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**Highly-skilled Leader: Project Management - IT - Operations**

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**Possess sophisticated management and leadership skills with the ability to solve complex problems and challenges through innovative solution engineering.**

Project: Converted 1.5M accounts; zero downtime; \$3.4M budget; on time/under budget.

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**CAREER SUMMARY**

Operations

Product Conception  
Team Building  
Project Management

Team Management

Resource Allocation  
End-User Training  
Budget Control  
Staff Development

Sales

Product Quality Market  
Research Troubleshooting  
Customer Support

System Improvement

Project Completion  
Time Management  
File Migration  
Standardizing Operations  
Increasing Productivity

**IT Director, Surescience**

(2011 - Present)

Recruited to create support staff for credit card processing system, expand sales, and standardize European and French operations supporting 8M accounts.

**VP of IT Development, Surescience**

(2010-2011)

Promoted to increase productivity and standardize operations. Managed 8 direct reports and 82 support staff. Controlled \$10M operational budget. Directed activities of 22M accounts.

**AVP of Conversions, Surescience**

(2009-2010)

Managed UIT conversions for Madison System including internal, external, and pass-through controlled \$4M operations budget

**Systems Administration**

Built controls for data entry process which increased proficiency 36%. Established QA team; reduced errors by 17%.

**Streamlined Operations**

More efficient use of human resources; decreased OT by 14%. Built multi-model office testing system; reduced downtime from 36% to 2%.

**Guided and supported** 3

direct reports; 30 support staff. Built test system; decreased conversion issues from 30 to 5 per client.

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**EDUCATION**

SOUTHEAST UNIVERSITY, Los Angeles, CA  
**Bachelor of Science**  
**Computer Information Systems** (1999)

**CERTIFICATIONS**

PROJECT MANAGEMENT INSTITUTE  
**Project Management Professional [PMP]** (2001)  
**Agile Certified Professional [ACP]** (2001)

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**TECHNICAL QUALIFICATIONS**

**Development Tools & Applications:**

- MVS/XA, MVS/ESA, MS DOS, VSAM, ISAM, DB2, IMS DB/DC, SQL/DS, CICS Command Level, TPX, TSO/ISPF, Librarian, SPUFI, FILE-AID, Intertest, Expediter, MS Windows, Filestar, Panvalet, PSF, API, Changeman, CCF, Abend/Aid, Strobe, CA7/11, Dispatch, MVS/JCL, Project Office

**Hardware:**

- IBM 3000, IBM 38, IBM PC, Teradata

**Languages:**

- COBOL II, COBOL, SQL, Assembler, RPG III, Easy-Trieve, Visual Basic, Access
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**SELECTED SURESCIENCE PROJECTS**

- Retail card conversion in France (first international conversion for company). Converted 1.5M accounts; managed 10 team members; controlled \$2.45M operations budget; 1 year duration (2014).
- Merged acquisition of new clients with existing 4M accounts; managed 15 staff; \$4.7M operations budget; 2 years duration (2014-2016).