

## Objective

A certified project manager (PMP) with extensive experience in implementing telecommunication projects worldwide, experienced in managing a project management office and a professional services field integration group; wants to work in a company to achieve its profitability goals through successful delivery of its products with customer satisfaction.

## Skills

Solution Selling, Account Management, Project Management, Customer Relationship Management, IT Management

## Work Experience

### Director Of Professional Services

**Netera Networks** - January 2015 – Present

- Guides and directs the team to success by building strong internal and client relationships, driving continuous improvement and consistency in services delivery, leading resolution of escalated issues with clients, and providing ongoing mentoring and growth opportunities for team members.
- The leader of the project services team, consisting of project managers, practice leads, and consulting engineers, who deliver high-quality services projects.
- The leader of the support services team, including support services engineers and systems engineers, who fulfill time and materials and support services engineering requests for contracted clients.
- Define team/individual qualitative and quantitative goals and drive/track profitable services results.
- Manage people resources through continuous review of in-progress and projected workloads based on sales forecasting.
- Mentored PMs and engineers with a continuous zoom-out, zoom-in consultative client focus, and approach.
- Introduced and enhanced more comprehensive client communication framework to simplify views and visibility of change management and issue/resolution triage resulting in more prevention of issues and quick resolution if issues did surface.

### Director Of Professional Services I

**Golime, Llc** - July 2013 – December 2014

- Developed the project management office (PMO) to include the processes and procedures, templates, standardization, and methodology.
- Collaborated closely with company management, leading project managers and systems engineers on a variety of technology projects for existing and new clients.
- Managed new managed services client implementations, leading project management efforts to ensure a smooth transition from the previous MSPs to Golimes services and support.
- Provided PM leadership for a complete refresh of the Cisco data/voice network, a physical to virtual server migration, a new colocation implementation, an email archiving assessment implementation, an enterprise backup solution assessment, and a Zendesk helpdesk system implementation for Tolleson wealth management, a high-end wealth management firm.

- Led Golime engineering and on-site managed services teams in a complete network refresh of all remote sites, multiple new office/office move implementations and a wireless cert-based authentication project for SRS real estate partners, the largest real estate firm dedicated to retail services in North America.
- Led project management for an IT modernization and managed services transition for the Woodmont company, a national real estate services company with the focus on development, brokerage and leasing. Modernization components included a network infrastructure and wireless upgrade, Microsoft office 365 implementation email migration, and virtual server consolidation.
- Received Golime outstanding performance award for 1h2014 in June 2014 presented at the mid-year company meeting.

## Education

Bachelor In Business Administration in Marketing Management - (the University Of North Texas, College Of Business Administration - Denton, TX )