

Our Services Include:

- Project Management •Application Outsourcing •e-Business
- Data Warehousing •Integrated Testing •Help Desk Services

**Project
MANAGER**

PROFESSIONAL RESUME OF

A F + 10

EXPERIENCE SUMMARY: **PROJECT MANAGEMENT PROFESSIONAL (PMP) Certified**
17 years **TELECOMMUNICATIONS** experience
11 years System Analysis and Development experience
5+ years **PROJECT MANAGEMENT** experience

MANAGERIAL SKILLS:

- Successful project management of large and small projects
- Ability to lead large/small development teams to successful implementations
- Financial management of project costs within budget estimates
- Customer focused on delivering business needs on schedule and within budget
- Results oriented application development skills
- Good Negotiator with internal and external customers
- Quality oriented utilizing CMM guidelines
- Strong written and verbal communications skills

INDUSTRY APPLICATIONS EXPERIENCE:

Telecommunications

- Risk Management/Financial Management
- Customer Billing
- Customer Care
- Network Management (SLA, QoS – ATM/Sonet Network)
- Customer Network Management (CNM)
- Inventory Control and Costing
- Fixed Asset and Lease Accounting
- Product Marketing (Bill of Materials)

PROFESSIONAL EXPERIENCE:

DECISION CONSULTANTS INC.

09/00 – Present

Project Manager Consultant working on internal project for development of DCI strategy.

- **DCI Telecom Strategy:** Managed internal project to investigate, document and propose a DCI Dallas Office Telecom Strategy. Project included financial analysis of Dallas/Fort Worth market list, consulting company competitor analysis, SWOT analysis, presentation documentation and timeline for implementing this strategy.

GENUITY

03/00 – 09/00

Project Manager Consultant retained to take over several system application projects and to investigate third party vendors for customer network management solutions.

- **Successful implementation of Web based projects:** Managed several projects that involved development of software updates for SLA (service level agreements) reporting for ATM. This included business requirements, design, user testing and support of the implementation.
- **Managed RFP process for third party software:** Managed activities of team that was responsible for evaluating outside vendors for CNM (customer network management) solution. This included evaluation of the RFP responses, product reviews, and negotiation with vendors of the software package price.
- **Managed requirements gathering process for potential billion-dollar contract:** Project would support needs for Verizon contract valued between \$500M and \$2 Billion and be rolled out to remaining customer base. This process involved outside vendors and the client to determine architecture, requirements gathering and security issues for the proposed Web based solution,

AT&T

1983 – 2000

Project Manager

1997 – 2000

Project Manager for internally developed and third party software solutions for AT&T Consumer Billing organization located in Dallas.

- **Managed projects valued at over \$5M:** Managed several risk management, customer care and customer billing development projects. This included the full life-cycle management of the project and used the CMM development guidelines. These projects were delivered on schedule and within budget.
- **Successful negotiation of Implementation change:** Negotiated schedule changes with internal partners, to deliver the project software updates to the satisfaction of the client.
- **Net Bad Debt saving of approximately \$1.3M per month:** Managed project that implemented changes that identified high risk new customers and provided the ability to provide billing at an earlier date which reduced the possibility of write-offs.
- **Project exceeds “Best in Class” standards:** Managed an internal development project that was audited by the AT&T Quality Group and was recognized as exceeding industry standards.

Project Manager

1994 – 1997

Project Manager of internal business projects at AT&T Corporate in New Jersey

- **Program Manager of Upgrades to 32 Internal Applications:** Managed projects that implemented changes needed to comply with AT&T internal controls for recording internal business.
- **Program Manager of Internal Business changes for AT&T Divestiture of Lucent and NCR:** Facilitated meetings with internal business units to develop and communicate company-wide procedures, plans and to monitor compliance. In addition coordinated conversion of internal billing to an external environment for Lucent and NCR.
- **\$20M recovery of AT&T Billing:** Resolved billing issues with Lucent Technologies that resulted in recovery of account receivables that were not previously identified.

Project Leader

1986 – 1994

Project Leader for the development of three financial reporting system. Supervised a professional staff of five employees and several consultants. This position was located in New Jersey and Georgia during this period of time.

- **System Application Rewrite exceeds the Client's Business Needs:** Evaluated and implemented changes to the Product Marketing Bill of Materials applications which resulted to improved access, new reports and reduced processing costs.
- **AT&T Savings of \$200K/year:** Led the team that analyzed and implemented changes to internal systems that resulted in savings to AT&T.
- **Vice President Award:** Participated on two internal quality teams that were nominated for Financial Vice President Awards. These teams recommended application improvement and cost saving measures that were implemented by the organization.

Systems Analyst

1983 – 1986

System Analyst for the development of a fixed asset management information system and, inventory equipment reference system and the conversion of the lease accounting system from a external package to a internally developed system.

- **AT&T System Development of New Applications:** Created system requirements and implementation plans for internally developed lease accounting and fixed asset systems. These applications replaced outside vendor packages that did not meet the needs of AT&T Information Systems at divestiture
- **Successful User Testing and Implementation:** Managed a sub-team of six employees that system tested functionality specified in requirement document and was responsible for the implementation of this change.

AMERADA HESS CORPORATION

1973 – 1983

Staff Accountant/Accounting Supervisor

- **Accounting Supervisor:** Managed internal accounting team that maintained the books for two company subsidiaries. During this time **recommended and implemented procedures** that resulted in **improved analysis of company expenses.**

- **Jr./Sr. Accountant:** Worked in several accounting groups responsible for inventory, sales, operations and corporate consolidations. **During this period I demonstrated results and was promoted twice.**

EDUCATION:

- B.B.A. in Accounting and Financial Management, Pace University, New York City
- PMP Certification (Project Management Professional) – Project Management Institute (PMI)
- Project Management Certificate – George Washington University
- Multiple Management, Project Management, System Development, Decision Making and Problem Solving and Quality Improvement Courses

PROFESSIONAL ORGANIZATIONS

- Member of Dallas chapter and national organization of Project Management Institute

TECHNOLOGIES

Software Knowledge:

MS PROJECT
CRYSTAL REPORTS
TSO

MS OFFICE
WINDOWS 95/98
EXCELERATOR/IS

FOCUS
IMS

Technologies Implemented and Managed:

COBOL
Web / Internet
DB2
UNIX

Powerbuilder
Visual Basic
HTML
C, C++

Sybase/SQL Server
TCP/IP
CICS
Custom Development