***Groundwork Tech, LLC Presents*: John Routt** for **Project Manager Network – Redmond, WA**

Project-Program Manager: SW, HW, Mobile, Web, Telecom, Streaming Media, Test/QA, Ops, and Professional Services

Hands-on technical professional with success leading cross-functional and matrix teams for US and international customer projects: Large scale infrastructure and network build-outs for cloud and SaaS; Enterprise software development for new and updated features sets; systems integration and testing; release, deployment and user training; along with production support. Highly skilled in: Eliciting, gathering and translating client needs into requirements; creating use cases, test planning and test management; release planning and deployments; establishing collaborative relationships; along with managing stakeholders. Experienced in vendor and client/customer account management, along with working multiple concurrent projects. Work experience includes travel, on-site, and remote support for customers located in North America, LATAM, EMEA, and APAC.

**CORE COMPETENCIES**

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| Project - Program Management Concepts and Practices | * Enterprise infrastructure, software and systems; SDLC: PMBok, Waterfall, Iterative, and Agile; requirements gathering and analysis; scope definition and management; strategies, plans and schedules; risk assessment and mitigation; along with resource and vendor management. |
| Leadership and Management | * Led teams that included local, on-shore, and off-shore members; collaborated, negotiated, and developed strong working relationships with other disciplines, internal teams and vendors. |
| Customer, Business, and Client Interaction | * Experienced in customer and client facing role; managed expectations and client relationships; technical account management; translated information between business and technical teams; incident/outage management; root cause analysis; user documentation; and user training. |
| Training and Mentoring | * Developed technical and non-technical presentations for employees, vendors, and clients in both informal and formal settings; and mentored project managers and other team members. |
| Document Creation and Management | * Project documentation; business and technical requirements; documenting processes; procurement, RFI, and SoW; quality, status, and sponsor reports; and personnel management. |
| Test Design, Execution, and Management | * Strategy, planning, and execution; requirements validation; test case development and management; along with defect/bug investigation, documentation, and management. |

**TECHNICAL EXPERIENCE**

* 20 years IT experience: 7 years Project Management, 4 years Agile software development; 7 years QA/Test, with 2 years as team lead; 2 years Technical Operations Management; and 5 years systems engineering, installation and integration.
* Skilled in: Project planning and documentation; scope development and change management; financial and resource plans; developing cost estimates; risk assessment and mitigation plans; along with portfolio and programs management.
* Proactive day-to-day management and documentation during all project phases: Analysis, design, planning, execution, build, test, release/hand-off, implementation, project closure; and post-production support activities.
* Highly organized, enforces project standards to maximize efficiency; experienced managing multiple concurrent projects; self-sufficient and manages own workload; and quickly ramps-up on new technologies.
* Led teams with both local, remote, on-shore and off-shore: Built strong collaborative relationships with customers, suppliers, vendors, and peers; facilitated group meetings; and highly skilled in professional presentations.
* Software Development Life Cycle (SDLC), Agile/SCRUM, PMBok, and Project Management Life Cycle (PMLC) methodologies for software: E-commerce; telecommunications; mobile devices; and Software as a Service (SaaS).
* Implementing medium to large scale cross functional solutions using both custom and packaged software on Unix/Linux and MS OS; infrastructure build-out; API testing and data migration; mobile networks, and data centers.
* Project Financial / Resource Management: Project forecasting; spend management plans; Statements of Work (SoW); purchasing, invoice reconciliation, vendor management and negotiations; and expenditure reports.
* Hands-on technical experience in product development, system integrations and testing of consumer products: Concept validation; user stories; prototype and first article; new and updated applications: and customer requested modifications.
* Test methods, application, and techniques: Functional and specification; acceptance; regression; Root Cause Analysis (RCA); Customer Acceptance (CAT); User Acceptance (UAT), User Interface (UI) and User Experience (UX).
* Project Management tools: Microsoft (MS Office, Excel, Project, One Note, and Visio); Clarity; Confluence; and JIRA.
* Project Workbook components/elements; Lifecycle documents, portfolio and program management.

**PROFESSIONAL SUMMARY**

Semi-Sabbatical December 2013 – May 2014

Limelight Networks, Technical Project Manager January 2012 - May 2013

*Reason for leaving: Position eliminated during reorganization*

**Technical Project Manager, acting Technical Account Manager:** Software development and implementing Web Content Management System Portals; SaaS, Cloud Storage and infrastructure; Streaming Media delivery, and Professional Services.

* Possessing strong organizational and management skills: Led multiple concurrent projects; and successfully managed client expectations including in areas of scope, schedule, risk mitigation, budget, and customer acceptance testing.
* Completed projects involving product and feature definition, software development, infrastructure build-out, installation, and professional service for clients located in North America, UK, Ireland, Spain, Korea, Japan, Singapore, and Mexico.
* Established cross-functional collaborative efforts with internal and vendor teams to successfully implement medium to large scale cross-functional solutions using both custom development and packaged software solutions.
* Developed, monitored and maintained project financials: Tracked performance to plan; developed cost estimates; created and negotiated SoWs with clients and vendors; and provided revenue forecasting and recognition; and billing.
* Led projects teams throughout all project phases: SoW initiation, scope definition, and client deliverable items; WBS task dependencies, gap analysis, and change control processes; implementation; testing; and production hand-off.
* Worked with project team members to develop plans for: Risk management and mitigation strategies; resource estimates; functional gap analysis; schedules and Gantt chart; quality assurance; training; and production go-live.
* Provided training and mentoring to junior Project Managers, Project Leads, and other team members.
* Leveraged expertise, learned new technologies, and quickly absorbed technical information.

Contract Positions, Technical Project Manager Positions May 2010 - November 2011

**Technical Project Manager at Jack Henry & Associates (3months):** Led project teams responsible for POS application software maintenance, application documentation, process automation, business reporting, and fraud management.

**Technical Project Manager 3 at T-Mobile (8 months):** Led project teams responsible for data center infrastructure, application installation and integration; production bugs and root cause (RCA); and hardware installation projects for EIT.

**Technical Project/Program Manager at Microsoft (3 months):** Led project team that provided engineering, design, technical advice during the constructed of interactive displays for the Retail Operations Group.

**Technical Project Manager at Coinstar Corp (3 months):** Led team responsible for Infrastructure, network, and systems (hardware, software, and User Experience) projects.

CGI Corp, Project Manager Consultant April 2008 – April 2009

*Reason for leaving: Lack of Work, Company Reduction-In-Force (RIF)*

**Technical Project Manager – Consultant at T-Mobile:**  Data Center build-out; Carrier’s Call Control Technologies (CCT): Interactive Voice Response (IVR); Computer Telephony Integration (CTI) and Call Control Manager (CCM).

**Software Development Project Manager – Consultant at AT&T:** Managed new feature additions and bug fixes for company’s Incident Management Tool (IMT), and the Consolidated Configuration Management (CCM) tool.

**Test Project Manager – Consultant at Microsoft (v- position):** Developed localization test plans, created test cases, and participated in test passes prior to production release of MS Dynamics in multiple languages.

America Online Mobile – Tegic Corp April 2002 – December 2007

*Reason for leaving: Company-wide 25% Reduction-In-Force (RIF)*

1. **Team Leader / Project Manager - Wireless QA Group (January 2006 – December 2007)**
2. **Sr. Software Quality Assurance Engineer (QAE) – SMS, MMS, Web, and Applications (April 2002 to December 2005)**

**EDUCATION**

* Bachelor of Science Degree in Electronic Engineering Technology, Colorado Tech, Summa cum Laude
* Project Management Certificate, EDCC May 2010.

**OTHER:** US Citizen and Military Veteran with previous DOD Security Clearance.