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| **IT Management Professional** |

Cisco, PMI, and ITIL certified innovative technology professional with exceptional tactical, strategic, and leadership skills. Proactive self-starter who provides vision and direction in a global, multi-site environment. Demonstrated ability to develop and implement business solutions to improve operational performance and enhance the customer experience. Hands on technology professional capable of managing multiple, concurrent projects and interact effectively across all organizational levels and functional areas. Able to serve as business project manager for development and execution of advanced technical services and provide project direction, leadership and guidance to infrastructure initiatives.  Capable of evaluating and directing the implementation of new technologies, and developing applications for Network and Telecommunications systems and other projects to successfully support the dynamic, ever changing needs of the organization.

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| **Areas of Expertise** |

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| * **Cisco Unified Communications** | * **IVR & Predictive Dialing systems** |
| * **Contact Center Infrastructure** | * **Incident Response/Resolution** |
| * **Strategic and Tactical Planning** | * **Financial Budget and P&L** |
| * **Project Management Leadership** | * **WEM/TEM management strategy** |
| * **Emerging Technology Evaluation** | * **MPLS, Frame Relay, LAN/WAN** |
| * **SLA and Vendor Management** | * **PCI & SOX IT Governance** |
| * **Team Building and Leadership** | * **Call Recording & Quality Monitoring** |
| * **RFP Development** | * **Call Detail Recording & ACD systems** |

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| **Professional Experience and Significant Achievements** |

**Sr. Manager: UC and Telecommunications infrastructure 2004 – Present**

**Scholastic, Inc. – New York, NY**

Strategic and tactical management of Unified Communications, TDM, and technical operations, including network, telecommunications, end-user support, and project management. Lead in vendor management, IT governance, IT budget, and SLA compliance in support of Scholastic’s 12,000 person user community.

* Lead initiative in a **34 % costs reduction in fixed Trunking and Infrastructure while adding bandwidth and improving circuit quality**.
* **Transformed communications infrastructure from End of Life TDM based platform into State of The Art Cisco Unified Communications network.**
* Transitioned organization from Frame-Relay connectivity to MPLS resulting in **lower costs, QoS enablement, improved performance, disaster recovery, and ability to support future technologies**.
* **Conceptualized, planned, and implemented Call Recording/Quality Monitoring solution for seven regional call centers in support of changing business requirements.**
* Planned, developed, and communicated corporate policies and procedures for VoIP strategy, E911, A/V conferencing, and corporate wireless strategy, **managing costs and improving Management Executive Committee and Sales Executive productivity**.
* **Lead Project Management Team in construction and implementation of Multi-Location, Networked Contact Center housing more than 1500 agents**
* **Transitioned from ISDN PRI to SIP trunking connectivity in support of Cisco UC Clusters**

**Director Regional Operations 2001 – 2004**

**Telcove (Now Level iii Communications) – Mechanicsburg, PA**

Managed all voice and data operations as well as 24/7 Customer Service NOC, Sales Engineering, Provisioning, and Project Management teams supporting the Commonwealth of Pennsylvania. Coordinated and led build-out operations for fiber routes, digital and microwave links and equipment installation.

* **Played a major role in the corporation’s revival and completion of its largest but stalled project for the statewide transition of voice and data services** for the Commonwealth of Pennsylvania, leading both the technical operations and PM teams. **Completed the project on time and within budget**.
* **Managed the seamless migration of Public Safety Access Points (PSAP’s) for the Pennsylvania State Police.**
* **Managed initiative to transition Nortel Networks Call Centers for the Pa. Department of Welfare**
* **Directed City Operations managers in twelve cities along with, Project Managers, Outside Plant (OSP) engineers, Circuit Provisioning, and technical Specialists.**
* **Planned, and implemented a land-based, fixed wireless system** to support five rural Pennsylvania school districts providing High-Speed data and voice services to the schools and children in these previously underserved, remote areas.
* **Designed, planned and managed cutover procedures minimizing downtime, streamlined installation and maintenance processes, Implemented a site audit process.**

**Director Market Operations 1996 – 2001**

**Winstar Wireless Communications – Philadelphia, PA**

Directed management team accountable for Fixed Wireless and LMDS operations, installation, maintenance, and order provisioning in Pennsylvania, Southern New Jersey and Delaware. Managed vendors, suppliers and contractors. Supported Sales Executives and headed Sales Engineering team. Prepared and delivered operational and financial reports/presentations to Executive Management.

* Directed large-scale build-out of facilities based carrier network supporting customer base in NJ, PA, and DE.
* **Built top-performing team that maximized productivity and enabled cities to be consistently ranked #1 for installation intervals, service, and customer satisfaction**.
* Played key sales role participating in client meetings, technology reviews, sales team consulting, proposed solution methodology, and creating schedules and cost estimates.
* **Demonstrated strong commitment to customer service conveying highly complex technical concepts in a user-friendly manner and closely analyzing unique requirements to ensure proper solution and appropriate training**.
* Managed Tier I ISP and Central Office operations with full accountability for engineering, upgrades, hardware installation and customer support and technical staff.

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| **Education** |

**MBA**,University of Maryland, Adelphi, MD – 2010

**MS, Information Technology Management**, University of Maryland, Adelphi, MD – 2007

**BS, Business Management**, University of Phoenix, Philadelphia, PA – 2005

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| **Affiliations and Certifications** |

**Project Management Institute** (**PMP #317081**)

**ITIL V3 Certification**

**CISCO CERTIFICATIONS: CCNA, CCNA Security**

Association of IT Technical Consultants

Association of Telecommunications Management Professionals (AOTMP)

Telecommunications Executives Suite