

# HOWARD STONE

## TECHNICAL PROJECT MANAGER

### Summary

Dynamic IT Project Manager with 25+ years delivering technology and security solutions for Fortune 500 companies. Proven track record of reducing project timelines by up to 30%, boosting customer satisfaction by 75%, and leading cross-functional teams to successful, on-time results. Recognized for driving transformation, aligning stakeholders, and implementing scalable, AI-powered processes. CAPM (in progress).

### Project Management

#### Securonix

- **Project Lead:** Founded and managed the launch of a new Quality Assurance department, establishing SOPs and KPIs that increased support consistency by 45% and improved customer satisfaction by 75%.
- **Process Optimization:** Directed initiatives—including updating and optimizing the Major and Critical Incident Response department—that reduced issue resolution time by 40% and decreased escalations by 60%.
- **Customer Communications:** Project Manager for customer communications, which further increased customer satisfaction scores.
- **Knowledge Base Creation:** Project Manager for the development and implementation of a comprehensive knowledge base, enhancing transparency and efficiency.
- **Change Management:** Oversaw cross-functional teams and stakeholder engagement, achieving 95% on-schedule adoption and a 20% compliance increase within 90 days.

#### Microsoft

- **AIP Deployment:** Project Manager for the deployment of Azure Information Protection (AIP) and related cloud security solutions to several Fortune 500 companies, including end-to-end planning, rollout, and post-deployment support, achieving high customer satisfaction and strict compliance requirements.

#### GTS Technology Solutions

- **OS & Software Upgrades:** Project Manager for enterprise-wide operating system and software upgrade projects, ensuring seamless planning, deployment, and minimal business disruption.

#### DXC Technology

- **Software Upgrades:** Project Manager for successful end-to-end software upgrade projects for multiple enterprise clients, ensuring on-time delivery and minimal client impact.
- **Global Training Manual:** Project Manager for the development and implementation of a global training manual and Level 2 agent guides, standardizing onboarding and ongoing education for international teams.
- **Cloud Readiness & Incident Management:** Led cloud-readiness initiatives and major incident management strategies, improving team proficiency, operational results, and incident response times.

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### Key Skills & Certifications

- **Project Management:** Agile (Scrum/SAFe), Waterfall, Hybrid, ITIL, Risk Management
- **Cloud & Security:** Azure, Microsoft 365, Google Workspace, Purview, SNPR
- **Incident Response & Service Delivery:** Major/Minor Incident Management, Escalation, SOPs, ISO 9001
- **Leadership:** Team Building, Executive Reporting, Vendor Management, Change Management
- **Certifications:**
  - Google Project Management Professional
  - IBM & Johns Hopkins University Project Management with AI
  - Vanderbilt University Project Management with ChatGPT Prompting
  - Google IT Professional
  - CAPM (Certified Associate Project Management) – in progress, expected completion by end of 2025
  - Google Workspace Administrator
  - IBM Artificial Intelligence Fundamentals
- **Tools:** JIRA, MS Project, Asana, ServiceNow, Confluence, Salesforce

### Professional Experience

#### Securonix – Addison, TX

*Technical Project Manager / Major Incident Manager* | 2021 – 2022

- Built and launched new QA department, cutting incident escalations by 60% and increasing support consistency by 45%.
- Defined and enforced SOPs, KPIs, and incident management processes—raising customer satisfaction 75% and ensuring 95% of change initiatives stayed on schedule.
- Optimized support workflows, reducing issue resolution time by 40%.
- Drove a 20% compliance boost in 90 days via organization-wide change management.

#### Microsoft – Irving, TX

*Project Manager / Cloud Security Engineer (Contract)* | 2019 – 2020

- Led full-scope cloud security migrations (Microsoft Purview, DLP, HIPAA/PII compliance) for major enterprise clients—achieved 98%+ customer satisfaction.
- Authored project documentation and SOPs aligned with Agile, streamlining adoption of security tools across multiple organizations.
- Acted as key liaison between engineering, client teams, and executives, ensuring end-to-end delivery of secure cloud infrastructure.

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### **GTS Technology Solutions – Dallas, TX**

*IT Project Manager / Desktop Support Manager | 2018 – 2019*

- Managed 25-person support team as City of Dallas vendor, exceeding SLA goals and delivering enterprise hardware/software upgrades on time.
- Standardized support processes, creating SOPs and aligning documentation with ISO 9001 and ITIL.
- Mentored and developed high-performing teams.

### **DXC – Plano, TX**

*Service Desk Manager / Project Manager | 2010 – 2018*

- Promoted through multiple roles to lead global team of 60+, driving successful contact center operations and technical projects.
- Delivered software upgrades for Fortune 500 clients as MSP Project Lead.
- Developed major incident management strategy—cutting response times and mitigating risk for critical IT rollouts.
- Designed KPIs, enterprise training, and operational tools to align IT with business needs.

### **Education**

#### **B.S. in Information Technology – Project Management**

*Southern New Hampshire University*

**GPA: 4.0** | Expected Graduation: October 2026

### **Other Highlights**

- High-pressure delivery mindset thrives in fast-paced, client-facing environments.
- Extensive experience with Microsoft 365, Azure, Google Workspace, ServiceNow, Salesforce, LucidChart, Visio.
- Passionate about continuous improvement, culture building, and mentoring.

**References available upon request**