Ops Manager Olive, PMP

SR. PROJECT MANAGEMENT PROFESSIONAL

LinkedIn
Location
email | phone

Strategic Planning ~ Client Relationship Management ~ Management Consulting
Technology Roadmaps ~ IT Solutions (SaaS) ~ Application Architecture

---

Offering 10 years' experience overseeing IT strategy, implementations, training, and support
— Ran multinational corporation for 5 years with offices in US, Europe, & South Africa.
— Completed full-cycle design and implementation projects for numerous Fortune 500 firms.
— Coordinated efforts between VPs, developers, analysts, PMs, client reps, and vendors.

Programming:	Lotus Domino, Visual Basic, Microsoft SQL, ASP
Methodologies:	UML, James Martin, Information Engineering, SSA, Agile (XP, Scrum)
Applications:	MS Office, Visio, Project, SmartSuite, Lotus Notes, Dreamweaver

Professional Experience

> **Txxxxxxx CONSULTING:** City, ST, 20xx to Present
> *$1.5 million high-growth, dynamic consulting practice delivering business, IT, and support solutions*

Senior Project Manager / Principal

Started up and currently lead strategic planning, business development, and partnership development initiatives for this multi-national consultancy. Hired and trained 10 full-time staff and consultants, and forged vendor relationships with 4 major software development firms. Established and staffed full-functioning PMO with oversight of 25 concurrent projects, serving as lead project manager.

► Doubled revenues year over year for 4 years, setting up offices in the US, UK, and South Africa.
► Championed Moc:Photosis©, amassing a code library of 50,000 reusable lines of code.
► Landed multi-year engagements with 6 Vvvvvv business units, leveraging $100 MM IT budget.

REPRESENTATIVE PROJECTS

PORTFOLIO MANAGER (over 6 years)

Designed and implemented $6 B R&D portfolio management tool using SCRUM/Iterative Agile development methodology for Ddddd's Central Research & Development group.

System Benefits:

⇒ Enables 2,000 staff across multiple units to stay aligned, compliant, and standardized.

⇒ Positions Vvvvvv to track environmental footprint and show evidence of meeting "green" objectives to stakeholders.

⇒ Assists in identifying and "failing" fiscally irresponsible initiatives early in the process to vet project pipeline for potential liabilities.

ERP MODULE (6 months)

Created and installed account segmentation and targeting application for use by 60 key-account sales reps of Vvvvvv's Crop Protection group.

System Benefits:

⇒ Divides target market into defined segments.

CUSTOMER TRACKING TOOL (3 years)

Applies account management best practices. Codified relationship between Dupont and 30 key distributors, pulling feeds from 10 sources into Oracle data warehouse with web-based reporting. Wrote RFP and performed a key role in vendor selection.

System Benefits:

⇒ Brings visibility to distributors' motivation, needs, and challenges.

⇒ Allows sales team to showcase annual performance to distributors for leverage.

DISTRIBUTION TRACKING TOOL (8 months)

Executed business-critical rapid application development (RAD) project, automating the process of tracking distributor behavior linked to incentive rewards program.

System Benefits:

⇒ Helps secure 85% retention rate of brand-label market (vs. generic), by inspiring distributors to remain loyal to Vvvvvv.

Ops Manager Olive, PMP

Sxxxxxxx INFORMATION TECHNOLOGY: City, ST, 20xx to 20xx
Global leader in IT solutions and services

Team Lead / Senior Consultant

Directed cross-functional SSP-IT staff, plus vendors and client contacts, to identify client's strategic direction and deploy robust, scalable IT software and architecture solutions.

- ► Earned numerous performance and merit awards from high-profile Fortune 500 clients.
- ► Collaborated with client-side executive management on knowledge management strategy integral to completing enterprise-wide organizational readiness initiative.

REPRESENTATIVE PROJECTS

CLAIMS SETTLEMENT INITIATIVE (18 months)
Spearheaded rules-based, workflow, and expert system, facilitating first-time audit of Viacom Crop Protection's claims management process.

System Benefits:

⇒ Produced $18 MM in immediate savings in first year of implementation, earning client-side award from Vvvvvv.

⇒ Set up reliable "checks and balances" on field representatives and retailers.

INTRANET REDEVELOPMENT PROJECT (2 years)
Championed design and implementation of object-oriented content management system, including localizing product to be usable by 5,000+ staff members stationed throughout the world.

System Benefits:

⇒ Centralized and controlled communications amongst geographically dispersed and linguistically diverse employees.

Vvvvvvvvvv: City, ST, 20xx to 20xx
Niche consulting organization delivering hardware and software IT solutions

Team Lead / Pre-Sales Consultant

Managed team of 7 software engineers in delivering pre- and post-sales web and client-server solutions for key clients in the finance, banking, pharmaceutical, market research, and regulatory industries.

PROJECTS LISTED BY CLIENT

Maaaa Raaaa: disaster recovery, continuity planning, remote access, portfolio management applications
Bbbbb Ppppp: LotusNotes messaging system
Sxxxxx Bbbbbb: universal desktop application
Bbbbbb Eeeeeee: trade matching application for bond market regulation

Ccccccc Laboratories: pharmacovigilence application, drug registration application, Lotus Notes
Ccccccc for Bbbbbbbb: Lotus Notes Imaging solution, software/hardware lifecycle management

Eeeeee Mmmmmm Corporation: Miller Heimann-based strategic sales application for Radio
702 Parsons Surveys: survey management application

Education & Training

Bachelor of Commerce, Economics & Business Information Systems, University of Xxxxxx
Project Management Professional (PMP), Project Management Institute
Lotus CLP Developer (R5)
CBAP Certification (in progress)

JUSTIFICATION

Oscar was a genius. He was both brilliant in business and savvy in technology, which left his résumé quite schizophrenic.

Our biggest challenge was showcasing both sides of his personality without having the résumé oscillate too much between his two worlds.

I decided the majority of his résumé should highlight the projects on which he's worked. (Sure, we'll throw in a handful of bullet points to show he had overall success in what he was doing but we needed to get to these projects quickly.)

For each project, we examined the technology behind the system, showing his knowledge in this area but then we added a "benefits" section to not only quantify the results of his efforts but show the reader that he's the kind of person who is cognizant of the impact of his technology initiatives.

Another place we bring out his dual strengths in tech and business is earlier on in the horizontal skills list. It's subtle, but the first line is business, the second is tech.

We included a smattering of technical skills but not too many (certainly not all the ones he knew!). It was important to show competence while avoid labeling him as a code-hungry techie.

The grey lines on the side are just to look cool…okay not really. Without them, the résumé seems vertically centered. I needed to keep the project columns narrow to make them readable. To counter this, I added the lines to break up the encroaching white space.