

Robert Boros

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SUMMARY

With more than eight years' experience managing over \$32M in project budgets of various size and industry, backed by SCRUM Master and Project Management Certifications, I will efficiently deliver projects in scope, on-time and under budget.

EDUCATION

Slippery Rock University
BS/BA – Business Administration, Marketing

CERTIFICATIONS

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

AREAS OF SPECIALIZATION

Project Management	Change Management
Program Management	Customer Relationship Management
SCRUM/Agile Methodology	Negotiation
Portfolio Management	Life-Cycle Management
Risk Identification and Mitigation	Analytical Techniques
Resource Planning Management	

WORK EXPERIENCE

Esri

Project Manager, Custom Training

09/13 - Present

Manage large customer facing and strategic corporate projects using Agile methodologies. Manage program level initiatives to improve processes, margins, efficiencies and best practices.

- Manage custom training projects for government, public and private customers, domestically and internationally
- Manage a team of 60+ employees in a matrix environment to restructure how training is delivered to customers
- Lead program level decisions and changes for the Custom Training department
- Track and monitor revenue and manage P&L at a program level
- Mentor and train Project Coordinators on project management concepts and best practices; supervise their work

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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
- 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

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.
- 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.

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Remlab Inc.

01/03 – 11/08

Director of Marketing

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

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