

# MARK STAMPS, Technical Project Manager

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## Profile

Technical Project Manager with extensive IT experience overseeing infrastructure and technical projects. Spearheaded risk mitigation, production releases, and Agile/Waterfall/SDLC/Scrum methodologies, achieving project milestones efficiently. Cultivated strong relationships with stakeholders and cross-functional teams, ensuring seamless communication and alignment. Specialized in call recording & IVR integration, cloud migration, and contact center applications and transformation projects.

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## Employment History

### Managing Director (owner), Weight Logic LLC

Frisco, TX

March 27, 2024 - July 30, 2025

Led a tech-enabled wellness business focused on personalized digital experiences, operational efficiency, and customer engagement at Weight Logic LLC, dba CryoLumina Body Sculpting. Designed and managed responsive websites using WordPress, Wix, Squarespace, and custom ASP.NET builds with SQL and cloud integrations. Cultivated relationships with clients and vendors ensuring alignment with business needs and communication.

- Implemented AI solutions including chatbots, analytics dashboards, client portals, and branding and marketing tools, enhancing customer interaction and operational efficiency.
- Directed marketing strategies, SEO, and paid campaigns across Google Ads and social media platforms, resulting in increased online visibility and customer engagement.

### Technical Project Manager, Bank of America/Wipro,

Plano TX

August 2, 2021 – March 27, 2024

Oversaw infrastructure planning and risk mitigation for projects at Wipro/Bank of America. Coordinated production releases, rollouts, and monitored project milestones to achieve objectives. Cultivated relationships with stakeholders, business leaders, and cross-functional teams, ensuring alignment and communication. Ensured adherence to best practices, conducting risk assessments within Agile/Waterfall frameworks, capacity planning and change control processes.

- Organized infrastructure service solutions, including network, splunk, server, and storage, capacity.
- Managed Jira, Confluence, ServiceNow, work breakdown structure, and risk mitigation processes.
- Collaborated with various teams to deliver Pre-Prod, Production, and Lower-Level environments.
- Established project goal and plans, maintaining compliance with methodologies.

### Development Lead, Verizon Business/Infosys (Contract),

Richardson TX

January 3, 2019 – June 18, 2020

Led IVR Development team projects in architecture, design, requirements, implementation, testing, and UAT support. Provided technical guidance to onshore and offshore developers in projects involving Genesys IVR, AWS, Azure, CAAS, and Genesys Cloud. Coordinated production releases and monitored project status proactively. Developed workbooks and refined user stories in Agile/Waterfall/SDLC environments.

- Oversaw workbooks, milestones, and status reporting for project success.
- Mitigated risks and issues effectively throughout project lifecycle.

- Employed Jira, Confluence, Clarity, Splunk, Google Drive, for documentation and time management.

**IS Technical Project Manager, CVS Caremark/Randstad (Contract),**

Richardson TX

July 10, 2017 – April 30, 2018

Oversaw project dependencies, risks, and issues while delivering technical solutions across IT projects. Managed project budget, coordinated status calls, and assigned resources for affected applications and development. Accountable for application solution design, production turnover, capacity management, and implementation strategies for all contact center projects and initiatives. Approved and managed phases from project initiation and charter to deployment including build-vs-buy decisions or discussions.

- Executed migration and upgrade projects for contact center technologies, enhancing system reliability and performance.
- Reduced call recording deficiencies and improved efficiency by 20% overall in contact center.
- Delivered high impact projects for Aspect WFM, Salesforce, Genesys GVP/Cloud, Splunk, Mattersite Call Recording, NICE Legacy InContact-CXOne.

**Senior Systems Engineer / Project Manager, Citi Bank / TCS,**

Irving TX

September 8, 2015 – May 29, 2018

Spearheaded infrastructure and major initiatives project, coordinated deliverables for Nice Call Recording platform including joint vendor lab environment testing and implementations. Advised on system design, installation, integration, and delivery of NICE InContact-CXOne, Aspect WFM, Salesforce, and Genesys GVP. Partnered with internal business units for testing, capacity management, and deployment of new platform migration initiatives and projects.

- Led cross-functional teams in NICE Call Recording projects across data centers, delivering effective solutions that improved system reliability and performance.
- Managed requirements gathering, design, QA/UAT testing, Splunk, and deployment for contact center technologies, resulting in streamlined processes and enhanced system functionality.

Employed tools like Jira, Confluence, and MS Project to ensure regulatory compliance and internal control requirements, leading to improved project tracking and compliance adherence.

**Nice SME Project Engineer, C3Connect,**

Provo UT

December 7, 2014 – September 4, 2015

Oversaw call recording team by managing all initiatives for maintenance and expansion of hosting services. Maintained vendor relations, project execution, stakeholder management, capacity analysis, technical expertise during migration to new call recording platform and buildout of new data center.

- Recovered NICE Call Recording outages and led the upgrade of the data center and contact center, resulting in improved system reliability and performance.
- Enhanced system uptime by 10% through effective system administration, monitoring, and tracking.
- Managed project planning and deliverables, ensuring seamless execution within defined timelines in Agile and SDLC methodologies.

**Nice Application Developer, JP Morgan Chase/Vbeyond (Contract),**

Dallas TX

December 12, 2013 – August 2014

Managed administration, maintenance and Tier 1 support of Nice call recording platform. Oversaw vendor relations, support resources and assignments, stakeholder communication for reporting.

- Directed several NICE Call Recording deployments to internal business units, increasing call capacity by over 50%.

- Oversaw vendor relations, risk management, quality control, and resource coordination for analytics-driven implementations.
- Optimized capacity planning, monitoring, and performance forecasting in collaboration with network and database teams.

**Operations Project Consultant, Bank of America / SkillStorm (Contract),**

Plano TX

April 2013 – December 2013

Subject Matter Expert in Nice Call Recording Platform. Led call routing and call flow design for VOIP transformation to Avaya ACD/ACM. Collaborated with vendors and other delivery team stakeholders during design/build/delivery phases of VOIP standardization projects.

- Delivered expertise in NICE Call Recording, VoIP, and Avaya technologies projects, boosting system efficiency.
- Deployed VOIP standardization for data centers reducing call routing errors and increasing uptime.

**IVR Genesys SME, Verizon Business / Omnikron (Contract),**

Richardson TX

July 2012 – February 2013

Subject Matter Expert in Genesys GVP/IVR/IR including oversight into Nice Call Recording for design and deployment of new enterprise-level contact center for healthcare client Kaiser Permanente. Directed project planning and deliverables, facilitating customer requirements gathering and solution design sessions. Managed design specification and technical documentation on sharepoint and supported client business units in education and development phases of pre/post handover.

- Led Genesys IVR deployment for the whole Northwest region of the United States for Kaiser Permanente, resulting in improved call handling efficiency and customer satisfaction.
- Drove successful implementation of new contact center solutions through customer engagement and requirements analysis.
- Streamlined documentation and maintained updated to design specifications and capacity management, to use as a template for three other regional deployments.
- Coordinated technical design documentation and training sessions with design teams and stakeholders.

**Nice Consultant, Blue Cross Blue Shield of Texas/CompuPros (Contract),**

Richardson TX

March 2012 – July 2012

Served as Subject Matter Expert on Nice Call Recording Platform supporting deployments for Avaya, Genesys, and Nice Platforms. Conducted administration, requirements gathering and risk assessments for migrating to new Nice Call Recording Platform.

- Resolved problems and maintained system performance, ensuring optimal capacity management and reducing downtime.
- Administered daily user management and mentored team members, enhancing team efficiency and improving user satisfaction.
- Recommended new policies and developed workflow documentation for the team, leading to streamlined processes and improved compliance.

**Senior Systems Engineer AVP, Bank of America,**

Brea

CA

July 2009 – November 2011

Oversaw infrastructure implementations, migration, and production outages for Enterprise Telecom and Call Recording group. Acted as Subject Matter Expert for Nice Call Recording Platform and support for call routing and VOIP platforms. Mentored team in analysis, design, and deployment of Nice Platform.

- Spearheaded reclamation projects, restoring production network traffic and increasing system performance and reliability.

- Mentored team members, driving administration, deployment and best practices for NICE Call Recording.

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## Education

- **Bachelor of Science - Computer Information Systems (incomplete)**, Metro State University of Denver
- **Associate of Arts - Business**, Arapahoe Community College, Littleton, CO

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## Certifications

- Certified Associate in Project Management (CAPM)
- Six Sigma Black Belt Certification
- NICE Certified Training: CXone, NCSA, NPCA
- AWS Cloud Practitioner (in progress)
- AI - Artificial Intelligence for business & Strategy
- General Lines Insurance Agent – Life, Accident, Health & HMO

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## Military Service

United States Navy, San Diego, CA, Aviation Electronics Technician E3, Armed Forces Expeditionary Medal

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## Technical Skills

**Project Management & Methodologies:** Agile, Scrum, Waterfall, SDLC, PMO, Risk Management, Change Control, Quality Control, Governance, Compliance

**Cloud & Infrastructure:** AWS, Azure, VMware, Hyper-V, Data Center, Migrations, AI/Automation, DB Migration

**Contact Center & IVR:** Genesys Cloud, Genesys IVR, Nice InContact, Nice CXone, Five9, Splunk, Avaya, Voip/SIP, PBX, Nice WFM, Aspect WFM, Capacity Management.

**Tools & Platforms:** Jira, Confluence, ServiceNow, MS Project, MS Office, Google Docs/Sheets/Slides, Clarity, Salesforce, Power BI, SQL, Oracle, Python, Powershell, CAAS

**Networking & Telecom:** Telecom Infrastructure, Call Recording, SIP Trunking, Voip Standardization