

JANE SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: janesmith@hotmail.com

CLIENT-FOCUSED IT PROJECT MANAGEMENT & TELECOMMUNICATIONS CONSULTANT

PROFESSIONAL PROFILE

A multifaceted, results-driven, and solutions-focused Senior Communications Engineer contributing 25+ years of IT project management, telecommunications, and computer network installation experience in both the government and private sector. A forward-thinking leader and enterprising problem-solver with tactical and strategic vision, keen bottom-line focus, and a proven track record of bridging the gap between technology limitations and business/management expectations. Articulate communicator and effective trainer with a hands-on management style that focuses on matrix teamwork and clearly defined mission and values for buy-in of all levels. Acknowledged for consistent success in optimizing profitability, enhancing efficiency, and exceeding key performance objectives through delivery of value-added systems, programs, and procedures. Quick learner able to easily grasp, apply, and present new ideas, concepts, and methods. Exceptional interpersonal, organizational, analytical, and technical skills with an innate ability to work in unison with clients, staff, and key internal/external stakeholders. Strong written and oral aptitude.

CORE COMPETENCIES

- *Client/Server Development*
- *Risk Analysis/Management*
- *Program Implementation*
- *Product Lifecycle Training*
- *Requirements Management*
- *Organizational Communication*
- *Help Desk Management*
- *Process Improvement/CMMI*
- *Technical Assessments*
- *Quality Assurance*
- *Project Management/Integration*
- *Staffing/Personnel Management*
- *Team Development/Coaching*
- *Progress Reporting*
- *Procurement Management*

EDUCATION

Jones International University, Centennial, Colorado
Bachelors of Business Administration
Graduated: September 2007
Magna Cum Laude

Villanova University, Villanova, Pennsylvania
Master Certificate, Applied Project Management, 2008

CERTIFICATIONS

- PMP Certification, 2009
- ITIL V2-V3 Foundations Bridging, 2009
- ITIL Practitioner's Certificate IPAD Agree and Define, 2008
- Introduction to Capability Maturity Model Integration (Staged and Continuous) iPower, 2007
- ITIL Foundation V2, 2006
- Hewlett Packard Accredited Integrated Specialist, 2002
- Apprentice Radio Operator, Department of Defense, 1987

MILITARY SERVICE

Sergeant First Class/Telecommunications Operations Manager, United States Navy
Honorable Discharge

CHRONOLOGY OF PROFESSIONAL EXPERIENCE

Principal Consultant/Senior Consultant	ABC Company	Nov. 2006 - Present
Senior Consultant	ABC Company	Mar. 2006 - Nov. 2006
Consultant	ABC Company	Dec. 2005 - Feb. 2006
Network Management Facility Supervisor	ABC Company	Dec. 2004 - Dec. 2005
Network Consultant	ABC Company	Jun. 2003 - Sept. 2004
Network Management Consultant	ABC Company	Mar. 2003 - Jun. 2003
Network Management Engineer	ABC Company	Feb. 2001 - Jun. 2002
Network Management Consultant	ABC Company	Nov. 2000 - Feb. 2001

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- Supported the Administrative Offices of the ABC Courts, Office of Budget (OFB) and Office of Information Technology, Application Development Office (OIT-ADO) in various roles including Project Manager/Advisor, Operations Manager, and Service Desk Manager; deployed a new software application and reviewed and provided guidance in the documentation and implementation of project plans, communications plans, project scheduling, and new service level agreements; developed and implemented all of the processes and procedures used by a new formed Service Desk that supported over 35,000 end users with a staff of three (3) full time employees and annual budget of \$1.65M.
- Utilized the standards of Information Technology Infrastructure Library (ITIL) compliant processes and procedures; built a new Service Desk responsible for Incident Management and the internal asset management of all assigned hardware, software, and other tractable support tools within the division.
- Planned and executed the implementation of IBM's electronic forms tool project plan; one of three projects used for the CMMI audit Maturity Level II Certification evaluation.
- Provided project management support for the United States Department of Homeland Security, Federal Emergency Management Agency (DHS FEMA) headquarters office in the development and implementation of software tracking package used to report on the status of inquiries submitted by members of the Congress, White House, and United States citizens for after-action information on Hurricane Katrina; supervised a staff of four (4) and completed project on time (6 months) and under budget (\$300K).
- Provided assistance to the Executive Secretariat of DHS FEMA Director; developed training materials used by multiple divisions in the operations and execution of the documentation tracking application; generated Statements of Work, Technical Evaluation Plans, Cost Assessments, and Request for Quotes, and Acquisition Plans while supporting FEMA's Office of Acquisition.
- Maintained the Department of Homeland Security's (DHS), Wide Area Network and Local Area Network (LAN/WAN) diagrams and documentation required to sustain the Certification and Accreditation (C&A) package during the life cycle of systems in accordance with the National Institute of Standards and Technology (NIST) and Federal Information Security Management Act (FISMA) guidelines.
- Appointed to the Change Management Control Board; processed engineering change requests, supplied technical input to other board members, and coordinated with internal and external agencies to verify approved technical and administrative changes where coordinated to minimize impact;
- Provided guidance and wrote procedures to assist the Wide Area Network Engineers in the submission process for change request forms; resulted in improved change request process time and expedited completion of a change request.
- Oversaw the performance of a staff of seven (7) network technicians that provided support for the management of Wide and Local Area Networks used by over 35,000 end users; created a web-based daily status report used by executive-level staff to determine solutions and enterprise-wide strategies required for provisioning, operations, monitoring, maintenance, and customer service.
- Aggressively and effectively identified of all networking outages and guided network analyst and tier-two engineering teams to find rapid resolutions.
- Developed a web-based, online Standard Operating Procedure document for the Network Analysts in pursuit of conducting daily operations.
- Conducted personnel evaluations, interviewing process, and all other personnel administrative functions associated with the network operations facility; planned and managed staff schedules/shifts including off-hours engineering support.
- Provided audits and inspections of the information security Certification and Accreditation process for the Department of Justice (DOJ) Justice Management Division (JMD) Information Technologies systems and infrastructure.
- Used the Defense Information Technology Systems Certification and Accreditation Process (DITSCAP), National Information Assurance Certification and Accreditation Process (NAICAP), and National Institute of Standards and Technology (NIST) principles to inspect policies and procedures of the agency; ensured compliance.
- Provided support for the deployment and support of the HP OpenView Network Management application; developed training materials and documentation; provided a written user's guide that addressed how to interpret the alert messages, the escalation process to resolve networking issues, and the reporting format used for the staff for incident notifications.

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE (CONTINUED)

- Provided consulting services to the ABC County Public Schools, Office of Information Technology Operations Administrative Center; implemented hardware platforms and software applications required to support a new Data Network Operations Center; refurbished and upgraded existing hardware platforms to support the installations and deployment of applications such as Hewlett Packard OpenView Network Node Manager 6.2, and CiscoWorks2000 configuration manager; ensured on-time and under budget project completion.
- Developed and provided the Standard Operating Procedures and other training materials to include escalation procedures used by the network analysis staff for processing critical network alerts and alarms.
- Lead administrator responsible for the build of two (2) Sun Enterprise E-250's servers operating with Solaris 2.6 and later version 7 which housed the Hewlett Packard OpenView network Node Manager version 6.1 and 6.2 and Cisco Works 2000 applications; supported three (3) large data centers with critical management of data links and Cisco Router data communication devices.
- Developed and provided technical training to members of the network operation center for the applications.
- Supported off-site offices technical support for all voice and data communications requirements including Nortel PBX management.

ADVANCED TRAINING/PROFESSIONAL DEVELOPMENT

- Fundamentals of Systems Acquisition Management: Defense Acquisition University, 2009
 - ITIL V2-V3 Foundations Bridging Course: Pink Elephant, 2009
 - ITIL Practitioner IPAD-Agree and Define: Pink Elephant, 2008
 - Establishing a Project Management Foundation: Project Experts, 2007
- Gather and Document User Requirements: George Washington University (ESI), 2007
 - Introduction to Business Analysis: George Washington University (ESI), 2007
- Managing Enterprise Projects using Microsoft Project Server 2007: Project Experts, 2007
 - Mastering Advanced Project Management: Project Experts, 2007
- Use Case Modeling for Business Analysts: George Washington University (ESI), 2007
 - ITIL Foundation V2: Pink Elephant, 2006

AFFILIATIONS

Member, Project Management Institute

References Furnished Upon Request