Remote or Hybrid |
| Willing to Relocate | No |
| Work Authorization(s): | Authorized to work in the United States on a full-time basis. |
| Security Clearance Info: | US Citizen (for security purposes) |
| Employment Type | Full-time Contract - Independent Contract - W2 |
| Total Experience | 15 years |
| Education | Bachelors @ McMurry University Associates @ Cisco Jr. College |
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**Michael F. Harfert**

Personal Email:

Phone:

**SUMMARY OF EXPERIENCE**

**35+ years Telecommunications Experience**

**15+ years in Project Management- all levels from gathering requirements to delivery of services and products for end user acceptance.**

**8 years Experience with Nortel DMS 100/500 translation and equipment engineering**

**8 years Nortel Meridian and various other PBX systems**

**9 years Experience as a Network Engineer**

**10 years Experience with network topology, (data and voice), and interconnection**

***Summary***

***Air Force Veteran and local consultant based out of Denison, TX with proven years of experience as a Project Manager with extensive experience in Wireline equipment engineering. I have recently acquired my CSM (Certified Scrum Master) certification and look forward to using that newly gained knowledge with the knowledge and the practical use of the PMBOK/PMI courses I have taken and used since 2012.***

***Writing MOPs/ISPECs (method of procedures), for onsite requirements and optimizing the execution of the supply chain by balancing inventory, supply orders, and scheduled demand and participating in materials requirements planning activities, contributing to the formulation of parts lists and Bills of Material (BOM) and Vendor management.***

***From my time in telecommunication, I have used and worked with several Resource Planning software such as Excel, WorkForce Management, Primavera (P6) SAP, Remedy, BMC RemedyForce, Netsuite, and in house systems and many systems that assisted me in assigning the workforce to projects or even tasks.***

***Crafted comprehensive project management plans, formulating detailed timelines and schedules, overseeing budget allocation, and monitoring financial performance and expenses.***

***Supervised the installation and integration of wireline infrastructure, including POTS/DS0 T1/T3/DS3/ISDN/IP Networks/TCPIP Protocol/DSL/IDSL/UDSL/E911/PSAP fiber optic cables, copper cables, and associated equipment oversaw the implementation of network upgrades and expansions, ensuring minimal disruption to existing services. With 25 years experience in all types of networks, from Ethernet, Optical cables and WIFI via Wide Area Networks (WAN), and Local Area Networks (LAN) with wired and wireless networks from token ring through IP networks.***

***The work my teams have been doing have been located in data centers, Central offices, MTSO’s, remote huts, top of buildings and colocation in multiple site environments for customers like AT&T, Verison, Sprint, Facebook, Amazon, CenturyLink, US Department of Defense (onbase facilities installation), Equinix for One Web/Nokia.***

***Extensive wireline experience, including the installation and maintenance of fiber optic cables, troubleshooting and resolving wireline issues, and coordinating with vendors for seamless network integration.***

***Requested vendor pricing for capital expenditures on equipment, tools, tablets, computers, and supplies, and collaborated with internal and customer logistics departments to ensure timely delivery of equipment and supplies.***

***Assisted ILEC, CLEC, and SME operations, particularly on the legacy Nortel DMS100/500 platform and Nortel enterprise equipment such as Option 11, Option 61, Option 81, CS2k, Passport 7K, 15K, and Optera Optical switching equipment.***

***30 years experience in Customer Service and Customer Service Management, Provisioning, and order entry.***

***I have 25 years experience trouble resolution via NOC services, network activation centers via remote teleconnect serves and over the phone trouble resolutions and customer shared access methods, including Team Viewer, WebEx, Teams and multiuple customer provided visual aid tools and platforms. I have used SAM5620, Netcool, Remedy, RemedyForce and multiple customer provided trouble ticketing systems.***

**Availability/Location:**

**Phone Interview**: Available anytime M-F, 9 am to 5 pm CST with 24 hours of prior notice

**To start:** ASAP

**Location:** Northern, TX

**EDUCATION/TRAINING/CERTIFICATION**

* Bachelors in Business Administration, McMurry College, Abilene, TX
* USAF Veteran - United States Air Force Dyess AFB, Texas Jet Engine Mechanic, Small Engine APU Installation and Repair

**Certifications:**

* Dec 2023: **CSM – Certified Scrum Master**/Certificate ID: 001600068, Active through: 13 Dec 2025
* Completed Internal courses from InfoSoft PMBOK/PMI for PMP certification

***WORK EXPERIENCE***

**Dec 2022 – Oct 2023**

**Cell Site Solutions - Cedar Rapids, Iowa**

**Technical Project Manager**

**Responsibilities:**

* + - Managed four (4) field installation teams, four (4) NFM-T Engineers, and one (1) field integration engineer, totaling 9 engineers. Adhering to standards-based on GR1275, TP76300, TP76400, TL9000 and Telcordia requirements. o Over the past year, my team completed the installation of One Web network devices in Guam and Virginia.
    - Writing MOPs/ISPECs (method of procedures), for onsite requirements and optimizing the execution of the supply chain by balancing inventory, supply orders, and scheduled demand and participating in materials requirements planning activities, contributing to the formulation of parts lists and Bills of Material (BOM). o Crafted comprehensive project plans, formulating detailed timelines and schedules, overseeing budget allocation, and monitoring financial performance and expenses.
    - Collaborated with the Nokia installation team to configure ongoing projects within the Comcast network.
    - Supervised the installation and integration of wireline infrastructure, including fiber optic cables, copper cables, and associated equipment.
    - Directed the deployment of high-capacity backhaul solutions to enhance network performance and reliability.
    - Ensured compliance with industry standards and best practices in all wireline projects, including adherence to safety and quality protocols.
    - Coordinated with vendors and contractors to manage the installation of wireline

networks, including troubleshooting and resolving technical issues.

* + - Oversaw the implementation of network upgrades and expansions, ensuring minimal disruption to existing services.
    - Conducted regular site audits and inspections to ensure the integrity and performance of wireline installations.

**Mar 2019 – Nov 2022**

**KMM Corp, Lewisville, Texas**

**Technical Project Manager (Installation/Integration)**

**Responsibilities:**

* + - Supervised a team of 22 individuals for field installation, 12 field integration, 4 commissioning 4 remote NFMT engineers. Totaling – 42 employees, covering the US and Guam.
    - Writing MOPs/ISPECs (method of procedures), for onsite requirements and optimizing the execution of the supply chain by balancing inventory, supply orders, and scheduled demand and participating in materials requirements planning activities, contributing to the formulation of parts lists and Bills of Material (BOM). o Crafted comprehensive project plans, formulating detailed timelines and schedules, overseeing budget allocation, and monitoring financial performance and expenses.
    - Collaborated with the Nokia installation team to configure ongoing projects within the Comcast network.
    - Supervised the installation and integration of wireline infrastructure, including fiber optic cables, copper cables, and associated equipment.
    - Directed the deployment of high-capacity backhaul solutions to enhance network performance and reliability.
    - Ensured compliance with industry standards and best practices in all wireline projects, including adherence to safety and quality protocols.
    - Coordinated with vendors and contractors to manage the installation of wireline

networks, including troubleshooting and resolving technical issues.

* + - Oversaw the implementation of network upgrades and expansions, ensuring minimal disruption to existing services.
    - Conducted regular site audits and inspections to ensure the integrity and performance of wireline installations.

**Mar 2005 – Mar 2019**

**Glow Networks a CSS Company (Consulting Group), Dallas, Texas Network Project Manager**

**Assignment - Project Manager - Nokia- 5ESS switch consolidation.**

**- Responsibilities:**

* This is an operations/delivery project from SOW to JCN. Hiring, training, and cap-ex on tools and tablets to complete the job.
* To negotiate with my counterpart project managers on when, where, and how we deliver the best quality product in the least amount of time with the least number of errors.
* o Managed 5 teams of 5 technicians, 5 – team leads, 1 Project Coordinator, totaling 31 people.

**Assignment - Project Manager – Nokia - Shentel 7705 installation and migration.**

**- Responsibilities:**

* + - This is an operations/delivery project from SOW to JCN. Hiring, training, and cap-ex on tools and tablets to complete the job.
    - To negotiate with my counterpart project managers on when, where, and how we deliver the best quality product in the least amount of time with the least number of errors.
    - Requesting pricing from vendors on capital expenditures for equipment tools, tablets, computers, and supplies. All logistics for delivery of equipment to the Appalachian region of the country for installation
    - Writing MOP's/ISPECs (method of procedures), for onsite requirements.
    - Worked with our internal company’s logistics department and customer logistics to verify and have equipment and supplies delivered on time.
    - Updated out-of-date processes and procedures, using a variety of systems from SAP, Excel, and Word. With TL9000 requirements worked with all groups on logistical tracking and calibration of tools and equipment
    - Adhered to standards based on GR1275, TP76300, TP76400, TL9000 and Telcordia requirements.
    - Managed 5 teams of 2 technicians, 5 – team leads, 1 Project Coordinator, totaling 16 people.

**AT&T 7750 installation and migration.**

**- Responsibilities:**

* + - This is an operations/delivery project from SOW to JCN. Hiring, training, and cap-ex on tools and tablets to complete the job.
    - To negotiate with my counterpart project managers on when, where, and how we deliver the best quality product in the least amount of time with the least number of errors.
    - Requesting pricing from vendors on capital expenditures for equipment tools, tablets, computers, and supplies. All logistics for delivery of equipment to the Appalachian region of the country for installation
    - Updated out-of-date processes and procedures, using a variety of systems from SAP, Excel, and Word. With TL9000 requirements worked with all groups on logistical tracking and calibration of tools and equipment
    - Adhered to standards based on GR1275, TP76300, TP76400, TL9000 and Telcordia requirements.
    - Managed 3 teams of 2 technicians, 1 Project Coordinator, totaling 7 people.

**AT&T/Cisco router installations and migration.**

**- Responsibilities:**

* This is an operations/delivery project from SOW to JCN. Hiring, training, and cap-ex on tools and tablets to complete the job.
* To negotiate with my counterpart project managers on when, where, and how we deliver the best quality product in the least amount of time with the least number of errors.
* Requesting pricing from vendors on capital expenditures for equipment tools, tablets, computers, and supplies. All logistics for delivery of equipment to the Appilacian region of the country for installation
* Writing MOP's/ISPECs (method of procedures), for onsite requirements.
* Worked with our internal company’s logistics department and customer logistics to verify and have equipment and supplies delivered on time.
* Adhered to standards based on GR1275, TP76300, TP76400, TL9000 and Telcordia requirements.
* Managed 4 technicians, 1 Project Coordinator, totaling 5 people.

***All personnel managed during this time and projects concurrently being deployed ~40 people and 5 projects***

**Assignment, Quality Manager/TL9000 Lead Auditor**

* Trained on the TL9000 audit system and the workings of the required documentation for TL9000, Trained and adhering to standards-based on GR1275, TP76300,TP76400, and all Telcordia requirements.
* Supervised a team of 22 individuals, including field installation, field integration, and warehouse subject matter experts.
* Requesting pricing from vendors on capital expenditures for equipment tools, tablets, computers, and supplies.
* Writing MOP's/ISPECs (method of procedures), for onsite requirements.
* Worked with our internal company’s logistics department and customer logistics to verify and have equipment and supplies delivered on time.
* Updated out-of-date processes and procedures, using a variety of systems from SAP, Excel, and Word. With TL9000 requirements worked with all groups on logistical tracking and calibration of tools and equipment
* Adhered to standards based on GR1275, TP76300, TP76400, TL9000 and Telcordia requirements.
* Extensive wireline experience, including the installation and maintenance of fiber optic cables, troubleshooting and resolving wireline issues, and coordinating with vendors for seamless network integration.
* Developed and instituted a remote auditing system and forms that will allow this function to be replicated.
* Updated out-of-date processes and procedures, using a variety of systems from SAP, Excel, and Word. o Verified and updated all procedures and processes are being adhered to and can be produced to any external auditor to verify and retain the company's TL9000 certification.
* Logistical tracking and calibration of tools and equipment that the field engineers use to complete functions of their installation work.

**Assignment: Samsung Telecommunications of America - Responsibilities:**

* Remedy Force Deployment Project Manager. Managed the development of the Engineering, RAN Commissioning, and 3G/4G TAC trouble ticketing system.
* This was full project management, with budgetary as well as bid and contract price negotiations with our supplier RightStar/BMC. Managed 2 BMCRemedyforce/Salesforce software developers.
* Worked with multiple stakeholders to gather requirements, and scheduled and attended stakeholder meetings.
* Developed and coordinated multiple ongoing project timelines and deliverables, test schedules, and go-live dates, and coordinated cutovers.

**Assignment: Samsung Core PM : Responsibilities:**

* Working to deploy 3G/4G core elements in key markets for the new Sprint NetVison product.
* Day to Day-to-day project management, reporting, process, and procedure documentation. Tracking multiple site deployments, and escalations, and updating Primavera (P6) with updates from several departments.

**Assignment: Ericsson RF Engineering Coordinator: Responsibilities:**

* Worked to coordinate 5 markets for 4G/LTE drive testing.
* Training and scheduling field training for 8-12 new field drive testers.
* Working with Project Management to verify equipment time frames and site plans.

**Assignment: GNOC, Alcatel-Lucent: Responsibilities:**

* Support the day-to-day operations of the Plano GNOC as the team leads, through

Tier 1 and Tier 2 support of the Dark Fiber at&t Mobility network, working with the 1677 ADM, 1603 and 1640, REWSS, 1353, 1354RM, 5620 SAM, DMX Wavestar 2.5, TIRKS.

* Customer interaction with various levels supporting the SLA, through agreed CID, training, and support of the team in Poland to support Cincinnati Bell Telephone for support on the DMS-10 platform.
* Training to support the graveyard shift for their NOC environment at a Tier 1 level of support.

**Assignment: Alcatel-Lucent, Plano, TX - TNO (Transport Network Optimization) Technical Project Manager: Responsibilities:**

* Responsible for the delivery of Cingular Wireless (AT&T Mobility), transport network optimization, and updating the Granite provisioning database.
* Managed up to 15 people with varying degrees of expertise, from transport engineers, DACS engineers and physical onsite engineers, Granite engineers, and ASR disconnect engineers. o Worked with the Alcatel customer Cingular Wireless management on the delivery based on a predetermined scope of work.
* Developed multiple tracking devices such as Excel spreadsheets to deliver to the customer's accuracy and visual needs.

**Assignment: Tekelec now Ribbon Communication - T7000 and T9000 Database and Onsite Engineer Database Engineering: Responsibilities:** o Support for the T7000 (Taqua) and the T9000 (Santera) Onsite Engineer for hot cut and cap-n-grow integrations for Tekelec customer's current Legacy TDM switch network.

* Certified in database builds and cutover requirements.
* Writing MOP's (method of procedures), for onsite requirements.
* Remote integration support. Customer support.

***SKILLS***

Certified Scrum Master, Order Management, Customer Service Management, Resource Planning, Work Force Management, Fiber Optic Cable, Troubleshooting, Wireless Communications, Budgeting, Materials Requirements Planning (MRP), Network Performance/Analysis, Project Planning, Microsoft Office, Calibration, Capital Expenditure (CAPEX), Logistics, ricing, Warehousing, Consulting, Project/Program Management, Negotiation Skills, Auditing, External Audit, Engineering, Remedy, Requirements Management, Trouble Tickets, UMTS (Universal Mobile Telecommunications System),

Primavera (P6), CDMA (Code Division Multiple Access), Wireless, Account Management, Customer Relations, Customer Support/Service, Microsoft, Excel, GSM (Global System for Mobile Communications), MPLS (Multi-Protocol Label Switching), VoIP (Voice over IP), POTS/DS0 T-1/T3/DS3/ISDN/IP Networks/TCPIP Protocol/DSL/IDSL/UDSL/E911/PSAP, Business Administration, Micromuse Netcool, SONET, Telecommunications, Technical Leadership, System Integration (SI), Network Migrations, Bill of Materials (BOM), Demand Forecasting/Planning, Budget Management, Telcordia and TL9000 and telecom industry Standards Compliance, Best Practices, OSHA10 Safety/Work Safety, Problem Solving Skills, Network Administration/Management, Network Configuration Management, Team Lead/Manager, CAPEX, Time Management, Team Player, Network Integration, Quality Management, Documentation, Sales/Support Engineering (SE),

Recruiting/Staffing/Hiring, Statement of Work (SOW), 3G (3rd Generation) Wireless, 4G (4th Generation) Wireless, Equipment and Network Commissioning-Engineering, Radio Access Network (RAN), Contract Negotiation, User Acceptance Test Plan/Schedule, Project/Program Coordination, NodeB Translations, Nortel Network Systems, Lucent Network Systems, Service Level Agreement (SLA), Network Operations Center(NOC and GNOC), Process Development, Procedure Development, Documentation Review, Schedule Development, Training/Teaching, Transport Engineering, Switch

Translations, Network Switching, TDM (Time Division Multiplexing), Major Diagnostic Categories (MDC), PBX (Private Branch eXchange), Network Management Software, Radio Frequency (RF), OTN Mesh connections, Universal Long Haul

*CERTIFICATIONS*

**CSM - Certified Scrum Master /Certificate ID: 001600068, Active through: 13 Dec**

**Completed Internal courses from InfoSoft for PMP certification**

**Multiple Transport and Wireline switching systems and Edge equipment certifications listed Below**

***Telecommunications Systems:***  *Switching Systems-Transport Equipment*

Nokia – 7750, 7210, 1830

Alcatel (1630, 1631, 1671),

Alcatel-Lucent (1677, 1603, 1640, 1696), SONET

Lucent 1665 DMX, DDM1000 DDM2000, Lucent (532, DACS II, DACS 4)

Ericsson - AXE10 – TDM,

Lucent - 5ESS – wireline, EWSD DCO/RNS, DEC-200 DEC-600E

Nortel DMS-10, Nortel DMS 100/200, Nortel DMS 100/500, Nortel DMS - HLR/MSC/MTX, Nortel CS2K Nortel Passport (7K, 15K), Nortel Optera - optical switching, Nortel PBX, SL1-SL100-Option 61, Option 81, MDC, Meridian

CLASS 5 END OFFICES, Nortel DMS10, DMS100, DMS 100/500, DMS 250/300, Lucent

5ESS, Siemens, EWSD Siemens DCO/RNS, Ericsson AXE-10, DEC-200 DEC-600E

Tellabs Titan (5500)

Toshiba PBX NEC PBX Rolm Redwood PBX

Multiple EMS/NMS Netcool Remedy