

# Robert Boros

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## **SUMMARY**

With more than seven years experience managing projects of various size and industry, backed by a SCRUM Master and Project Management Certification, I will efficiently deliver projects in scope, on-time and under budget.

## **EDUCATION**

Slippery Rock University  
BS/BA – Business Administration, Marketing

## **CERTIFICATIONS**

SCRUM Master Certification – SCRUM Alliance/Penn State University  
IS/IT Project Management Certification – Villanova University  
Negotiation Certification – University of Notre Dame  
A+ Certification

## **AREAS OF SPECIALIZATION**

Project Management	Change Management
SCRUM/Agile Methodology	Analytical Techniques
Negotiation	Portfolio Management
Conflict Management	Make-or-Buy Analysis
Risk Identification and Mitigation	SWOT Analysis
Resource Planning Management	MS Project
Customer Relationship Management	Cost-Benefit Analysis
Life-Cycle Management	Requirements Gathering

## **WORK EXPERIENCE**

**Hewlett-Packard -- Pfizer Account**  
**Project Manager, International**

**01/12 – 02/2013**

Managed the planning, relocation, and installation through testing activities, in an Agile environment, of a data center consolidation (DCC) project to reduce the Pfizer infrastructure from 19 data centers to four over the course of 23 sprints.

- Conducted sprint planning meetings to identify and assign action items to technical teams
- Hosted daily standup meetings with globally dispersed technical towers
- Created Project plans using MS Project
- Removed impediments for technical teams to keep the project on track
- Compiled meeting minutes to distribute to attendees
- Gathered test results and customer sign-off documents for project deliverables
- Represented 'Request for Change' processes to the Change Advisory Board

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- Chaired meetings with executive management to discuss project status and Burn-down Charts
- Presented the project plan for each sprint using MS Project
- Reported issues and mitigation documentation to the PMO during Sprint Review meetings
- Managed multiple relocation sprints at one time
- Managed documents on SharePoint

### **Remlab Inc. -- New Business Development Project Manager**

**01/12 – 12/12**

Managed the startup activities of a new e-commerce retail business in the telecommunications industry using the Agile Project Management Methodology.

- Coached the Development Team in self-organization and cross-functionality
- Collaborate directly with the Product Owner to determine sprints and deliverables
- Created the work breakdown structure
- Developed project plans using MS Project to present to the functional teams and management
- Requested vendor quotes based on strict customer requirements

Managed the restructure processes of an e-commerce service company to re-align the business with changes in market demand.

- Created SWOT analysis to identify market opportunities
- Presented project plans using the customers Active Collaboration project management tools and software
- Drafted detailed work packages for software developers
- Gathered deliverable documentation and test results for sign-off from the customer
- Scheduled meetings with software engineers, business consultants and customer management

### **Verizon Wireless -- Business and Government Customer Operations Coordinator**

**12/08 – 01/12**

Managed multi-million dollar accounts, coordinating specialized teams to successfully meet every need of the customer.

- Created custom tailored solutions to match Verizon Wireless products and services to the customers' needs.
- Developed and chaired a customer loyalty project that reduced churn by 4.7% and increased contract renewal rate by 6% in 2011.
- To educate colleagues on innovative ways to improve department metrics, led sales and negotiation tactic seminars.

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- As the subject matter expert for products, services and processes between 2010 and 2012, trained ten teams of 15-25 in customer service and technical support.

### **Remlab Inc. Director of Marketing**

**01/03 – 11/08**

Managed the day to day operations of the Marketing Department, facilitating the creation of new products and services to increase the company portfolio.

- Utilizing a series of email and marketing campaigns in 2004, increased the customer base from 10,000 to 125,000 monthly subscribers.
- Restructured pricing and service options in 2007, based on market research, resulting in a 34% growth in profit.
- Designed and managed a business affiliate program which included more than 3000 retailers and partners.
- In 2008 introduced new infrastructure technology solutions which resulted in a 63% decrease in operating costs.
- Managed dozens of product and service development projects which increased the company portfolio from one service to more than 20 between 2003 and 2008.

### **Marketing Manager**

- Developed promotional material in collaboration with a contracted design team to market new products and services
- Managed a website re-design project based on the Color Theory to influence customers purchase decisions
- Initiated a user interface project to update the website using published reports on eye movement patterns in web design to highlight specific products and services
- Used web analytic software to track web trends and target specific demographics in marketing campaigns

### **Customer Service/Technical Support Manager**

- Resolved customer concerns before and after sales
- Launched a technical support chat room, integrated on the company website to provide customers additional options for product and service support
- Provided question and answer documents for 'FAQ' web pages based on customer feedback
- Developed training material for new employees on products and services

### **MEMBER OF:**

SCRUM Alliance

PMI – Project Management Institute