

# MR. KOOL HAVIS

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## TECHNICAL PROJECT MANAGER/ ENGINEER/ CONSULTANT

Innovative and experienced technical project manager/consultant with a record of developing and supporting successful solutions incorporating a wide range of applications and technologies. Recognized and tasked by executive leadership to improve organizational effectiveness and efficiency through the proper implementation of development principles. Exemplary track record in leading teams in strategic project initiatives and guiding companies through consultive process implementation techniques. Innovative and forward-thinking leader utilizing progressive methods for team building and knowledge transfer in various industries. Diverse understanding of planning and directing various highly complex projects and effectively reducing company costs through innovative utilization of resources.

### CORE COMPETENCIES

**Problem Identification • Strategic and Tactical Planning • Budget Control • Contract Negotiation  
Project Management • Relationship Management • Training • Data Analysis • Cost Reduction  
Emergent Technologies • Design Review • Product Development • Technology Integration • Help Desk •  
Hardware/Software Installation and Configuration • Advanced CRM Competency – Microsoft Dynamics CRM  
Customization • UX/UI Design and Development • Web Application and Site Development**

### CERTIFICATIONS/TECHNICAL SKILLS

**Certifications/Professional Development:** Microsoft Dynamics CRM 2011 & 2013 Customizations and Configurations-**Certified**  
Microsoft Dynamics CRM 2013 Applications - **Certified**  
Managing Microsoft Dynamics Implementations - **Certified**  
Certified Associate Project Management - Certification Track  
Security+ - **Certified**

**Hardware:** Cisco series routers/switches such as: 2600, 2800, 2900, 3500, 3700, 7200, 7600.

**Software/Protocol:** Cisco IOS, ARP, NAT, LERG, VOIP, SIP, MGCP, DNS, POP3, FTP, TCP/IP, UDP, SMTP, SNMP, ICMP, DHCP, EIGRP, IGRP, BGP, OSPF, ATM.

<b>Technical Skills:</b>	<b>Languages:</b>	SQL, JavaScript, AngularJS, BackboneJS jQuery, ReactJS, UnderScoreJS Python, HTML5, CSS3, SASS, Git
	<b>Databases:</b>	Oracle, SQL Server and MS Access
	<b>OS Platforms:</b>	Mac, Microsoft Windows XP – 10, UNIX
	<b>Methodologies:</b>	Agile, Waterfall, Iterative and Rational Unified Process, Agile-Scrum
	<b>Others:</b>	SQL Analyzer, Microsoft Project 2010, Sure Step, Unity3d



**The Iron Yard**

**Front-End Engineer, Atlanta, GA**

2015 to Present

**A twelve week immersive coding mentorship**

- Build web apps and websites leveraging HTML5 and JavaScript (Plain, Angular, JQuery, React)
- Style using CSS3, SASS, Foundation
- Collaborate with others on projects
- Use Git for version control
- Work with RESTful web services
- Assure all user inputs are validated before submitting to back-end

**American College Of Rheumatology, Atlanta, GA**

2015 to 2015

**MS Dynamics CRM Specialist**

- Provide advice on CRM features and the use of the system.
- Subject matter expert during requirement gathering sessions
- Configure CRM to meet client's requirements
- Customize CRM as client's needs change.
- Review JavaScript and remove code no longer needed
- Conduct root cause analysis for systems issues..
- Resolve CRM application errors and provide a solution to the issues in a cost-effective, efficient, and timely manner.

**Affiliated Resource Group Inc., Dublin OH**

**MS Dynamics CRM Implementation Consultant**

2013 to 2014

- Handled all aspects of client communication
- Utilized an automated issue tracking system to manage large complex projects
- Addressed prioritization and issue resolution
- Utilized a formal Change Management process to manage change approval and scope creep
- Assured project completion on time within budget
- Completed Business Requirement definition sessions with clients
- Converted Business Requirement into Functional requirements
- Tailored the Microsoft Dynamics System in a "shoulder to shoulder mode" with the client demonstrating the system capabilities
- Developed client specific training plans
- Developed training materials tailored to the client's CRM system configuration
- Built CRM Lab exercises that mirrored the training materials and reinforced knowledge

**Aderant, Atlanta, GA**

**MS Dynamics CRM Implementation Consultant**

2012 to 2013

- Gathered and documented clients business and technical requirements.
- Coordinated technical resources for installations, migrations, data cleansing, integrations, and other custom development
- Executed all project management activities including status meetings, status reports, issue tracking, budget management, and risk management.
- Managed to client satisfaction and application/solution quality goals.
- Contributed to the company's implementation methodology by creating tools and templates

- Researched and provided training materials for CRM Team.

**TargetIT, Norcross, GA**

2011 to 2012

**MS Dynamics CRM Consultant**

- Designed and implemented strategies for creation of Business Units and Security Roles.
- Created and configured Microsoft Dynamics CRM Users and Teams.
- Created and configured fields for custom and system entities. Design, create and configure relationships between entities.
- Created and configured Views, Charts and Forms for system and custom entities.
- Implemented Field Security in Microsoft Dynamics CRM.
- Designed, created and configured Solutions in Microsoft Dynamics CRM; implementing both managed and unmanaged Solutions.

**NCR, Peachtree City, GA**

2010 to 2011

**Helpdesk Support**

- Managed calls and utilized the Remedy ticketing system to monitor and follow up on open cases.
- Performed troubleshooting on hardware and software, performing root cause analysis and ordering replacement parts.
- Followed standardized departmental policy and procedures for diagnostic, troubleshooting, and problem solving completing special projects as assigned.
- Met corporate and departmental objectives effectively, anticipating problems and recognizing the when to deviate from standard practices.

**US Air National Guard, Marietta, GA**

2008 to 2014

**Cyber Transport Specialist**

- Provide mission critical voice, data, and video services, installing systems/circuits/IP-based, and managing infrastructure devices and systems using the latest approved software tools.
- Remove and replace assemblies and subassemblies to optimally sustain voice, data, and video networks, effectively managing projects and isolating malfunctions using diagnostic software, technical data, block diagrams, voltage and waveform measurements.
- Maintain network and circuit databases, records, and forms, coordinating requests for service orders, reviewing and recommending changes to communications-computer systems installations records (CSIR).
- Update and verify entries on system, facility, maintenance, and inspection records. Initiate, track, and maintain shipping, receiving, supply, and equipment documents.
- Conduct periodic inspections of systems installations and repair activities, interpreting inspection reports and implementing corrective actions, document inspection, and maintenance actions.
- Ensure equipment and components to meet installation practice technical order and are accepted for commercial installation specifications.
- Serve as advisor at meetings for facility design, military construction programs and minor construction planning, evaluating base comprehensive plan and civil engineering projects.

**Comcast, Atlanta, GA**

2005 to 2008

**Quality Assurance Analyst**

- Prepared test cases by going through the Design documents and Functional Requirements, performed extensive Manual Testing and System Testing of the application, and executed Manual Test Cases.
- Created the test data for regression testing, reviewing initial BRD, and documenting the overall requirements.

- Developed the Use Case documents and Test Plans for various New Products, serving integral role in Development End testing and PLI testing. Conducted FACETS testing and collaborated with developers to close the defects.

**Blue Cross Blue Shield, Atlanta, GA**

2003 to 2005

**Quality Assurance Analyst**

- Performed extensive Manual and Black Box Testing of the application, documenting Test Cases for Integration, User Acceptance testing, and Functional testing.
- Tested back-end using SQL statements for data manipulation and created weekly status reports showing the progress of Manual Testing effort.
- Developed expertise in PeopleSoft Financials Applications testing (BI,AR, AP,GL Purchase, Billing) modules.

**Cingular Wireless, Atlanta, GA**

2001 to 2003

**Quality Assurance Consultant**

- Developed and executed test plans, prepared work schedules, resourced planning and performed reporting. Documented Test Plan and Test Cases, implementing Regression testing, Functionality, and Black box Testing using Win Runner.
- Performed End-to-End testing and developed traceability matrix to trace requirements during the QA testing phase and -maintained the requirements traceability matrix.
- Performed database testing using SQL queries within Oracle.
- Executing test cases and identified mismatches.
- Developed documentation for User Acceptance Testing and trained the users about the system.
- Automated baseline scripts generated using Win Runner to perform Regression testing for different application builds.

**EDUCATION****Master of Information Technology, Project Management** American InterContinental University**Master of Science, Engineering** Conservatory Tempe, AZ**Bachelor of Science, Biochemistry** University of Illinois Urbana-Champaign, IL**SECURITY CLEARANCE:** Active