

Michael Souter

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PROFESSIONAL SUMMARY

Former Marine Officer and Experienced Project Manager with many years of leadership experience. Experience with developing MERN Stack applications and leading SQL implementation projects. Eager to develop high quality products for the customers.

EDUCATION, CERTIFICATIONS & AWARDS

PMP (Expired 2017)	Pending Recertification
Master of Business Administration, The Citadel, Charleston, SC	2012
Bachelor of Arts, Criminal Justice, The Citadel, Charleston, SC	2006

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Node.js, SQL, NoSQL, GraphQL, Express.js, React.JS

Tools: Bootstrap, Tailwind, jQuery, Node.js, REST APIs.

Platforms: Salesforce, Gainsight, JIRA, GitHub

PROFESSIONAL EXPERIENCE

Equifax Workforce Solutions

Project Manager-Implementation/Business Analyst

Nov. 2015-Present

Customer facing resource for a B2B SAAS Solution. Was primarily responsible for the onboarding phase of the project where I was their first point of contact. Worked with a Cross Functional team to deliver high quality results in support of a Customer Success Model.

- Developed a joint training session between strategic client, business partners stakeholders, and internal stakeholders to address client concerns regarding newly deployed User Interface.
- Selected to implement new Graduate Outcomes service offering. Successfully implemented over 20 clients resulting in over 200,000 in revenue
- Formalized Fine Assessment Services process, and trained the Customer Experience team consisting of 4 Project Managers and 3 Business Analysts
- As Business Analyst, gathered customer requirements and interfaced with client developer teams to determine data mapping requirements.
- As Business Analyst supervised client data loading, produced reports detailing needed data improvements. Supervised user acceptance

TMK-IPSCO

Sept. 2014-Aug. 2015

Production Supervisor, Baytown, TX

Managed the industrial processes, manpower and logistical requirements to produce over 10,000 tons of steel. This included setting and supervising the production goals for 40 direct employees, 10 maintenance personnel and 12 process units.

United States Environmental Services, (USES)

Jan. 2013-Jul 2014

USES, Site Manager, Texas City, TX, June 2013-July 2014

Managed all USES Operations within the Texas City region, serving numerous Oil and Gas clients. Managed two Project Managers, 30 hourly employees, \$2,000,000 of assets, and an annual budget of \$5,000,000.

- Marathon Galveston Bay Turnaround: Led Industrial Cleaning Project in support of planned refinery shutdown. Exceeded revenue goals by \$30,000 while maintaining a zero-safety incident record.

- Reduced Days Sales Outstanding by over 60 days resulting in the collections of over \$2,000,000 within our first fiscal year.
- Managed Capex Project to introduce automation into a highly utilized portion of our industrial cleaning operations. This resulted in a \$3,000,000 increase in annual projected revenue.

USES, Maintenance Project Manager, Meraux, LA, January 2013-June 2013

- Implemented a preventative maintenance program resulting in \$450,000 per annum of cost reduction.
- Led a corporate wide fixed asset audit program. Managed the auditing of \$15,000,000 worth of company assets, which resulted in \$500,000 per annum in cost reduction.

The Citadel MBA Program, Charleston, South Carolina,

Aug. 2010-Aug. 2012

- **GPA: 3.5**

MILITARY EXPERIENCE

United States Marine Corps

May. 2006-Aug. 2010

Remain Behind Element Executive Officer, Camp Pendleton, California, Dec. 2009-Aug.2010

- Assisted with administrative and maintenance management support while transitioning to an MBA program.

Combat Operations Center Commander, Al Qaim, Iraq, Feb.2009-Dec.2009

- Managed the 24-hour security rotation while embedded in Iraqi Army compound located within Al Anbar Province.
 - Developed and implemented standard operational procedures for combat operations center
 - Trained Marine Corps and Naval advisors on the operation and preventative maintenance of \$9,000,000 worth of electronic equipment.
 - Coordinated contractor level repairs for \$9,000,000 worth of electronic equipment.
 - Coordinated 24 helicopter logistical operations, including the safe movement of personnel and equipment on an Iraqi Army landing zone.
- Served as primary advisor to 4 Iraqi Army Officers in all matters concerning the capabilities of US artillery weapons systems.
- Planned and managed joint training between 5 United States Marines instructors and 50 Iraqi Mortar Men.

Field Artillery Officer, Camp Pendleton, California, Jun. 2006-Feb. 2009

- Responsible for maintenance, warehousing, and transportation of over \$600,000 of weapons, optics and communications equipment.

Professional and personal references available upon request