

SAM SMITH

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SENIOR-LEVEL TELECOMMUNICATIONS PROFESSIONAL

Project & Business Management/Team Facilitation & Collaboration/Customer Interface & Support

PROFESSIONAL PROFILE

A results-driven and solutions-focused Technology Director demonstrating visionary leadership, expertise, and outstanding performance in all facets of IT, relationship, and technical project management of high-volume, high-profit, high-profile business operations. Proven leadership with customers, consistent quality in technical development of colleagues/subordinates, and a verifiable track record of successfully developing individuals and building and directing high-performance teams to maximize performance, promote continuous improvement, and proactively capitalize on opportunities that increase profit margins. A hands-on manager able to make difficult and challenging decisions and provide clear expectations and directions while fostering creativity and problem solving. Recognized for consistency in the utilization of Project Management processes from planning through closure to efficiently and effectively execute all deliverables from project scope. Superior interpersonal, organizational, analytical, troubleshooting, and time management skills. Excellent written, oral, and technical aptitude. Proficient in all Microsoft Windows-based software programs.

CORE COMPETENCIES

- *Business Unit Management*
- *Vendor Sourcing & Selection*
- *Customer Service Management*
- *Technical Support/Assistance*
- *Equipment/Services Acquisition*
- *Policy Creation & Execution*
- *Work Plan Scheduling/Staffing*
- *Research & Data Analysis*
- *Proposal/Report Generation*
- *Billing/Coding/Collections*
- *Requirements Gathering*
- *Regulatory Compliance*
- *IT Project/Program Management*
- *Budget Planning/Administration*
- *Group Facilitation/Collaboration*
- *Personnel Management/Training*
- *Performance Tracking/Reporting*
- *Resource Procurement/Allocation*

EDUCATION

Master of Science in Project Management

Colorado Technical University, Colorado Springs, Colorado; Graduated: March 2008

Bachelor of Arts in Criminal Justice

University of Texas at San Antonio, San Antonio, Texas

DESIGNATIONS

- Certified Project Management Professional, License Number: 123456, Project Management Institute, 2006 - Present
 - ITIL v3 Foundations Certification, June 2010

PROFESSIONAL DEVELOPMENT

Certificates of Project Management (2008), Change Management (2007), and Business Management (2007)
Colorado Technical University, Colorado Springs, Colorado

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA **Aug. 1998 - Present**

Complex Solutions Project Manager (Mar. 2009 - Present)

VoIP Sales Support Project Manager (Feb. 2005 - Mar. 2009)

Maintained overall accountability for and took on the role of primary point of contact for the successful delivery and activation of ABC Business services and Voice over IP product suite for the leading IT, Communications, Network, and Security Solutions provider to many of the world's largest organizations.

- Oversaw project implementation; ensured project deliverables complied with all contract stipulations.
- Secured and managed all resources necessary for project execution.
- Collaborated jointly with ABC Business, customer, and customer vendor project teams; developed and maintained project implementation and communication plans, deployment schedules, and reporting procedures.
- Facilitated the development of processes and procedures required for service implementation.

PROFESSIONAL EXPERIENCE (CONTINUED)

Selected Accomplishments:

- Promoted from VoIP Sales Support Project Manager to Complex Solutions Project Manager, Mar. 2009.
- Appointed Chair of the Change Management Team, 2006.

Implementation Manager I (Nov. 2000 - Feb. 2005)

- Managed the implementation of assigned orders for all ABC Business products and services.
- Provided advanced support to the sales team during the sales acquisition process of orders.
- Served as the primary support point of contact to the customer.
- Assisted sales team with developing the technical aspects of sales proposals and contracts.

Selected Accomplishments:

- Promoted from Implementation Manager to VoIP Sales Support Project Manager, Feb. 2005.

Local Provisioning Specialist II (Aug. 1998 - Jun. 2000)

- Coordinated the design, provisioning, and installation of local facilities-based services.
- Ensured billing was compliance with contracts.

Selected Accomplishments:

- Instrumental in the development of the Data Integrity Team; identified potential risks that could impact customer billing.

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- | | | | |
|-----------|----------|--------------|---------------------|
| • Outlook | • Excel | • PowerPoint | • Visio |
| • WORD | • Access | • MS Project | • Internet Explorer |

PROFESSIONAL AFFILIATIONS

- Project Management Institute

References Furnished Upon Request