

Robert Boros

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SUMMARY

With more than seven years experience managing projects of various size and industry, backed by a 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

Project Management Certification
Negotiation Certification
A+ Certification

AREAS OF SPECIALIZATION

Project Management	Change Management
Risk Identification and Mitigation	Analytical Techniques
Make-or-Buy Analysis	Cost-Benefit Analysis
Customer Relationship Management	Resource Planning Management
Scope Creep	SWOT Analysis
Portfolio Management	Negotiation
Quality Assurance Management	Conflict Management

WORK EXPERIENCE

Hewlett-Packard -- Pfizer Account
International Project Manager

01/12 - Present

Manage the planning, relocation, and installation through testing activities of a data center consolidation (DCC) project to reduce the Pfizer infrastructure from 19 data centers into four.

- Conduct work breakdown sessions to identify and assign action items to technical teams
- Schedule weekly meetings with technical towers, vendors and customers
- Compile meeting minutes to distribute to attendees
- Gather test results and customer sign-off documents for project deliverables
- Represent 'Request for Change' processes to the Change Advisory Board
- Chair meetings with executive level management to discuss project status
- Present the project plan for each event using MS Project

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- Report issues and mitigation documentation to the PMO during Lessons Learned meetings
- Manage multiple relocation event projects at one time
- Manage documents on SharePoint

Remlab Inc. -- New Business Development Project Manager

01/12 - Present

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

- Create the work break down structure
- Create SWOT analysis for review by the business owner and marketing team
- Develop Make-or-Buy analysis for web and software development
- Request vendor quotes based on strict customer requirements

Manage the restructure processes of an e-commerce service company to realign the business with changes in market demand.

- Create SWOT analysis to identify market opportunities
- Present project plans using the customers Active Collaboration project management tools and software
- Draft detailed work packages for software developers
- Gather deliverable documentation and test results for sign-off from the customer
- Schedule 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.
- 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. 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
- Created instruction documentation for every product and service
- Provided question and answer documents for 'FAQ' web pages based on customer feedback
- Developed training material for new employees on products and services