

- Successfully managing large-scale enterprise technology projects in the private and public sectors, using a variety of structured methodologies for over the past 20 years. Served in a corporate Project Management Office redefining their governance and was a former member of Project Management Institute.
- Unrelenting results-driven Atlanta, GA based technology leader, with multi-faceted cross functional management skills and a proven history of management success with technology solutions in diverse technology environments in both the private and public sectors.
- Comprehensive experience directing mission critical systems and technical operations.
- Detail oriented, self-directed technology leader, with steady progression of challenging assignments and a balanced escalation in responsibility providing computer-based business solutions in diverse high availability environments.
- Possesses an almost unfair competitive advantage with the competencies and expertise to exploit opportunities to innovate.
- Customer centric focus and effective communicator with a knack for presenting technology plainly to end users.
- Established management professional with the know-how to motivate teams and facilitate collaboration with a blended staff of employees, contractors, vendors and consultants; highly skilled in team building, conflict resolution, and mentoring.
- Proven ability to meet or exceed all performance metrics, budget and delivery deadlines, while enhancing overall productivity and increasing connectivity.
- Strategic thinker with insightful analysis and problem resolution skills and the wisdom to lead teams in development, maintenance and crisis modalities.

MANAGEMENT SUMMARY:**SELF EMPLOYED**

10/2004-Present

Enterprise IT Consultant

Providing enterprise IT consulting services to business entities and non-profit organizations. Consulting services include disaster recovery/business continuity planning, cloud services, social media, strategic planning, project management and web development.

STATE OF GEORGIA - OFFICE OF SECRETARY OF STATE

6/2008-8/2013

Assistant Division Director Information Technology

- Senior manager responsible for the Georgia Elections and Voter Registration Systems for 6 million registered voters in Georgia. Orchestrated the replacement of the legacy statewide voter registration system with a COTS solution.
- Managed the development team, contributing to the Elections Divisions strategic IT planning, budget preparation, supporting applications and systems including technical infrastructure environments and networks.
- Implemented agency collaboration through CISCO Telepresence Video Conferencing, Web Streaming and SMART Boards.
- Collaborated with the Department of Drivers Services (DDS) to implement the web based Motor Voter Inquiry application.
- Implemented in concert with Driver's Services the electronic interface to process an average of 2,500 daily voter registrations.
- Introduced an enterprise Help Desk tracking system to effectively service Elections constituents.

SUNTRUST BANKS, Atlanta, GA

10/2003-10/2004

Senior Enterprise Project Manager

Hired to manage the development of enterprise banking systems; implementing the bank's enterprise solution for secure internet file transmission with a team of 20 in five months.

- Led Phase I of the technical delivery of a \$15-million Basel II and Sarbanes-Oxley regulatory compliance program managing four project managers to develop an enterprise credit data warehouse. Developed and maintained weekly "C" level executive dashboard/scorecard from project plans to track progress, flag variances and give issues visibility.
- Participant on final review team for EDW RFP including hardware and network specifications, bid proposal's scope of work definition, contract terms and response assessment.
- Tracked budget versus actual capital expenditures and expenses as program liaison with finance department. Created short term forecasts for strategic outsourcing and long term forecasts for subsequent budget years in this multi-year program.
- Member of focus team that assessed revised and restructured project governance policies, procedures and development methodology for the division Project Management Office. Coordinated tools, PMBOK training for staff.

Director of Information Technology

Responsible for all enterprise technology functions, including network, application, technical and telecommunications services for financial services provider with \$16-billion of life insurance in force and \$130-million in assets under management.

Performed CIO-level duties, including tracking operating budgets of up to \$3-million; consistently performing under budget with a team of as many as 20 professionals.

Infrastructure

- Led infrastructure team and established priorities for the design, and implementation schedule of a \$500,000 upgrade of the network infrastructure to a high-availability CISCO network to enhance load balancing, bandwidth allocation, security, and intrusion detection. Components upgraded included VLANs, WANs, Internet circuits, intranet, security, and a VPN with a fully redundant fiber backbone, and diverse paths to the central office and multiple ISPs using a mixture of DS3, T1 and DSL circuits connecting 21 district offices in 17 states with thin-clients and PCs.
- Managed the technical design and construction of a \$750,000 state-of-the-art data center. Negotiated with vendors, and contractors performing the role of general contractor for the data center, developing contracts for demolition/construction, HVAC, fire suppression, raised floor, electrical and biometric access control.
- Prepared RFP's, reviewed bid proposals and contracts for infrastructure efforts including disaster recovery hot site services, ISP services, network hardware/maintenance, long distance services, and PBX/ACD implementations.
- Managed network and server performance, environmental and availability using a variety of tools and notification systems. Established service level agreements with key stakeholders with detailed post mortems of any outages.

System Conversions and Administration

- Managed and implemented the billing print infrastructure and lock box service for over 600,000 policyholders.
- Migrated Human Resources from Pervasive SQL-based Ceridian software to an Oracle-based ADP platform.
- Led the Y2K enterprise compliance effort for corporate headquarters and 21 district offices in 17 states.
- Orchestrated the migration and conversion of policy administration systems function from a 3rd party provider's mainframe application to an in-house Windows server based system.
- Expertly administered Netware, NT server and Windows server platforms as required.
- Configured access control systems and all PBX, ACD and voicemail services.

7/1993-12/1998

[ATLANTA COMMITTEE FOR THE OLYMPIC GAMES](#), Atlanta, GA

Program Director - Technology Help Desk Operations 3/1996-12/1998

- Planned and implemented the Olympics Technology Help Desk organization of 33 venue Help Desks and level one response in the operations center, supporting all technical activity for the 1996 Atlanta Olympic Games.
- Managed 25 problem resolution managers and over 250 staff and volunteers, resolving 10,000 issues during the 17 days of competition.

Project Manager - ACOG Office Support 7/1993-3/1996

- Managed human resource systems and the development of planning systems.
- Led the office network infrastructure team, including the 1,800 node pre-games office network, hardware, application and software support, and end-user training.
- Supported the JD Edwards Financial System, and the PeopleSoft Human Resources System for over 6,000 staff.
- Directed the application design, and development of 30 games planning system for pre-Olympic activities.

04/1989-04/1993

[COMPUTERLAND CORPORATION](#), Atlanta, GA

Manager - Technical Services Administration 04/1991-04/1993

- Directed the construction retrofit of a 44,000 sq. ft. facility for the National Technical Support Group and Training team.
- Consolidated the Dallas, TX Pleasanton, CA and Atlanta locations into the Roswell facility.
- Led the network infrastructure team in converting to a Novell network from BANYAN Vines.
- Designed and implemented the ACD Call Center Telephony Systems to support this restructuring effort.
- Designed and installed the access control system for the corporate training and operations center.
- Tracked the \$4 million operating budget for the Technical Services Group (TSG), supporting a \$55 million revenue stream.

Manager - Application Development 04/1989-04/1991

- Managed the development of the PBX Contract Ordering System for New York and New England Telephone.