

CORPORATE RÉSUMÉ

CLIENT NAME, PMP

Charlotte, NC

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SENIOR PROJECT MANAGEMENT PROFESSIONAL

Executing mission-critical results in a fast-paced environment by building synergy and unifying stakeholders

Senior manager with 15+ years of specialized project and program management experience. Proven leadership skills combined with an exceptional ability to manage multiple large-scale projects, tasks, and priorities effectively within budget and on time. Expert in leveraging lean six sigma methodologies to increase quality and improve processes. Solid technical background with extensive knowledge of information technology services integration and implementation.

AREAS OF EXPERTISE

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|---|---|
| <input type="checkbox"/> Project & Program Management | <input type="checkbox"/> Training & Development |
| <input type="checkbox"/> Strategic Planning & Execution | <input type="checkbox"/> Continuous Process Improvement |
| <input type="checkbox"/> Information Technology | <input type="checkbox"/> Operations Management |
| <input type="checkbox"/> Budget Oversight & Management | <input type="checkbox"/> Coaching-based Management |
| <input type="checkbox"/> Total Quality Management | <input type="checkbox"/> Government Proposal Management |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> Contract Management |
| <input type="checkbox"/> Six Sigma Methodology | <input type="checkbox"/> Change Leadership |

PROFESSIONAL EXPERIENCE

Booz, Allen & Hamilton, New York, NY

2008–Present

Senior Information Technology Project Manager

Technical Environment: System of Systems Architecture (SoSA), SharePoint, Microsoft Exchange, Oracle SQL, ASP/.Net/C #, Portal and Web application development services and support, Local Area Network (LAN), and Wide Area Network (WAN).

Oversee four projects with annual revenues averaging \$16M–\$18M. Implement cross-functional initiatives critical to enterprise strategic objectives and lead teams through planning and execution. Monitor and control projects throughout lifecycle.

Recruit, hire, train, and manage performance. Direct and supervise team of 50 personnel assigned to more than 20 domestic and international locations. Provide guidance and direction to software development; build and test teams, implement project management best practices, establish project plans, and manage client relations.

Selected accomplishments:

- Generated \$36M in FY12, doubling annual revenue through successful migration of field software and systems engineering support and local area network projects.
- Saved \$500K by designing and executing portal and web application virtual training program for 1,000 end users.
- Implemented procedures and tools to enhance communication among geographically dispersed team members. Developed technical forum on department intranet website and hosted weekly status calls to foster collaboration and resolve issues expediently.

Professional Experience (continued)

- Reduced turnover from 50% to less than 5% by developing coaching and mentoring program for new personnel.

Lockheed Martin, Vienna, VA

2000–2008

Total Quality Program Manager

Administered training, integration, analysis, assessment, and development of quality management system and quality management portal. Maintained content of organization's quality management portal, quality manual, quality work instructions, and associated forms. Ensured compliance with ISO 9001:2008 Quality Management Systems throughout organization.

Analyzed recurring quality issues and monitored internal defect data. Reviewed quality plans and conducted internal surveillance audits. Managed, mentored, and coached team of 20. Served as primary quality assurance support for 300+ employees.

Selected accomplishments:

- Decreased defects 50% by incorporating Six Sigma and Lean Management techniques to redesign quality systems.
- Increased productivity 70%; rectified long-standing history of low performance and morale; identified performance gaps and created a series of lunch and learn sessions with team building activities to promote camaraderie.
- Regarded as subject matter expert for ISO 9001:2008 quality programs. Briefed executive leadership regarding cost, schedule, and performance in accordance with established Quality Management System standards and procedures.
- Guided strategic planning process built on continuous process improvement methods — developed a 5-year plan with corresponding strategic goals to monitor and measure these processes.

PRIOR PROFESSIONAL EXPERIENCE

United States Marine Corps, Quantico, VA

Senior Operations Manager

Executive with full responsibility for operations, strategic planning, training, and administrative functions. Provided executive oversight for supply and maintenance groups of up to 800 personnel and equipment valued at \$160M. Designed methodologies to drive improvements in communications, leadership development, and procedural compliance. Developed and executed annual operations budget, annual training plan, and quarterly updates.

EDUCATION AND PROFESSIONAL DEVELOPMENT

B.A., Economics: The Ohio State University	1999
Project Management Professional (PMP) Certification, Project Management Institute,	2012
(ISO) 9001:2000 Lead Auditor Course, International Organization for Standardization	2008
Aveta Business Institute, Six Sigma Certification	2004
Senior Leadership Development Course, Marine Corps Base	2001