

## PROJECT MANAGER, MBA

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### SUMMARY OF QUALIFICATIONS

Results driven Project Management leader with progressive experience with a leading cutting edge Fortune 50 company. Expertise includes project planning, scope management, issue and risk management, resource planning and financial management. Possess extensive utilization of the PMBoK Principles. Successfully received esteemed promotions continuously throughout career.

### TECHNICAL SKILLS / CERTIFICATIONS

- Voice, VoIP, Data Networking, LANs, WANs, IP, E-Commerce Applications
- MS Project 2007, 2010
- Clarity, SharePoint Portal
- Business Analysis and Solutions
- Project Management
- Selling and Relationship Building
- Roadmaps, Metrics and Analytics
- Work Breakdown Structure (WBS)
- MS Office Suite 2003, 2007, 2010
- Visio
- Agile and Waterfall Methodology
- RFP Management and Proposal Development
- Education & Training
- .NET Development
- Business/Use Case Development
- Executive-Level Presentations
- Technical Network Design and Configuration
- Critical Path Analysis
- Business Process Reengineering
- Technical Writing and Training
- Financial Analysis
- Spreadsheet, Database Utilization and Internet
- Troubleshooting/Problem Solving

### PROFESSIONAL EXPERIENCE

#### AT&T, Inc.,

Atlanta, GA

#### Project Manager/Marketing Analyst, 2010 – 2012

Defined and executed site functionality enhancement for (Entertainment/eCom Sales and Marketing)

Oversaw various corporate IT initiatives and special projects like AT&T Digital Life and AT&T Uverse. Consistently led a large and diverse group of stakeholders to reach an amicable consensus. Wrote effective business requirements, utilized Clarity and SharePoint for managing ideas and requirements for all new offerings. Monitored performance against established SLAs for both technical and operational site support and communicated this information to our various business leads. Accomplishments included:

- Managed project schedules, scope, budget, task assignments, status reporting, risk management, project documentation and project communications for moderate to highly complex projects under demanding time constraints.
- Implemented Agile-based methodology while managing up to 50 concurrent projects in various phases.
- Utilized MS Project 2010 to manage, update, and age project timeline commitments to monitor critical path and resource time conflicts.

#### Technical Network/Project Management Consultant, 2000-2009

Technical Expertise and guidance in the planning and closing of sales opportunities (Carrier/Wholesale Markets)

Delivered and managed network Emerging Services, Data, IP and E-Business service solutions based upon specific customer needs as identified in the account planning process. Facilitated face-to-face delivery of Wholesale High Bandwidth Solutions to Fortune 100 Executive-Level and C+ leaders. Provided financial analysis and planning, technical consultation, network configuration and design. Achievements included:

- Sold data communications services never less than 120% of quota every year.
- Successfully achieved quota at 130% in 2000 and 157% 2005 accepting SVP Award and also nominated for Circle of Excellence Award.
- Utilized internal development methodology based on “Waterfall” to manage up to 10 concurrent projects in various phases.

## EXPERINCE CONTINUED

### **Data Network Account Executive, 1998-2000**

Hybrid Account Executive/Sales Support to Indirect Sales Channel Agents and Other Common Carriers (Growth Markets)

Spearheaded face-to-face selling of company strategic data products and leading systems integration sales. Identified data opportunities in accounts to close data sales. Delivered critical pre-sale and post-sale support for AT&T Data, Local and Voice Products in the areas of Frame, Sonet, etc. Documented and generated contracts to show competitive pricing.

Additional accomplishments included:

- Facilitated informational technical product training nationally and globally.
- Achieved 137% of quota in 1999 accepting Circle of Excellence Award.
- Led intra-departmental collaboration of team to achieve exceptional results on Individual Case Basis.

### **Staff Supervisor, 1997-1998**

Bridgewater, NJ

Managed Corporate key accounts incurred expenses and metrics (Business Customer Care)

Directed 8 business units operational budget in excess of \$35M and headcount of 649 associates. Some accomplishments included:

- Developed expense budget allocation methods and procedures.
- Designed and implemented measurements for process cycles of contract estimates verses actual dollars.
- Implemented EVI (Electronic Voucher Interface) within organization for processing employee expense vouchers resulting streamlined process and increased productivity approximately 50%.

### **Staff Supervisor, 1997**

Oversaw all aspects of directorate personnel staffing support (Business Customer Care)

Recruited, interviewed and hired contractors from internal and external sources for management and occupational personnel. Mentored administrative team of 8 union employees by providing direction and feedback. Achievements included:

- Led planning team for installs of voice and data premise equipment.
- Successfully promoted within 6-months.

### **Division Support Manager, 1996 – 1997**

Management Executive Assistant to Division Manager (Growth Markets)

Managed administrative activities and provided support directly to Division Manager and 12 District Managers. Tracked action items delivered from Division Manager. Researched and resolved personnel issues. Managed \$10-12M budget and headcount for Division.

### *Previous Roles*

**Administrative Assistant, 1992 – 1996**

Bedminster, NJ

**Records Clerk – C, 1990-1992**

Morristown, NJ

**Office Clerical Assistant C, 1989 – 1990**

Basking Ridge, NJ

**Office Clerical Assistant, 1988 – 1989**

Basking Ridge, NJ

## ACADEMIC CREDENTIALS

**Executive MBA - Wharton School of Business**

General Management Certificate

University of Pennsylvania, Philadelphia, PA

**Bachelor of Science in Business**

E-Business Specialization - Studies

University of Phoenix