

TITLE	Project Manager
Date of Hire	October, 1999
Professional Experience	QUALIFICATION SUMMARY Certified Project Manager with over 22 years of experience. Proven ability to manage complex, technical projects and lead diverse teams to successful project completion. Driven to learn new products and technologies and to document the process and training plans needed to deploy them worldwide. Demonstrated ability to design and document processes and technical procedures to adapt to operational evolution. Customer Program Manager, Strategic Industries: Wireless Transmission Division September 2012- Present Nokia, Dallas, TX List of Responsibilities Type of Projects: Customer facing PM on multiple highly complex projects providing various technology solutions; Microwave system integrations & upgrades, with engineered IP/MPLS router supported fiber networks, with services that include staging and customer witness test with planned customer network migrations, lab trial support, maintenance service agreements (SLA) and customer management for technical support, repair services, call out support, and SLA renewal services. Pre-Sale Support: RFP support, project schedule and SOW development, equipment and service evaluation. Finance Support: Quarterly revenue forecasting, project planning and cost containment. Engineering, & Product Support: Internal cross-functional team development, TDM to MPLS migrations support from Product Level Management that include technical diverse team processes from initiation to project closure Customer Support: Maintain open communication with regular customer meetings. Building a strong relationship of trust by identifying and documenting issues, discussing solutions and resolution timeframes, inviting internal resources to customer meetings to bring support directly to the issue. Develop webinars to help customer's fill in training gaps on product specific skills. Technical Project Manager, Network Deployment, Integration & Operation, IPTV Deployment & Operation (Multimedia) September 2008 – August 2012 Alcatel-Lucent North America, Plano, TX List of Responsibilities Type of Projects: Technical PM Support for CFPM, engineering coordinator between internal and customer teams while managing integration and migration schedules on multiple projects. Highly complex IPTV solutions including IP/MPLS, fixed networks, server and network management solutions. 3rd Party vendor evaluation, scope development and management of installation, engineering, and integration team.

	Pre-Sale Support: SOW development for proposals, creation of deployment schedules, and providing 3rd party vendor cost estimates. Finance Support: 3rd party vendor quote, scheduling and change management processes to maintain cost containment. Internal effort estimates and resource allocation management to maintain cost controls. Average yearly revenue up to \$2 million. Engineering & Product Support: Manage cross-organizational engineering teams to work directly with customer to provide network solutions. Acted as QC check of engineering drawings and documentation prior to customer submission. Customer Support: Invited customer to Alcatel campus to meet engineers working on their project. Prepared and hosted lab demonstrations. Maintained smaller attended engineer specific meetings with each customer to provide a more technical discussion platform to work through specific issues more effectively. Traveled to customer locations to evaluate and assist with specific technical issues and support ALU on site engineers. Company Support: Volunteered to participate with an internal team, led by upper management, to investigate and propose new performance and incentive awards. Worked with internal teams to identify incentive gaps, look for alternate and more frequent incentives than yearly performance reviews and raises. Proposed multiple level of recognition for employees on outstanding project performance. Project Manager, Telecommunication Installation and Integration April 2002 – May 2007 Goodman Networks, Carrollton, TX Type of Projects: 3rd party vendor support for Alcatel central office equipment's installations and DWDM network integrations. Full network deployments of DWDM fiber optic systems through the Sprint network and field engineering support for DWDM channel additions for various carriers throughout the US and Canada. Pre-Sale Support: RFQ response management, scope and schedule proposals. Finance Support: Project cost containment, revenue forecasting, cost change management and margin control. Project Support: PMI processes including project planning, resources allocation, material supply management, engineering and installation team coordinator. Engineering & Product Support: Field installation and integrations working directly with lab engineers through product equipment planning and software version upgrades. Planning and assisting with the development of test plans used during customer Factory Acceptance Tests (FAT). Customer facing engineer during FAT witness testing. Network Operations Project Manager, Submarine Networks Division May 2001 – October 2002 Alcatel USA, San Diego, CA Type of Projects: Implementation and operation of DWDM submarine fiber optic network connecting San Diego to San Francisco. Project Support: Process development, training and mentoring of engineers, NOC staff, NOC staff, site techs and billing dept. 3rd party contract and vendor performance management
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	Lead Install Project Supervisor, Network Services Division November 1999- May 2001 Alcatel USA, Plano, TX Type of Projects: Central Office equipment installation manager with direct coordination with customer. Project Support: Managed project schedules and 3rd party vendor installation team. Technical Engineer to finalize equipment testing and perform system migrations. Project closure and customer acceptance responsibilities.
Education	EDUCATION AND CERTIFICATIONS Project Management Professional (PMP), since Sept 9, 2008 San Diego, CA <i>Project Management Institute</i> Master of Business Administration—International Business, 2003 San Diego, CA <i>DeVry University</i> Bachelor of Science in Telecommunication Management, 1999 Kansas City, MO <i>DeVry University</i>
Training, Certifications, and Memberships	HONORS AND ACTIVITIES * Member of the San Diego PMI Chapter * Member of the Institute of Certified Professional Managers