

Jim Teller

Sr. IT Project Manager

48864 Hunter Drive

Macomb, MI 48044

586-489-1814

jteller74@yahoo.com

[Linkedin.com/in/jim-teller-5003058](https://www.linkedin.com/in/jim-teller-5003058)

Professional Summary

- Self-motivated, detail-oriented manager who brings 15 years of I.T. project management experience.
- Proven track record of leading cross-functional teams through complex initiatives, building trusted relationships across all levels of the organization.
- Emphasis on teamwork and service has resulted in successful completion of dozens of significant projects, including datacenter transitions, small and large-scale network upgrades, and post-acquisition I.T. integrations.
- Seeking an I.T. leadership position that will utilize experience with project team coordination and project execution.

Work Experience

5/2018 – Present: **Vision I.T. – Meritor**

Location: Meritor Global Headquarters – Troy, Michigan

Title: **Sr. IT Project Manager, IS Business Solutions**

** April 2020 - Present - Project Lead: **TransPower Acquisition -- Network Integration**

- Managing all aspects of network integration for two TransPower sites (in CA):
- Coordinated and hosted virtual site surveys for early discovery due to COVID-19
- Close collaboration with Network, Security, and Server teams to develop approach and plan for site integration
 - o Scope inclusive of: Network & server hardware / circuits / IDF infrastructure / Wifi / Printers
 - o Vendor connectivity / 3rd party support / Site-to-Site and user VPN / PC Refresh / Applications / Licensing
- Established detailed plan for handling of site PC's, many of which were highly compromised from a security standpoint
- Master project plan, risk/issue tracking, integration timeline, weekly project reporting

** 2019-2020 - Project Lead: **AxleTech Acquisition -- Network Integration / Datacenter Relocation**

- Managed AxleTech and Meritor Technical project team to plan and perform network integration and datacenter move
- Drove project team to deploy a series of network changes to facilitate connectivity for AxleTech users working at Meritor HQ
- Managed all aspects of network integration:
 - o Site assessment, project team and IS leadership meetings, Network & Security Engineering design / planning
 - o Master project plan, risk/issue tracking, Integration timeline, weekly project reporting
 - o Coordinated joint server teams to enable pre-integration Outlook email schedule sharing
 - o Coordinated joint network teams to design, deploy, and test temporary wireless solution at Meritor HQ
 - o Worked with AxleTech team to plan and execute DMZ and user / site VPN move from Troy to Oshkosh site

- Performed detailed assessment and documentation of network, server, and applications hosted out of AxleTech Troy in preparation for datacenter relocation
- Drove planning and execution of AxleTech Troy datacenter relocation
 - Detailed cadence / cutover plan (physical / logical / network / security / server / application testing)
 - Moved core switch, domain controller, DNS, DHCP, Radius, File/Print, Engineering server, other VM's
 - Backup, decomm, transport, re-install, turn up and testing completed in two days with no unplanned outage
 - Executed successfully under strict time constraint (building where datacenter resided was sold same week)

**** 2018-2019 - Project Lead: Site I.T. Integration - FABCO Acquisition**

- Lead Network, Security, and Desktop team efforts to integrate multiple sites: Livonia, MI & Livermore, CA
- Managed all aspects of network integration:
 - Internet and MPLS circuit orders and installations / ZScaler Internet proxy deployments
 - Network hardware capacity assessments and standardization upgrades
 - Installed Meritor wireless networks and Kronos time systems in each site
 - Coordinated WAN / Security teams to design and deploy parallel, trusted networks at each site
 - Lead project team through detailed planning and execution of "big bang" weekend site cutovers, involving user pc and local server migrations, email migration, associated routing / firewall changes, and testing
 - All end users, printers, and servers moved to 'trusted' domain.
 - Eliminated legacy / untrusted network along with rogue, unmanaged plant floor switches and hubs
 - Internal processes: Weekly project team and Engineering design / planning meetings / Leadership reviews / Change Control, Risk and Issue tracking / AR/PO finance process for various hardware / circuit orders

**** 2018-2019 - Project Lead: Site I.T. Integration – AA Gear Acquisition**

- Managed all aspects of network integration:
 - I.S. site assessment / Security team scans and monitoring
 - Worked directly with I.S. site lead, site facilities, and 3rd party vendor to build out a new data room with infrastructure racks, power, UPS, HVAC, and access control to facilitate installation of a Meritor trusted network segment on site
 - Shifted circuit provider demarcation from dirty, unsecure janitor closet to new data room
 - Internet and MPLS circuit orders and installation / ZScaler Internet proxy deployment
 - Coordinated orders, staging, and deployment of local AD, DNS, and file/print servers, Meritor laptops, office and plant floor wireless, Kronos time system, and VoIP phone system
 - Coordinated pre-cutover application testing and associated routing / firewall changes
 - Detailed cadence / cutover plan, change control, and site / I.S. leadership change notification
 - Lead project team over 'big bang' weekend cutover, which included converting all AAG pc's to Meritor pc's, AD/DNS, file/print, and share drive conversions, email migration, and transition of all end devices to Meritor 'trusted' domain.
 - Eliminated rogue, unmanaged plant floor switches and hubs and isolated a few legacy systems in untrusted zone
 - Internal processes: Scheduled and hosted all project team meetings and Engineering design sessions / Change Control / Risk and Issue tracking / Weekly spotlight status reporting / AR/PO finance process

**** 2019 - Project Co-Lead: Plant Wireless Mobility**

- Coordinated project planning, documentation, pilot, and implementation of a plant floor wireless mobility segment to allow Wifi devices of all types to operate securely on the Meritor network
- Participated in pilot testing at Asheville, NC site

**** Creation of Site Integration Runbook for future M&A integration projects**

**** Global escalation point for site infrastructure/desktop issues**

**** Weekly site integration meetings with cross functional teams and leadership**

**** Bi-weekly meetings with North American site leads to assist with infrastructure issues**

6/2016 – 5/2018: TEK Systems – Ally Financial

Location: Ally Detroit Center – Detroit, Michigan

Title: Sr. Network Project Manager - T.I. Network Delivery

**** Project lead: Internet CoLo relocation / AWS Cloud initiative**

- Coordinated re-direct of all Internet traffic from current CoLo to backup datacenter
- Lead Network, Server, Proxy, and Firewall teams in planning for CoLo move
- Managed efforts to stand up core network infrastructure in two new CoLo facilities
- Coordinated with tools team to deploy BUR, SCOM, Qualys, and Splunk servers

**** Coordinated various aspects of Trade King acquisition / Network Transition**

- Coordinated build of new network segment in Ally Datacenter to support Trade King environment
- Assisted with migration and closure of TradeKing Lewisville and Windstream datacenters

**** Project Lead: Network Hardware Refresh**

- Executed refresh schedule through close coordination with Ally Field Operations Managers and Network Operations
- Coordinated / tracked hardware procurement, staging, and shipments
- Managed all scope, schedule, resource, cost and risk/issue elements of the project
- Successfully completed 11 site refreshes on time and under budget
- Closed project with significant improvement to cabling infrastructure in all branch offices

**** Project Lead: F5 Load Balancer Refresh**

- Worked with Load Balancer team and Ally Business Unit leads to establish and execute refresh schedule with zero impact to production
- Closed project on schedule and under budget

**** Weekly utilization of Clarity, PFMA, and ServiceNow tools for project reporting, financial tracking, and Change Management**

**** Hosting of regular meetings / presentations with Sr. leadership across all Ally business units to**

socialize various project initiatives and plan / coordinate all aspects of major network changes and UAT

**** Creation and processing of all project lifecycle elements from project charter through major tollgates, financial tracking, resource management, procurement, risk and issue management, change management / execution, and project**

7/2015 – 6/2016: TEK Systems – General Motors Account

Location: GM Warren Tech Center

Title: GCCX / Onstar Network Implementation Manager

- ** Created inventory file for Onstar network circuits and supplier sites which was used to transform the Onstar network over to GM I.T. for internal management and monitoring
 - ** Worked with GCCX Engineering team to align vehicle DNS functionality by region (Europe / U.S.)
 - ** Project lead for GCCX Network team on Mexico City Call Center relocation
 - ** Guided WAN bandwidth upgrade and IT Watchdog monitoring tool at Makati Call Center
 - ** Coordinated move of IT Watchdog Aggregator Portal from Plano to Warren EDC
 - ** Drafted / managed project plan and assisted team with 2015 Ren Cen network hardware refresh
 - ** Coordinated move of Europe proxy servers into production
 - ** Coordinated suppliers for testing during DCT cutover efforts and Ren Cen IT Lab upgrade
 - ** Assisted on Plano Data Center network decommissioning effort
 - ** Weekly involvement in processing of ITSM change records, processing of funding requests, PO adjustments, invoice reconciliations, and overall project reviews.
-

3/2010 – 6/2015: CDI I.T. Solutions – IBM Account

Location: Remote office

Title: Global Network Transition Manager – IBM Network Focal, Transition & Transformation

- ** Responsible for overall global network delivery in support of IBM Transition & Transformation
 - ** Global Network Program Lead on the following accounts:
 - 2015: Element Fleet, Cleco Corp
 - 2014: Citigroup, Freddie Mac, CenturyLink
 - 2010-13: Broadridge, The Hartford, John Deere, Sandvik, Mead Johnson, BG Group
 - ** Management, oversight, and coordination of AT&T PM and engineering teams, IBM cross-functional towers, and 3rd party vendors, throughout the various project life cycles with each customer
 - ** Direct involvement with all facets of Network Tower activities throughout project phases: Engagement Handoff, on-site client kickoff, development and execution of project plan, implementation of network connectivity mitigation strategies, management of dependencies / deliverables with other project towers, hosting of regular status calls with the customer, internal team, and executive management, knowledge transfer, cutover planning, client testing, and go-live
 - ** Development of Project Definition Report, Project Plan, Risk / Action / Issue log (RAIL), RPM status reporting, project dashboard, and global status reports
 - ** Responsible for planning, coordination and delivery of network connectivity between IBM, AT&T, various 3rd party vendors, and the customer, globally, under strict timelines. Activities include circuit orders, data center / infrastructure planning and, compiling of access requirements between the customer and IBM project towers, network device cabling, coordination of network architects and Project Managers from various teams for turn up and test / problem determination, IBM and customer change control processes, and UAT
 - ** Familiarity / involvement in processing of financials between IBM and AT&T (TSD / ATQ / eCEP / CPL / CMF / BOND / Spend Board / P.O. generation / etc.)
 - ** 2015: Provided governance and project oversight to technical teams from multiple companies involved in complex network disentanglement effort to facilitate Element Fleet divestiture from PHH Mortgage.
-

10/2007 – 3/2010: Infinite Computer Solutions (ICS) – IBM / AT&T Account

Location: Remote office

Title: Network Performance Specialist – AT&T Network Services for DOW Chemical

**** Designed and implemented Cisco network infrastructure to support future VoIP deployments in Dow Chemical's U.S. based facilities**

- Performed site surveys, utilized VitalQIP version 6 to expand and/or locate available subnets for new networks. Created detailed vlan / subnet assignments for new network connections, VoIP subnets, and PSTN gateway routers. Created and maintained static and DHCP ranges, and DNS names for new devices
- Lead several U.S. site installations, which included ordering / tracking of new equipment, cables, coordination of on-site resources, change integration, device config creation, cadence and test plan, post-change support, Visio drawing creation and/or updates, and inclusion of all new devices into Dow's network monitoring and inventory tools

**** Performed ongoing reconciliation/documentation/accurate monitoring of Dow WAN circuits globally**

**** Coordinate and implement Cisco IOS upgrades across Dow's global network**

**** Assist Network Services with change approvals, ongoing projects, on-call rotation**

**** 3rd level escalation of LAN, WAN, & VPN incidents related to the DOW Chemical global network**

- Utilization of VPN, Citrix, Putty, WinSCP, and Ciscoworks for remote access and management of the Dow network

**** Perform engineering functions for new Cisco hardware installations and decommissions**

- Create hardware configurations and work with Field Services to validate at installation
 - Update IBM support documentation (Visio, Network Monitoring tools, etc.)
-

1/2005 – 10/2007: Ajilon Consulting – General Motors Account

Location: Pontiac, Michigan

Title: Deployment Manager / Network Engineer – GM IS&S: PFCN (Plant Floor Controls Network)

**** Lead Project Manager fiber plant / LAN hardware upgrades at the following GMNA Assembly plants:**

- **Orion, Bowling Green, Pontiac Assembly, Grand Blanc, Flint Metal Center, Pontiac Metal Centers, and Warren Transmission**
- Completed site assessment and participated in contractor bid process
- Developed primary / diverse path fiber design with GM Engineering
- Managed plant fiber installation and overall project scope, schedule, and budget
- Coordinated upgrade of core and plant floor switches with zero impact to production

**** Managed plant-wide RF upgrade to Cisco 1242 AP's and Air Magnet sensors at Pontiac Assembly**

**** Engineered Cabletron to Cisco core switch migration for GM Flint Tool and Die plant**

**** Managed efforts to re-address all GMNA WAN routers**

**** Managed Cisco FWSM deployments and policy application in all GMNA core switches**

**** Maintain excellent customer relations with GM IS&S, plant engineering, EDS, and UAW**

**** Maintain thorough documentation of all project aspects:**

- Site assessment, Executive Summary, SOW, Hardware / labor / supplier BOM's
 - CAD As-builts, Physical/Logical Designs, Network configurations
 - SDP-21, WBS, MS Project, Visio, Word, Excel
-

5/2001 – 1/2005: Flagstar Bank

Location: Troy, Michigan

Title: Network Analyst II

- ** Project lead on WAN carrier migration (over 50 branch offices)
 - Worked with provider's transition team to design a fully redundant, diverse path WAN architecture
 - Converted branch offices from single 128k frame relay with dual T1's at head end to dual, diverse path 256k+ frame relay with redundant 7206 routers and dual DS3's at head end
 - Upgraded all remote site network hardware in conjunction with carrier migrations
 - ** Primary network contact for planning / turn up of all new loan centers
 - ** Project lead on LAN wireless implementation of 55 Access Points & Solution Engine
 - Installed Pix 515 firewall to facilitate wireless Internet access for vendors
 - Installed WLSE and implemented WDS
 - Completed 802.11B to 802.11G and VX Works to IOS radio upgrades
 - ** Project lead on VPN conversion for web-based offices (over 30 branch offices)
 - Designed Pix 501 configuration templates for branch offices for pure web-based or VPN
 - Designed and implemented secure wireless over VPN solution for branch offices
 - ** Project lead on frame relay and VPN expansion and redundancy efforts
 - Converted several high-cost, low volume frame relay sites to broadband / VPN
 - ** Project lead on 288 strand fiber installation effort to facilitate DMZ expansion to new computer room
 - ** Performed LAN switch implementation for several wings of building and computer rooms
 - Installed Cisco 2950, 4006 and 4506 switches over redundant gigabit Ethernet uplinks to dual Cisco 6513 core switches, and supported both CatOS and IOS
 - ** Deployed / Administered Cisco 2600 / 7000 routers, 2900, 4000, 6500 switches, Pix Firewalls, 3000 VPN Concentrators, 1231 AP's, WLSE
 - ** Primary contact for all Physical Plant / Infrastructure wiring specifications
 - ** Created Visio book of company's extranet / partner networks
-

3/97 – 5/2001: Standard Federal Bank / ABN-AMRO Corp.

Location: Troy, Michigan

Title: Network Operations Technician

- ** Responsible for frame relay and ISDN integrity over 208 branch internetwork, escalation of carrier circuit issues, IOS upgrades, circuit inventory, documentation, and configuration changes
 - ** Deployed / administered the following network technologies: Cisco 290, 5000, and 6000 switches, 2500, 4000, 7000 routers, Cabletron Hubs, HP OpenView, CiscoWorks, CSU/DSU, Adtran
 - ** Responsible for cable making, packet sniffing, closet wiring, and escalation of help desk issues
 - ** Responsible for Unisys FEP application communication for Banks Pre-Close system and gateway connections to off-site IBM mainframe system
-

10/95 – 3/97: Electronic Data Systems

Location: Auburn Hills, Michigan

Title: Computer Operator

- ** Performed batch / online processing using JES, JCS, ISPF, CICS, and JCL programming
 - ** Resource / Storage management / Tape Operations / Disaster Recovery
 - ** Systems / Customer Support / ATL, SILO Tape Units
 - ** Completed Operators Development Program and was involved in ISO 9001 certification process.
-

11/93 – 9/95: Computers Diversified Inc.

Location: Southfield, Michigan

Title: Computer Operator

** Performed nightly batch processing across qty-7 Unisys V380 mainframes for companies medical billing system

** Responsible for timely shutdown / startup of company online environment

** Utilization of MTC/GCR tape drives, RAID7, Laser / DP Printers

8/90 – 11/93: Huntington Bank

Location: Mt. Clemens, Michigan

Title: Computer Operator

** Performed nightly batch processing of Unisys V460 mainframe

** Responsible for shutdown / start up of bank online environment and nightly ATM backups

** Responsible for nightly check processing, using Unisys DP1800 check sorter

** Utilization of Optical disc system, microfiche machine

** Nightly report creation and distribution

Education

10/2018 – Present: Western Governors University

B.S. Business – Information Technology Management -- July 2020

9/99 – 4/2000: **Baker College** - Clinton Twp., Michigan (GPA 3.80)

** Windows NT Workstation, Server, and Network Essentials classes

1/94 – 12/95: **Macomb Community College** - Clinton Twp., Michigan (GPA 3.60)

** Pre-Business curriculum, with Associates of General Studies earned

8/92 – 12/93: **Wayne State University** Detroit, Michigan (GPA 3.45)

** Pre-Business curriculum with emphasis on Computer Information Systems, Economics, and English

Additional Training & Certifications

09/2000 – Obtained Cisco CCNA certification

01/2001 – Received training in Cisco LAN Switching

02/2003 – Received training in Cisco PIX Firewalls

09/2003 – Obtained CCNA recertification

03/2004 – Received training for Network General's Sniffer Pro

09/2006 – Obtained Cisco Advanced Wireless Field Specialist Certification and CCNA recertification