**Otis R. Nicholson, Jr. ITIL V3**

**Project Manager**

**Professional Summary:**

* Results driven experienced Project Manager with first rate skills in directing full life cycle complex initiatives.
* ITIL V3 Certification – Service Management Experience
* Release Management and software development process orientation
* Solid understanding of project management methodologies and best practices.
* Extensive experience in Information Technology (IT) and business management in both the public and private sector with emphasis in providing the key elements of
  + Project Management
  + Relationship Management
  + Service Management
  + Change Management
  + Release Management
  + Continuous Improvement
  + People Management and Development.
* Customer-focused, highly organized self-starter with effective customer-service skills blending technical expertise with exceptional interpersonal skills.
* Interacts effectively with customers, sales staff, and technical/engineering teams; adept at delivering presentations and demonstrations.
* Demonstrated ability to manage technical aspects and pre-sales projects, architect tailor-made custom solutions, build relationships, communicate solution strategy and product offerings, and provide technical expertise, support, and training to sales and customers.
* Resourceful, creative problem-solver with proven aptitude to analyze and translate complex customer requirements and business problems and design/implement innovative custom solutions.
* Expert Liaison that fluently speaks the language of business teams and technology teams.
* Proven ability to deliver substantial revenue, productivity, and quality improvements through well managed, on time projects. Particularly strong in staff development including training, coaching and evaluation.
* PMO coordination, documentation, process procedures and adhere to organization governance and standardizations
* Use of Scrumandagile software development framework for managing software projects and product or application development
* Expert utilization of project management tools - MS Office Suites, MS Word, MS Project, Prism, Customized work flows in Microsoft Visio, Excel spreadsheets, Power Point, MS Access, Share point, Project Dash Boards , Outlook, PMBOK and SDLC Methodologies
* Expert understanding of Variance Analysis for Budget vs. Actuals, a principal function in management accounting. Focus on producing forward-looking information, such as developing budgets and measuring performance, for managers for internal, private uses. Assist managers in formulating business strategies, planning business activities and evaluating business results.

**Professional Experience:**

**Physician Interactive**

**Oct 2012 – Present**

**Project Manager – Product Development**

Physicians Interactive Holdings, through its wholly owned subsidiary Skyscape.com, Inc., is the leading resource for healthcare information, medication samples and mobile decision support tools to medical professional everywhere.

Serve as the project owner and responsible for the successful development, implementation and delivery of each Health-care product (EHR, Adherence, ICD-9 & ICD-10) used by internal and external clients (Allscripts, McKesson and Greenway) of Physicians Interactive.

Manage all aspects of Health-care product work package including but not limited to requirement gathering, developing, managing, reporting, and documenting on the work package scope, schedule (inclusive of design, development, Pharma Medical, Legal, and Regulatory submission, and testing requirements), budget (hardware and manpower resources), and execution plan through delivery of the product. Also supports overall product line management. Gathers requirements for product deliverables from many diverse groups to ensure that the products delivered are executable for clients.

* SDLC Development using Agile Scrum methodologies for product delivery
* Coordinates and communicates product delivery, schedule, scope, and cost requirements to the key support functions to meet scheduled shipments in a quality and cost effective manner
* Consolidates and analyzes information from many groups the requirements to develop the overall project plan in order to proactively identify specific issues and resolve them to maintain product delivery in a timely manner
* Release Management of PIH Products to ensure proper version iterations for product updates
* and Makes effective decisions based on appropriately balancing cost, schedule and quality
* Conducts and facilitates joint-application-development meetings and/or participates in Schedule Reviews and with main suppliers as appropriate to ensure that schedule requirements are being met
* Follows PMO established processes and prepares reports for the Project Manager including Client Reports
* Analyzes the project schedule, monitors progress and highlights potential cost/schedule variances
* In charge of Project Budget using Time-Live tool to track resource FTEs and financials

|  |
| --- |
| **Walgreens/Vision IT** |
| **June 2012 – Oct 2012**  **ITSM Analyst** |  |
|  |  |
| Contract consultant for Vision IT working as, ITSM Process Management and Incident Analyst for Walgreens.   * Process Engineering, implementation of day to day management of incidents through Walgreen's Incident Management process, * Release Management initiatives and the process of managing [software release](http://www.ask.com/allabout?q=Software%20release&qsrc=470)s from development stage to software release * On-call support, daily incident reviews, and partnerships with service owners. * The analyst facilitates restoration bridges causing disruption in the Walgreen environment, and ensures restoration activities are executed by service restoration owners. * The Incident Analyst is also responsible for the accuracy and integrity of the data output from Incident Management that is leveraged during Incident Management and Business Partner reporting. * The ITSM Incident Analyst partners with Problem Management to identify and execute improvements to the Incident Management program in accordance with best practices adopted by Walgreen |  |
|  |  |
|  |  |

**Domino Amjet**

**Jan 2012 – June 2012**

**Project Management / Consultant**

Project Manager for Domino Amjet United States markets for Global CRM Implementation of Sales-force and Service Max, cloud based providers that offer a full suite of field service management applications, from contract entitlements to scheduling & workforce optimization, to inventory & parts logistics, cutting edge mobility, collaboration, and real-time customer and partner portal access.

* Coordinated over all USA implementation and efforts with London UK and Canada Project Teams to ensure seamless delivery
* Act as a liaison between the business and client resources
* Manage multiple projects of varying size and complexity
* Utilization of ITIL Service Management techniques in implementation of CRM Project
* Utilization of Incident, Change, Problem and Configuration Management Processes
* Escalate issues and risks as appropriate to ensure project success.
* Risk and Issue Management and mitigation, Change Management coordination
* Development of project plans based on industry experience, the Delivery Methodology and project management best practices.
* Understand issues and present resolutions for overall project success.
* Provide feedback and insight on workflows to ensure smooth operational performance and flexibility to deal with client demand.
* Monitor CRM systems (Sales-force and Service Max) for open items, escalating as needed.
* PMO initialization and coordination with London UK corporate offices for project documentation, standardization, business process and procedures, governance
* Work with functional managers to utilize resources to efficiently progress the project, and provide feedback to organization on process trends.
* Continually review and provide feedback on new and improved processes, procedures and best practices to ensure total client satisfaction.
* Work with London UK Implementation Project Management Team to collect Corporate project information and perform specific project debriefing procedures, as defined by the IT Director to ensure seamless integration between US and UK offices
* .Effectively communicates project status to all project stakeholders including executive sponsors, project team members, resource owners and customer groups.
* Communicate technical issues and risks effectively to non-technical team members and stakeholders.
* Manage project scope and customer expectations throughout the project life cycle.
* Team leadership with ability to provide day-to-day task direction to team members.
* Plan and implement professional self-development in respect to current and future job requirements, e.g. training opportunities, professional affiliations, etc.
* Assist management with the prioritization and allocating resources to meet client needs.
* Participate in the development and refinement of project management processes.
* Financials and Budget tracked along in accordance with London UK PMO

**IBM/NiSource**

**Sep 2010- Feb 2011**

**Project Management / Consultant**

* Project Manager for major infrastructure initiatives
  + VOIP PBX implémentation to NiSource télécommunication Infrastructure
  + Wan Acceleration RITS to increase network response time 10 state infrastructure
  + Various supporting IT tasks, deliverables and assignments
* Applied knowledge of information technology and associated methods and tools of the IT Architect profession to attain project / business unit objectives. Demonstrates the required proficiency levels for technical skills.
* Multi-discipline Environment – UNIX, Mainframe, Legacy, SQL
* Advised other IBM and NiSource professionals (Project Managers, IT Architects and IT Specialists in team on tools, technology and methodology related to the design and development of I/T solutions, and participates in evaluation and selection. May be asked to research special topics as part of team responsibilities.
* Utilization of ITIL best practices in providing Service Improvement Initiatives through project planned approach
* Experience in hosting CAB, Problem Management reviews/meetings  
  Negotiated effectively with team members (vendors, subcontractors, customers and IBMers) to identify each member's role in solution design and development, agree on specific problem-solving, requirements analysis and design tasks and associated work products, and to define approaches for producing them.
* Conduct analysis, problem-solving and evaluation activities on special topics related to project objectives.
* Lead design activities. This includes leading all or portions of the design project, recommending team members and organizing the team, defining tasks, tracking and reporting progress, delivering on time and within budget, and delivering results to the customer.
* Influences NiSource customers, vendors, subcontractors and IBMers inside and outside project with presentations on project-related topics. Influence extends to both management and non-management personnel.
* Provided technical guidance to implementation team members throughout the project lifecycle. May lead implementation in a small project or be responsible for subsystem implementation in a large project.
* Collaborated with the IBM PMO, NiSource Business Consultant and/or Market Segment Manager in defining the customer's business and integration requirements/strategy.
* Provided weekly financial reports of resource allocation, materials and vendor management in accordance with Global PMO

**Allstate Insurance Company**

**Dec 2007 – Jan 2010**

**Senior Project Manager**

Strong project management responsible for Insurance product application analyzing, issue resolution, organizational and presentation; customer management, estimating and budgeting and people management.

* Project Manager lead in cultivating business requirements for program enhancements and directing all project activity of implementing insurance related projects consisting of the full line of property, casualty and life insurance products to protect businesses, cars, homes, lives and retirement incomes.
* Multi-discipline Environment of UNIX, Mainframe, Legacy, SQL
* Lead Project Manager over sub-project managers. Worked in an independent environment characterized by project management, quality assurance and coordination of junior staff activities.
* Business Case Management/User Case Management
* Define and manage all aspects of implementations, including project resources, vendor resources, budget, project plans, scope, issues, and risks for multiple client engagements
* Create a team environment and act as point person to both internal management and client/external leadership for the overall project team
* Define and initiate projects, manage cost, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the project.
* Present periodic Project Dashboard reports on the current project, future opportunities and client issues.
* Produced project status reports, managed the team and resolved day-to-day issues with emphasis on SDLC.
* Utilization for Agile and Scrum for Product/Project escalation and issue resolution
* ITIL Service Management in - Identify and mitigate cross-functional risks and issues, and act as a primary escalation point for critical issues.
* Release Management and managed software release with Developers, QA testers
* Project Managed Sub-project teams consisted of Project Managers, Business Analysts, Software Developers, Testers and IT Support Teams
* Coordinate effective communication among teams and stakeholders.
* Directly manage and indirectly mentor subproject managers from subproject teams
* Lead software development team in meeting and aligning Business Customer requirements
* Managed projects according to Allstate project management methodology
* Agile and Scrum methodologies, managed cost budget to allocate overall cost estimate to individual tasks.
* Budget and Financial Tracking thru MS Project Server and Prime Management Exception Reports
  + Project Base-line
  + Tracking Resource hours
  + Tracking Project Change Management items
  + Off shore monitoring
  + Actuals vs. Budget Weekly Reports to ensure project health
  + Weekly Project Champion Meeting to review Project Dash-boards on financials

**State Of Illinois Toll-way and Highway Authority**

**June 2007 – Oct 2007**

**Sr. Project Manager**

Project Manager/Consultant for the Illinois State Toll-way and Highway Authority (ISTHA) for their Fiber Optic Maintenance Contract and Information Technology Systems Network (ITS), whose primary responsibilities/scope of work includes the strategic consulting and the review, planning and validation and program participation or oversight of ISTHA construction technology plan related to ITS. This includes technology integration and the implementation plan related to ITS, the development of ITS strategy and the identification or required project initiatives.   
  
Primary interface with ISTHA clients. Collaborated closely to drive the functional requirements, drafting the Fiber Optic maintenance and management contracts and assisting in drafting a long term TIMS network support contract. Coordination and strategic consulting of existing technology systems to the ITSHA Next generation Network.  
  
Plan and lead the functional requirement for the design build and test of Fiber Optics Process and Procedures. Perform business analysis and contribute to strategy development of Maintenance contracts and Next Generation Network Infrastructure. Thru the use of interviewing client stakeholders/users defined new business processes and re-engineer existing ISTHA processes for Fiber Optic Network Infrastructure Design, construction process, invoicing and billing.   
  
Effectively managed and interview ISTHA client stakeholders and users to discuss, evaluate and review existing data, Fiber Optic systems, processes/procedures and roles to effectively prioritize requirements and define functional scope and system design and assess and develop metrics requirements for Fiber Optic Maintenance Contract

**EMC2**

**May 2006 - June 2007**

**Senior Technology Solutions Project Manager**

Project Manager at EMC Corporation - Responsible for managing the life cycle of highly complex SAN (Storage Area Network), NAS (Network Attached Storage) infrastructure consisting of Symmetric DMX Series, CLARiiON CX Series , Celerra series product lines from architectural design through implementation and Customer Service turnover.

* Storage Network facilities, Data Back-up, Virtualization
* Multi-discipline environment of UNIX, Mainframe, Legacy, SQL
* Disaster Recovery Business Continuity Initiatives for Control Center Environments and Products
* Consultant in the delivery of the project plan, the detailed Statement of Work (SOW) and Professional Services Proposal content developed for the customer based upon customer requirements and system architecture.
* Demonstrated initiative and ownership of client and System Integration of SAN/NAS initiatives
* Exhibited strong knowledge of EMC Solutions finance and investment theory/practice and the ability to apply knowledge to client work
* Managed and deliver complex work and client projects without supervision.
* Made presentations to and dealing directly with clients without assistance/presence of a Principal
* Responsible for the implementation and daily management of activities, which are coordinated with EMC employees or partner with resources.
* Ensures projects are delivered on time, within budget and to the satisfaction of the customer and sales.
* Pre & post Sales Checklist
* Proactively follows the EMC escalation and change control process.
* Develop the post implementation go-live support environment, construct the transition plan from the project team to the support team, and support and maintain the client applications and technology infrastructure
* Track Financials and Project Budget using Prism Reports
  + Weekly Project Budget Review
  + PMO Project Dash-board review
  + Budget vs. Actuals review
  + Weekly Revenue tracking of Project Milestone approvals

**Nicholson Enterprises Sports Management**

**Jan 2003- April 2006  
Manager**

* Professional Boxing Manager for 1992 Olympian and IBF Heavyweight Boxing Champion Danell “Doc” Nicholson
* Negotiate Boxing contracts with Promoters, Televise Operations, Venues and major Casinos, work out product endorsement fees, and provide financial, investment, and tax advice.
* Provided personal and legal advice to clients.
* Promotion and development director design and implement promotional campaigns that increase ticket sales for Professional Boxing Matches.
* Negotiate sponsorships in which advertisers and/or sporting goods manufacturers paid a fee to have their ads or products featured at a Boxing sporting event.
* Act as a liaison between Professional Boxing Promoters, Boxing Governing bodies, Casinos and Boxing sites on the one hand and the news media on the other.
* Contract negotiations and fee arrangements
* Assist in the coordination of preparing press guides and press releases and organize "media days" at which athletes and coaches make themselves available to reporters, photographers, and the broadcast media.
* Acted as Information directors, responsible for creating a Boxer/Athletes official publications, including programs, commemorative magazines, and Web sites.
* Coordinate the schedule, events, activities of Boxing team
* Responsible for personnel decisions involving coaches, athletes, and support staff; and often supervise employees

**Commonwealth Edison/ Exelon**

**Oct 1999 - Aug 2003**

**Project Manager**

Liaison between Corporate IT and the internal Business units requesting project management for custom IT applications and business analysis reporting.

* **Disaster Recovery/Business Continuity Planning**, Crisis Management, Storage Management Applications, Risk and Business Impact Analysis, client technology solutions, including the management of new/change requests and system incident resolutions. Release Management and coordination of software development and upgrades
* **Coordinate corporate wide telecommunications services** The design, installation, and support process of Meridian PBX and Avaya Voice mail Project, telephony, audio conferencing, Video Conferencing, cell phone services, and the networks which support those services.
* **E-911 Implementation Project**. Emergency 911 for safety and risk prevention services at Distribution centers, Nuclear facilities and Corporate Headquarters. Initiative included the installation of several T1 facilities at Com-Ed sites, facilities and conversion and programming of all PBX and voicemail applications to incorporate personnel/employee safety measures and to be in compliance with Corporate Safety regulations.
* **Virtual Private Network and Windows upgrade.** Virtual Private Network (VPN ) design and connection over company's dark fiber optic infrastructure to East and West allowing seamless entry into corporate LAN/WAN infrastructure using UUNET and Genuity.
* **Merger & Acquisition Initiative –** 
  + Responsible for Corporate wide telecom network infrastructure design, implementation and project management of merged companies Commonwealth Edison/PECO (Philadelphia Energy Company) telecommunications projects (PBX, Voicemail, Video Conference, Centrex services) and fiber optics network infrastructure, which include: Budgeting, project control, monitoring and estimation, resource assignment, meeting facilitation, project time line creation, maintenance and status reporting.
  + Exelon Performance Solution Initiative (EPS) Commonwealth Edison to PECO (Philadelphia Energy Company) Merger Financial initiative - (Chicago to Philadelphia) combining the General Ledgers and Balance Sheets of two utility companies. Implementation of Khalix Financial Solution System, ODS Data Warehouse Storage and People-soft Modules. Utilized knowledge and experience with web technologies, portals and content management systems and functions to create user access to Khalix Financial Systems.

**Sears Roebuck & Co.**

**Mar 1998 – JUNE 1999**

**Credit IT Division - Voice Integration Team**

**Technical Consultant**

* Sr. Systems Analyst, Call Center Operations utilizing CTI (Computer Telephony Integration)and Financial Analysis for IVR/VRU Applications, WAN/LAN Infrastructure, Multi-site Call Centers and Meridian PBXs.
* Establishment of Sears Credit Card interactive voice application using InterVoice VRU Voice Recognition Administration Initiative. Design flow tree, application testing, development and network integration. Utilization of CTI solutions for both daily operations as well as for major application design.
* Lead Functional team through all phases of the Call Center Project
* Direct and mentor junior members of the functional team
* Serve as the key liaison between internal business customer, technical team and functional team to finalize and resolve issues pertaining to the functional design
* Liaison with Technical Lead to ascertain technical feasibility of the requirements and assist technical lead in defining technical requirements
* Manage change control process including communicating and appropriately documenting all changes to technical, functional team and architecture
* In charge of tracking Budget, Cost and Spend to ensure project under/on $27 million Budget for resource, cable, vendor, equipment and labor

**Ameritech, Information Industry Services**

**1995 - 1997**

**Wireless - Marketing**

**Product Manager**

Product Management, Marketing and Life cycle Management of SONET OC-N Fiber Optics Telecommunications High Capacity Switch Access Products and Services (DS1, DS3, SS7, Frame Relay, Route Diversity, ADM Multiplexing, etc.) which serve the five state Midwest region Wireless Telephone Industry including Cellular, Paging, ISPs, CLECs, and PCS Companies.

Fiber Optical products and network backbone used for network Risk Mitigation with the utilization of Risk Analysis, Recovery Strategies, Network Planning and Development.

* Work directly with Account Managers to ensure sales objectives in existing markets were met and development of growth in new markets.
* Product Management of new product conceptions
* Market Management of existing products & services
* Feasibility studies
* Business plan development
* Market and financial analysis
* Secure capital and expense funding
* Leadership for cross development teams
* Customer service and sales procedures/training for new products, marketing communications, product trials and development cycle

**SBC Cellular One**

**1992 – 1995**

**Project Manager**

Project Management in the design, development and implementation of Ericsson MTSO Mobile Telephone Switching Office), Cell site implementation, SS7 Signaling, DS1 & DS3 installation to SONET OC-N hub networks, ADM Multiplexing, ADM, and equipment site constructions involving the construction of entire communications network systems from fiber and wireless communications systems, to installed telecommunications equipment, backup generation, battery plants, switching and transport equipment.

Project Life Cycle Management to ensure network integrity. Risk Analysis, Network Recovery Strategies, Plan Development and Testing. Utilize communication skills to present engineering development and network topologies in clear concise and logical manner to both technical and non-technical management.

Variance analysis tracking for budget vs. actuals on labor, resource allocation, vendor management and equipment

**Education:**

DeVry Institute of Technology

Bachelor of Science, Electronics Engineering Technology

MICROTRAIN TECHNOLOGY

CERTIFICATION: PMP *(in progress*); CCNA *(in progress*); CompTia A+ *(in progress*); ITIL V3 (Information Technology Infrastructure Library); Business Analyst Course (Completion); Six Sigma Lean Course (Completion)