

**Name**  
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## SUMMARY

Infrastructure Technology Director who can build, lead and operate exceptional organizations that are highly focused on continuous service quality improvements, cost efficiency and customer satisfaction. Diverse, professional with a solid track record in pinpointing critical problem issues, developing and implementing creative solutions. Work well independently and with multi-disciplinary groups.

## EXPERIENCE

### **Company**

**9/06 – 1/09**

#### *Director of Project Management*

Directed a team of several technical project managers accountable for deployment and installation of mid to large-scale voice / IP telephony projects across a variety of brokerage trading and financial cliental.

Contributed to an install base of 43 million in annual revenue for NY Operations in 2008. Managed an average of 50 plus active projects resulting in revenue exceeding 6 M per quarter. This accomplishment included meeting and exceeding the service demands of top tier accounts such as Citigroup, Bank of America, Merrill Lynch, DB, Barclays-Lehman, JP Morgan Chase, Goldman Sachs and RBS.

Instrumental in driving teams to meet and exceed quarterly financial targets on a consistent basis.

Directed internal project planning sessions with teams consisting of sales engineering, project management, sales and customer service. To establish project objectives and gain consensus on customer expectations and implementation methodology

Worked closely with sales and product management to ensure alignment with sales objectives and new product developments.

Developed an internal work- flow process to enhance budgetary quotations, communications, documentation, proposed systems configurations and contract accuracy for use globally by IPC project and sales teams.

Participates in the establishment, organization, and implementation of short- and long-range goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness and effects changes required for improvement.

Elevated team proficiency and increased product knowledge through formal IPC training courses. Increased the use of project management tools and documentation to enhance project delivery and provide a method to monitor and measure results.

Maintained a high standard in customer satisfaction and improved relationship management. Senior point of escalation to customers for all project related issues.

Provided senior management and finance with metrics and detailed reports used to track and report on revenue profit and spend.

Collaborated with operations management to improve response time and servicing of IPC's customer base.

**Company North America**  
**Consultant through Glotel then converted to perm employee**  
**Senior Project Manager**

**4/03 -- 9/06**

Lead project manager directing the delivery and implementation of a Company Global client VPN/MPLS network solution to client (Manpower) supporting several hundred sites across the US. The network is comprised of a 600 plus node DSL network with VPN technology connected to hub locations. Delivered a fully managed service providing 7x24x365 remote network monitoring, service dispatch and maintenance.

Project managed the VPN/MPLS delivery teams consisting of dedicated and virtual resources positioned across the US. Directed a team of several project managers, technical design engineers, and external vendor management. Installed Cisco routers and DSL modems at each client location with connection to the MPLS network and Manpower's corporate data center. Coordinated with each local telephone company provider to establish DSL connectivity to the BT cloud.

Chaired all customer project meetings, interfacing directly with the client on all project related matters. Provided the client with daily and weekly project reports tracking of tasks, milestones, issues and corrective measures.

Project Manager assigned to the implementation of a Remote Global Access Service solution for United Technologies Corporation. The RAS solution supports in excess of 30,000 users worldwide providing remote access to a variety of server based applications via Ipass dialer and Regional hubs with VPN concentrators based upon Cisco technology. Responsibilities included end-to-end testing with a third party vendor.

Managed all billing activity, which allowed BT to consolidate billing through a signal system.

**COMPANY**

**1/02 – 12/02**

***Consultant / Project Manager, Merrill Lynch World Trade Center Disaster Recovery:***

Team leader assigned to restore the loss of voice services resulting from the 911 disaster. Services include dial tone, private lines, Internet, digital and analog circuits.

Documented and inventory all Carrier voice circuits and systems servicing the trading floors. Upgraded the legacy inventory database to reflect the new circuits ordered and disconnected services. The database is used for carrier and departmental billing and tracking.

Conversion of analog voice circuits to digital T1 service. Primary duties include ordering digital circuits; disconnection of analog circuits, coordinate the delivery, installation, testing and circuit activation.

**COMPANY**

**2/01 – 6/01**

***Service and Support Manager Customer Advocacy***

Provide a dedicated Customer Advocacy focal point to major strategic enterprise accounts to ensure that support programs effectively support the customer's current network needs.

Responsible for largest global customer delivering consistent service excellence.

Ensured successful delivery of all support and services.

Built relationship with Cisco customers by functioning as a liaison to Headquarters.

**COMPANY**

**6/99 – 2/01**

***Director Of Operations***

Accountable for installation, service and maintenance of Company voice trading system technologies distributed across the United States and Latin America.

Managed a technical staff of eight managers and ninety-field service and infrastructure personal. Departmental responsibility: Service, Projects, Installations, Customer Service and Warehousing.

Reorganized operations to deliver services that meet and exceed customer expectations. Set objectives relevant for the business units in North America, managing customer relations, team building, establish service metrics, budget and costs control.

Restructured the business to improve field service response time, effectiveness and customer satisfaction. Elevated customer service to a level of excellence by making improvements in the area of field service, on site and dispatch support.

Replaced help desk ticketing system with a superior database solution. The system will improve inventory control, invoicing, contracts, response time, tracking and service statistics.

**Bank (Global Technology Infrastructure)**

**11/93 – 5/99**

*Vice President, Telecommunications*

Managed technical staff responsible for maintenance, support and installation of Carrier facilities, British Telecom Trading Platform, Nortel, Lucent PBX and operations supporting in excess of six hundred trading positions. Business units supported: Foreign Exchange, Treasury, Capital and Emerging Markets. Project managed the deployment of British Telecom trading floor solutions across the Americas. Responsibilities included contract negotiation; established service level agreements, system certification, system installations, testing, upgrades and user training.

Managed the deployment of BT systems globally. Reviewed business requirements and design a system solution to meet the needs of each business. Completed trading floor projects for new BT Systems in Mexico, Argentina, Sao Paulo and Rio de Janeiro Brazil.

Performed disaster recovery planning for Capital markets business: Maintained and tested dealer room recovery site. Ensured corporate standards were maintained.

**BANK**

**12/85 – 11/93**

*Telecommunications Manager Systems/Communications*

Managed a team of technical and operational staff supporting trading floor operations and back office services including, wire transfers, check clearing, systems installation, maintenance and administration.

Decreased communications cost two million dollars by recommending and implementing a T-1 international network. Reduced overall hardware/software expenditures by 50% and redesigned networks to eliminate single points of failure.

Managed the downsizing of the NY Operations Data Center. This included relocation of IT, voice services and financial trading applications to data centers located in Toronto and Montreal.

Directed the migration of trading systems and voice services between Bank Of Montreal and Harris Bank Chicago. Installed a new trading facility at the Harris Bank building to support trading operations. Installed a Sun Micro Systems Network and IPC Tradenet voice system.

**BANK**

**4/83 – 12/85**

*Data Center Engineer*

Installed, supported, and tested all hardware and communications equipment utilized in providing checking, savings and MasterCard services to branches in the Northeast Region.

**COMPANY**

**11/81 – 4/83**

*Service Technician*

Installed offset computerized printing presses throughout the Northeast Region.

**COMPANY**

**1/80 – 11/81**

*Installation Specialist*

Installation of American Airlines passenger reservation systems servicing the Northeast region.

**EDUCATION**

Institute of Technology - coursework toward B.T.M. Degree.

Suburban Technical School - Digital Computer Technology. 11/79

Project Management Certificate Program (PMI) 12/05

IPC Director Program – Building Personal Effectiveness as a Leader. 10/08

**MILITARY**

U.S. Navy Honorable Discharge, 12/09/77