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| **[LinkedIn Profile](http://www.linkedin.com/in/scott-javage-msppm-csm-153b7055)** | Scott Javage, MSPPM, CSM, CSPO | **215.681.4362**  [**sjavage@gmail.com**](mailto:sjavage@gmail.com) |

**Program and Portfolio Management Professional**

Customer Experience Management | Project Management | Collaborative Team Leadership | Operations Management

*Depth and Breadth of Experience and Broad Exposure across Industries as a Project Management Leader* & *Trusted Business Advisor*

**Performance-driven, strategic, and process-focused** *Program and Project Management Executive* with ***20+ years*** of transferable experience in delivering continuous consultation regarding technology implications, opportunities, and threats to client business while facilitating launch of key focus areas and driving cross-business scaling and synergies. Possess a proven track record in supporting execution of innovative strategies for the organization while harnessing disruptive technologies internally and externally.

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| **Immediate Value Offered** | **Core Competencies** | * Good Project Management Practices * Continuous Process Improvements * Cross-Functional Team Leadership * Innovative Perspective Utilization * Client Relationship Management * Hyper Converged Infrastructure * Customer Success Management * Revenue Growth & Profitability * Consulting & Advisory Services * Optimum Resource Utilization * Project Lifecycle Management * Agile & Scrum Methodologies * Strategic Planning & Analysis * Transformational Initiatives * CI/CD Pipeline Management * Performance Management * Training & Development * Regulatory Compliance * Change Management * Vendor Management   **Interpersonal Competencies**   * Interpersonal Communications * Stakeholder Engagements * Relationship Building |
| * **Recognized for consistently exceeding expectations** regarding large-scale projects from concept-to-completion while delivering first enterprise cloud services at SunGard 2009-2013 and generating $1M+ in monthly revenue for enterprise cloud services by utilizing an innovative perspective. * **Build world-class support organizations,** achieving competitive advantages through differentiated solutions while leveraging technology to optimize solutions, and adapting seamlessly to ever-changing situations, thus earning increased responsibilities and promotion based on performance excellence. * **Administer mentoring, coaching, training, and development** to elevate team performance and achieve synergy while managing timelines, streamlining operations, achieving continuous process improvements, optimizing costs, and optimally allocating resources to accomplish project requirements. * **Earned a winning reputation** for defining technology strategy and roadmap in alignment with internal and external business needs across a broad range of technical domains while supporting deployment of emerging technologies to facilitate projects, initiatives, and programs across businesses. * **Subject matter expertise** in cloud technologies, automation, digital transformation, and transitioning from legacy to cloud solutions with excellence and precision, while managing multiple projects and initiatives simultaneously from concept-to-completion, on time, and in alignment with requirements. * **Verifiable success** in developing mutually beneficial C-level relationships, cultivating transformational solutions to meet business needs, defining and managing execution of work plans, and escalating risks or roadblocks. |

**Work Experience**

Senior Project Manager and Delivery Lead – Consulting Practice | Red Hat ― Remote 2019–2020

**Operated in a multi-faceted and all-encompassing technical project management role,** handling day-to-day responsibilities, including customer engagement management while sourcing new talent, along with developing organization infrastructure and architecture. Work directly with valued corporate clientele in the consultation and delivery of high-quality support services.

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| * **Steered** **successful engagement delivery** and facilitated consulting services in alignment with client requirements while administering value-added services, optimizing business functions, and maximizing revenue and profitability. * **Structured processes** **with precision** via advanced product knowledge for first ever customer deliveries of Azure Red Hat OpenShift and OpenShift on zOS mainframe products. * **Acquired international experience and exposure** while overseeing technical project management functions, and thrived within abstract environments. * **Interfaced with clients** to define project requirements while preparing scope of work, including project delivery resource requirements, cost estimates, work plan schedules and milestones, quality control, and risk identification. * **Operated as a main contributor,** identifying complex project risks, leading constructability reviews, developing risk mitigation and contingency plans, and implementing action plans to reduce/eliminate project risks. * **Coached and mentored** junior project managers, overseeing project resources and digital transformation while completing 20+ engagements within 1.5 years coupled with achieving $2.5M+ in revenue generation. | * **Administered consulting and advisory services** across several product lines i.e. Cloud (OpenStack), Containers (OpenShift), middleware (JBoss, BRMS), automation (Ansible); storage (Ceph), etc. * **Supervised several Openshift implementations** while achieving customer success and satisfaction. * **Successfully handled** diverse engagements, ranging from $50K to $1M. * **Tracked project accounting,** variance, and resources in an efficient manner. * **Managed expectations** and delivered premium services in an ever-changing and fast turnaround environment. * **Excelled in** **supporting customers** with delivery execution in alignment with SOWs and requirements. |

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**Work Experience** *Continued…*

Turnberry Solutions ― Philadelphia, PA 2017–2019

DevOps Technical Program Manager III | Comcast TPX ― Business Class Voice Product Engineering

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| * **Collaborated cross-functionally and interdepartmentally** with technical team and management while modernizing platform, handling transformational digital initiatives, and structuring internal processes with precision. * **Steered** **multiple resources on a cross-functional basis** regarding upgradation of systems, operations, and technical functions. * **Proactively engaged in** **definition, creation, and continued management** of DevOps program within the Comcast Business Class Voice Product Engineering group, including tooling (Svc Now, JIRA, and GitHub), process (intake, release, and CI/CD), metrics, and KPI creation/management. * **Oversaw application virtualization and automation** team responsible for playbook development and deployment of Ansible Tower, P to V of BroadSoft CIMS platform application, and deployment of platform microservices. * **Crafted** **strategic** deploymentplan for next-generation ‘HPE synergy hardware stack telco platform architecture’, including remediation of legacy bare metal HPE G8/9 hardware and P to V of BroadSoft platform application software. | * **Performed as a program manager** across commercial business voice organization within Comcast. * **Led development team** to virtualize servers and software, including BroadSoft and Cisco IMS software package. * **Devised comprehensive reports and presentations** to support executive-level organization decision-making. * **Streamlined** **and** **supervised** SMB hardware and technology refresh program, along with advanced voice technology refresh program. |

Canonical USA ― Remote 2014–2017

Customer Experience Manager, Customer Success - Support & Technical Services (2014–2017)

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| * **Spearheaded** innovative projects and large-scale initiatives, including piloting and deploying global business initiatives, driving year-over-your business growth, and implementing NPS program to optimize customer success metrics. * **Accomplished** **customer support portal 2.0 refresh project** while updating the platform and UI for support.canonical.com with accuracy. * **Designed and implemented** robust and effective NPS survey program ―Became the defacto customer support quality measure. * **Revitalized and revamped** customer quarterly support review process and content documentation to focus on KPIs and related metrics. * **Redesigned and transformed** customer support portal while handling all facets of customer program voice and customer engagement initiatives. * **Delivered superior customer facing support,** including service escalations, quarterly service reviews, new sales, and renewals. | * **Proficiently built** **world-class** support organization while consistently exceeding goals, targets, and objectives. * **Reimagined** **customer reporting,** including defining new KPIs and creating custom Salesforce reports. * **Launched** **customer advisory board** as well as the **customer success program template,** including program process, participation, membership, documentation, and operations. |

Program Manager, Cloud DevOps – PMO | Canonical USA ― Remote 2014

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| * **Restructured Phase 0 program** from crisis and delivered forked distribution of Ubuntu for high performance compute stack while completing full CI suite, including package and image building, testing, and publishing. * **Partnered with** **reseller** regarding major U.S. Technology Company and U.S. State University to repurpose pre-existing kit of hardware ―Procured for different projects while deploying OpenStack (Ice House) private cloud. | * **Conceptualized, built, and managed** end-to-end CarrierStack program for telco carrier-grade OpenStack distribution * **Administered consultation** for major US financial institution regarding three private cloud OpenStack (Havana) environments (Dev, Test, and Prod). |

Jaitra, Inc. (Contractor at Johnson & Johnson ITS) ― Raritan, NJ 2013

Application and Infrastructure Project Manager

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| * **Achieved hosting and colocation requirements** for hosted servers (bare metal and VMs), network connectivity, network equipment, and appliances. * **Provided project management support** for concurrent data center build projects within service provider locations in Singapore, UK, and the US while handling vendors’ selection process, creation of service catalogue with technology owner SMEs, and roll-out plan for services in an optimal manner. * **Identified infrastructure goals** and project delivery; assessed project plan risks and limitations; evaluated and determined plan variance from project performance; and ensured project results alignment with quality standards. | * **Handled launch** of new “Colocation” and “Managed Hosting Services” as a part of the overall ITx Program. * **Directed creation** of detailed project budgets, capital appropriation requests, and management of project financials within agreed upon tolerances. |

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**Work Experience** *Continued…*

SunGard Availability Services ― Philadelphia, PA 2006–2013

Program Manager for North American Enterprise Cloud Services (2011–2013)

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| * **Attained** **VR business growth** while building client products from concept-to-execution and managing all aspects of NA PMO for Cloud operations team. * **Produced six reference customers** while onboarding 37 clients, including two alpha and five beta engagements during first year of operations. * **Recognized $1.2M per annum revenue leakage** resulting from gaps in ECS product contractual process ―Misunderstood by Product Management team. * **Administered team of 15** **multi-function engineers** focusing on execution and problem management while supporting director with strategic initiatives. | * **Drove HA infrastructure capacity management,** program planning, and execution regarding physical systems, storage, and network resources in 3 NA locations while supporting total footprint of 1700+ VMs and 1.6 PBs of storage. * **Supported 150+ customer projects** as aCompliance Project Manager. |

SunGard Availability Services ― Philadelphia, PA 2009–2011

Senior Service Release Manager, Service Release Team

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| * **Assembled critical technical and cross-functional teams** across entire managed and recovery services organizations using an Agile approach to bring new products and services to market from inception-to-general availability. | * **Crafted overall project plan** inclusive of WBS and detailed task plans while ensuring successful product release. |

SunGard Availability Services ― Philadelphia, PA 2006–2009

Project Manager, Project Management and Compliance Team

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| * **Performed an integral role,** implementing 150 managed services customer contracts, including 40 customers’ data center relocations. | * **Won awards,** including APEX, Lead from Any Chair, and Quarterly Quality Awards. |

**Additional Work Experience**

Manager, Business Analysis | Tri-Pen TravelMaster Technologies Services, LLC ― New York, NY 2005

Project Manager, Client Acquisition | American Express Global Business Travel ― King of Prussia PA 1996–2004

**Education Qualifications, Certifications & Training**

**⎯ Master of Science (M.S.) Project & Program Management | GPA: 3.83| Brandeis University ― Boston, MA**

**⎯Project Management Certificate | Penn State University ― Abington, PA**

**⎯ Bachelor of Arts (B.A.) American Studies | Cum Laude | GPA: 3.35 | Temple University ― Philadelphia, PA**

**⎯ Business Administration & Management | Syracuse University – Martin J. Whitman School of Management**

**Certified Scrum Master (CSM) ― Scrum Alliance ― January 2020** [**See Credential**](https://bcert.me/bc/html/show-badge.html?b=hesrmfwz)

**Certified Scrum Product Owner (CSPO) ― Scrum Alliance ― September 2020** [**See Credential**](https://bcert.me/bc/html/show-badge.html?b=xedkonao)

**ISO27001 | ITIL v3 | Project Management Institute (PMI) | SAS70 | PCI-DSS | SSAE16 | Six-Sigma (Green Belt)**

**Technology Proficiency**

**Applications/Tools: Atlassian JIRA & Confluence (Admin) | GIT Hub | GitLab | Launchpad | FishEye | ServiceNow | BMC Remedy | Lean Kit | Asana | Clarity | Base Camp | Marketo | Salesforce (Advanced) | MS Project (Expert) | MS Visio (Expert) | MS Office Suite (Expert)**

**Agile: Scrum | Agile | SAFe | XP | RAD | Lean | Kanban**

**Operating Systems: Windows | Mac OS X | Windows Server | Linux (RHEL, Ubuntu, Debian) | Solaris | SUSE**

**Cloud: Private – OpenStack | Apache Cloud Stack / Public – AWS | GCE | Azure | Joyent | Digital Ocean**

**Hypervisors: KVM | LXD | Hyper V | VMware (VCenter) | Citrix (XenApp)**

**Containers: Kubernetes | Docker | LXC | ECS | Kata | Cloud Foundry | PKS**

**Hardware: vBlock (UCS & Nexus) | Cisco | Juniper | EMC | Citrix | Checkpoint | Brocade | HPE (Synergy) | Dell | Riverbed | f5 | Source Fire | Infoblox | Blue Coat | NetApp | 3Par**

**Networking: Open vSwitch (OVS) | Network Function Virtualization (NFV) | 7 Layer OSI Model | 4 Layer TCP/IP Model | Istio/Service Mesh | SDN | IMS | NSXi | Cisco ACI | Juniper Contrail**

**Databases: Access | Oracle | SAP | SQL (MS SQL and MySQL) | NOSQL | Maria | Cassandra | Mongo**

**Automation: Ansible & Ansible Tower | Puppet | Chef | SaltStack | Terraform | Juju**