

# ROBERT M. ECKERD, MBA, PMP

12345 East Oaks Drive | Bangor, ME | 877-875-7706 | info@greatresumesfast.com

## CERTIFIED PROJECT MANAGEMENT PROFESSIONAL

Revenue Enhancement – Productivity – Quality Improvement

*12+ years of broad-based project management expertise with international specialization;  
dedicated advocate for change to identify, support and enhance business value from concept to completion.*

Versatile, bilingual project manager with expertise driving projects and leading cross-functional teams to consistently meet key program deliverables. Adept at maintaining focus on achieving bottom-line results while formulating and implementing advanced technology and business solutions to meet a diversity of needs. Exemplary communication and attention to detail to exceed customer expectations and maintain high levels of client satisfaction.

### CORE KNOWLEDGE & SKILLS

- ❖ PMI Project Methodologies
- ❖ Budget Control
- ❖ Critical Path Analysis
- ❖ Process Engineering
- ❖ Scope Definition
- ❖ Business Case Assessment
- ❖ Six Sigma
- ❖ SDLC & UML Framework
- ❖ Quality Assurance
- ❖ Technology Integration
- ❖ ITIL Framework
- ❖ Conflict Resolution
- ❖ Cross-Function Leadership
- ❖ Lifecycle Development
- ❖ Change Management

### SELECTION OF PROJECT MANAGEMENT ACHIEVEMENTS

Delivered Proof of Concept Hyper-V R2 to both BBK and Kutxa (major banks in Spain) which subsequently led to the contracting of full-blown projects valued at €97,000 and €78,000 respectively. The projects resulted in an estimated **cost savings between €250,000 and €300,000 over a period of three years.**

**Salvaged a mismanaged project** at EMT Madrid (Empresa Municipal de Transporte), bringing it to a successful close after being over in terms of both budget and time by 26% and 40% (in terms of EVA) respectively **with minimal subsequent loss.**

Leveraged corporate shared services resources to realize a **20% decrease in IT operations expenses** for the ABC Radio Division, while increasing service uptime and reducing user impact.

Oversaw the implementation of the Microsoft Operations Framework in production to streamline processes, identify inefficiencies, and realize cost savings to **increase the ABC Radio Division's ROI for IT assets.**

Performed a study demonstrating the utility and **cost saving of 16%** by utilizing an internal help desk as opposed to an outsourced solution.

Integrated ABC radio division with Disney infrastructure, reducing redundancy, cutting costs and finishing ahead of schedule and under budget with **zero downtime** for users.

Directed the Windows Server 2003 Upgrade Initiative, **upgrading 130 data center servers** to Windows 2003 Server, realizing the increased utility of the more powerful operating system.

Completed an active directory project for oldest financial institution in Spain; consolidated domains in addition to utilizing the latest Microsoft technology to save the bank €22,000 /month by reducing downtime and increasing system uptime 7 hours per month.

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PROFESSIONAL HISTORY

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**CONSULTANT**

2007 - Present

***Confidential Company***

Madrid, Spain

Conducted Project Management duties including planning, managing of deliverables, tracking of critical path, managing risk, reporting status to project stakeholders, conducting status meetings and distributing minutes, securing and evaluating assigned resources, controlling budget constraints, ensuring completion of scope for midsize IT infrastructure projects (valued at €25,000 to €250,000) contracted to IECISA by third-party clients.

**PROJECT MANAGER**

2003 - 2007

***Confidential Company***

Dallas, TX

Executed enterprise-level initiatives to integrate the ABC Radio Division into the Walt Disney Shared Services Organization. Presented detailed information on the current state of the division, defined the scope of the projects included in the initiative, served as a liaison between the division and various Disney IT organizations, planned the execution of projects, managed resources assigned to the projects, tracked critical path, reviewed project plans, implemented corrective measures, mitigated risk, built relationships between business units and reported status to both division and corporate executives.

**STRATEGIC SENIOR ENGINEER**

2001 - 2003

***Confidential Company***

New York, New York

Maintained primary data center operations while serving as project lead for various enterprise-level projects. Managed Exchange, Counterpoint and desk-side support. Point of contact for issues escalated from the field staff. Architected distributed network services including TCP/IP, DHCP, AD Integrated DNS, and Group Policies (GPOs).

**SUPPORT SERVICES MANAGER**

2001 - 2003

***Confidential Company***

Dallas, TX

Created and trained a six-member help desk which served as the first point of contact for clients requiring technical support. In addition to managing the help desk, volunteered to participate in several enterprise-level initiatives to enhance end user experience while decreasing TCO.

**CONSULTANT**

1997 – 2000

***Confidential Consulting***

Dallas, TX

Implemented framework for the planning, rollout, and implementation of various enterprise level software and hardware solutions for Occidental Petroleum Company. Trained staff in various applications utilized to administer the network.

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PROFESSIONAL DEVELOPMENT

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University of Texas at Dallas – Dallas, Texas

**Master's in Business Administration with concentration in Management Information Systems**

**Bachelor of Science in Business Administration**

PROJECT MANAGEMENT INSTITUTE (PMI) – Dallas, Texas

**Project Management Professional (PMP)**

**Project Management Professional Exam Review University of Texas at Dallas Executive Education**

**TECHNICAL CERTIFICATIONS**

**Microsoft Certified Systems Engineer (MCSE)**

**Citrix Certified Administrator (CCA)**

**Premier Access Certified**

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PROFESSIONAL MEMBERSHIPS

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Project Management Institute (PMI), American Society for Quality (ASQ), National Society of Hispanic MBAs (NSHMBAs)