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EXPERIENCED IT PROJECT MANAGER

**Delivers technology, architecture, and application investments
from concept through implementation**

Delivers infrastructure and application initiatives from RFP through implementation. Applying best practice project and vendor management, process and data architecture. Experienced in reigning in complex or troubled projects, utilizing knowledge as developer, business partner, architect, and team leadership.

PROJECT LEADERSHIP

- Led INFOR CloudSuite HCM (Payroll, Benefits, Work Management/Timekeeping) ERP for SEPTA transit authority with 9k employees. Payroll, Benefits, Work Force Management and 200 interfaces.
 - Led seven cross functional SEPTA teams configuring GHR, Payroll and WFM
 - Led development of 180 IPA integrations to/from INFOR HRT (Payroll and HR).
 - Authored strategy and led design and led test of the interface between SAP Success Factors (EC) and INFOR GHR, this was a major interface for SEPTA as they had employee data changing in both places.
 - Developed strategies and led testing SIT, UAT, full historical and limited parallel for payroll.
- Led migration from 40-year-old legacy MF Lawson to MS Dynamics SL for a national residential construction company
 - Compiled BRD, Process and Data architectures.
 - RFP and Vendor selection
 - Development through implementation.
- Led Regional Service company implementation of SaaS Work Management Field service application. BRD and Process definition, RFP through implementation.
- Led SalesLogix (INFOR) CRM implementation with extensive BI and data warehouse for KPIs.
 - Outbound call center
 - VoIP integration
 - Virtual Appointments (Zoom)
 - Integration to Legacy MF and SaaS user portal integrations
- Designed, built and delivered extensive Data Warehouse/Business Intelligence systems providing KPIs utilizing MSSQL(SSIS/SSRS), Excel and POWERBI.
- Led architecture and process definition for Get Ambassador implementation with for residential construction company (INFOR CRM and MS Dynamics integrations.).
- Righted troubled Service Work Management solution for utility service techs (1000 techs 25M project.)
- Led Vendor selection and implementation of Zoom for collaboration (pre Covid) for 500 employees 40 locations.
- Cloud-based disaster recovery with VMware and Zerto.
- Designed and implemented cloud-based customer portal for MSP private cloud offering (VMWare.)
- NetSuite for 3 PL incentives company.
- Led VoIP implementation 650 users 55 locations, new MPLS network, install and training all locations.
- Implement SDWAN to replace copper 40 locations ATT.

CONSULTING AND PROFESSIONAL EXPERIENCE

- SEPTA** (consultant) Sr Project/Program Manager and data architect 2021 - 2025
Led INFOR ERP/HRIS Payroll, Benefits, & Timekeeping project for 9500 employees in 17 unions.
- Led migration from legacy GEAC mainframe (COBOL & CICS) to INFOR CloudSuite HRT, Payroll, and WFM.
 - Led seven cross functional SEPTA teams configuring GHR and WFM and developing 180 IPA integrations to/from INFOR HRT (Payroll and HR).
 - Developed test strategies including SIT, UAT, full historical and limited parallel for payroll across multiple instances.
 - Developed processes for managing employee shifts in WFM and importing transit schedule data.
 - Agile/Waterfall combination using MS Project and Jira and X-Ray and SCRUM best practices.
 - Architected HCM data integration between SAP EC and INFOR GHR.

ANTHONY & SYLVAN POOLS CORP.

2016 - 2020

Senior Project Manager / PMO / Director Process and Technology (full time)

Lead Information Technology and Telecommunications projects for largest US Builder of residential custom concrete swimming pools. Lead initiatives, including ERP, BI, disaster recovery, CRM, POS. Specific emphasis on project management, policies, and procedure, security, communications.

- Analyzed and proposed business processes to reengineer field service management and POS systems to attain PCI compliance.
- Optimized scheduling and improved customer experience by implementing construction project scheduling with customer and subcontractor portals.
- Led Project to implement MS Dynamics SL Project accounting and AR modules migrating from 30yr old proprietary legacy COBOL systems.
- Designed and Led projects to integrate Dynamics SL with cloud-based SaaS customer portal (bidirectional SQL connection.)
- Initiated and Managed project to create SQL Analytics hub joining disparate systems for Lifetime Customer Value and predictive analytics.
- Created numerous significant cost savings through extensive vendor management systems and solution providers.
- Developed and managed change management processes, PMO, and Information Security (WISP.)
- Led selection and implementation of COTS security solutions to elevate security posture of the organization and implement security governance.
- Led Implementation of secure remote/work from home solution for 350 users in 14 days, supporting rapid organizational changes associated with Covid19.

ANTHONY & SYLVAN POOLS CORP. (Consultant)

2014 - 2016

Residential Construction industry - developed portfolio methods and tools to manage strategic IT investments as the company emerged from recession to reinvest in infrastructure. Developed strategy, roadmap, and product selection for ERP, work management, retail, CRM, and business continuity.

- Conducted extensive Business Process Modelling and proposed conversion of Project Accounting and AR conversion from Lawson legacy Mainframe (COBOL) to Dynamics SL.
- Facilitated growth of brand by developing detailed business process maps and to-be models to guide investment strategy, vendor, and project selection.

FOREST INCENTIVES, LTD.

2013 - 2014

Senior Project Manager / Chief Technology Officer

Led company through vendor selection for new NetSuite ERP solution including warehouse pick pack and ship, 3PL, Finance, HR, Purchasing, light manufacturing / configuration, CRM / customer support, order management, and actionable online catalog.

- Compiled detailed process maps of all enterprise functions, supporting ERP selection and implementation.
- Identified and evaluated partners, solutions, and architectures, selecting NetSuite.
- Wrote RFP and system design specifications.
- Selected Vendor and negotiated contracts.

QUATRO SYSTEMS INC.

2012 - 2013

Cloud Computing Practice Manager

Built and brought to market hosted private cloud solutions for MSP, including self-provisioning VM's, software as a service, actionable service catalog with IT Workflow, metrics and measurement, and back-end automation. Trained sales force.

- Identified and defined markets and created positioning and value proposition.
- Selected portal product and partner and led implementation for Quatro clients.
- Provided product management for Quatro solution, including roadmaps and security models.

TRANSCEND UNITED TECHNOLOGIES

2010 - 2012

Unified Communications / VoIP Practice Leader

Developed Northeast market and established presence for a large Midwest VAR trying to establish a foothold.

- Developed and communicated value proposition for VoIP and unified communications solutions.
- Delivered ROI, TCO, and payback analysis tools and presentations.
- Educated / trained sales force on VoIP technology and selling strategy.
- Developed vendor relationships with regional manufacturer management.

WHM CONSULTING

2008 – 2010

Senior Project Manager / Principal (consulting)

Provided strategic guidance for IT and led projects and developed processes for clients in diverse industries.

- Managed information delivery services for large regional bank – database administration, SQL/TSQL development, imaging, .net, C#, VB, SharePoint, and Project Server, change management.
- Provide guidance for banking projects through 2 large bank acquisitions.
- Guided a large US Public Consultancy through nationwide telephony and call center migration.
- Provided telephony application and vendor management for a large regional bank, vendor selection for VoIP.
- implementation, telephone banking IVR, and integrations to core system.

ANTHONY & SYLVAN POOLS CORP

2000 – 2008

Senior Project Manager / Head of IT

Led Information Technology and Telecommunications for Largest US Builder (\$200M) of residential custom concrete swimming pools. Scope of responsibility included team of 8 professionals, budget of \$4M, application development and support, packaged implementations, and upgrades, help desk, and asset management for 500 users, 40 server data center and 55 node wide area MPLS network.

- Deployed MS Visio for pool design and preconstruction processes.
- Re-designed sales and marketing and lead management processes implementing SalesLogix (Infor) CRM.
- Designed and implemented world-class, high-performance, MPLS Wide Area Network (55 locations) and ShoreTel VoIP telephony, delivering 40% reduction in telecommunication costs.
- Built and deployed Customer Satisfaction Survey system, collecting and reporting metrics – SQL database with ASP integrated to SalesLogix CRM.
- Tracked incident and requested response metrics by building and deploying support center ticketing systems.

START UP**VISUAL DATA PATHS, INC.**

2010 - 2023

Co-Founder, Director

Visual Call Path automatically discovers and generates visual view of call flow within ShoreTel VoIP.

- Develop a method for MS Visio to map call flow from ShoreTel VOIP configuration database.
- Reverse engineered ShoreTel MYSQL configuration database, to create SQL.

TEACHING**PENN STATE - COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY**

2017 - 2023

Adjunct Instructor - IST 301 - Information and Organizations

Teach junior IST students how organizations use data. Covered basic functional transaction data, IoT, and Big Data, as well as Business Intelligence, KPI, Power BI dashboards and data visualization, cloud, virtualization, and security models.

EDUCATION

Master of Business Administration (MBA), The University of Michigan's Ross School of Business, Ann Arbor, MI

Bachelor of Science (BS), Finance and Statistics, Syracuse University Whitman School of Management, Syracuse, NY