

# Carl Osborn

Indianapolis, IN - Email me on Indeed: [indeed.com/r/Carl-Osborn/527bc00d91faae19](https://www.indeed.com/r/Carl-Osborn/527bc00d91faae19)

## WORK EXPERIENCE

### **Project Manager**

Beacon Hill Staffing - Indianapolis, IN - November 2016 to June 2017

Project Manager (Contracted with Sallie Mae Bank)

Managed mid to large-scale projects to monitor scope, cost, schedule, technical performance, quality objectives and operations, while partnering with Senior Business Management to ensure customer satisfaction.

Key Accomplishments:

- Lead a diverse group of project teams [across multiple, global sites] to achieve project goals and ensuring the ultimate success of the project.
- Managed cross-functional workstreams to accomplish project work, while minimizing risk.
- Facilitated all applicable stakeholder interests while effectively and efficiently managing the overall projects.
- Assured the consistent application of enterprise project management standards.

### **Project Manager**

Beacon Hill Staffing - Indianapolis, IN - November 2015 to November 2016

Project Manager (Contracted with HELPnet Technology Services – Indiana University)

Provide Project Management guidance for several projects supporting cross-campus initiatives. Served in both Project Management and Business Analysis roles to ensure on-time completion of critical projects.

Key Accomplishments:

- Spearheaded project relaunch of a multi-campus event planning and management system. Program Management for modernization of applications that support data access requests relating to student data and enterprise systems and applications.
- Both projects were converted from Waterfall to Hybrid Agile methodology
- Defined project roadmaps and delivery plans.
- Managed client expectations on project development.
- Communicated project status, risks, and issues to the team and a wide range of stakeholders.

### **Project Manager**

TEKsystems - Indianapolis, IN - May 2014 to October 2015

Provided technical Project Management guidance and management for numerous projects that support business initiatives. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget, and with the desired results.

Key Accomplishments:

- Managed portfolio of projects supporting the Finance unit, including key financial software upgrades and infrastructure implementations. Implementations generally involved managing both the application upgrades as well as server and storage components.
- Lead multifunctional teams to migrate disparate legacy document management and collaboration systems containing 1.5 million documents to a SharePoint platform.

### **Technical Project Manager**

Indiana University Health - Indianapolis, IN - May 2010 to December 2013

Provided technical Project Management guidance and management for numerous projects that support clinical and business initiatives. Supervised and managed the project life cycles of IS projects including computer and network infrastructure projects for inpatient and outpatient healthcare facilities. Led customer-facing collaboration with clinicians and leadership to effect clinical process improvement via IS technologies.

Key Accomplishments:

- Oversaw the deployment of over 16,000 desktop computers as part of the IU Health Technology Refresh program. This project
- Designed and developed remote discovery scripts and methodology that reduced the lead time for computer refresh activities from 66 days to 6 days which significantly reduced the time and effort required to replace computers while at the same time increased quality and improved customer satisfaction.
- Managed software and infrastructure implementations impacting operating units across multiple facilities. The infrastructure upgrades included both wired and wireless deployments as well provisioning of new wiring closets, telephony, and medical device network integration.

### **Director, Information Technology**

HEALTH CARE EXCEL, INC - Indianapolis, IN - January 2005 to September 2009

Developed plan and managed projects to reduce risk by consolidation of existing end-of-life servers into a stable VMware environment. Reduced redundancy of technical capabilities, simplifying on-going maintenance and support.

Defined, developed, and implemented a department strategy, creating objectives that supported the company strategic direction. Established process documentation standards and significantly improved the departmental Operations Manual, ensuring compliance with ISO 9001:2000 standards.

Provided Project Management guidance for numerous projects that supported contract and corporate operations and initiatives. Worked with business and contract leaders to understand business requirements and to help them understand how technology could best be applied to their specific business strategies.

Managed the development of Web-based contract support applications, utilizing internal and external development resources. Established and managed project timelines, goals, and objectives. Developed System Development Life Cycle processes, documentation, and standards for project execution.

Key Accomplishments:

- Implemented Project Management methodologies for information technology projects as well as for business development activities, including project activity tracking and reporting
- Project Manager for the development of contract support software utilizing external consulting resources, which was implemented on schedule and within budget, with less than .5% of total contract cost resulting from change orders

### **EDUCATION**

#### **Bachelor's in Political science**

Indiana State University - Terre Haute, IN

January 1973 to May 1978

### **CERTIFICATIONS/LICENSES**

#### **PMP**

March 2010 to Present

#### **Lean Six Sigma Green Belt**

May 2010 to Present