

DAVID BURROW

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Summary

Highly accomplished Program and Project Manager with over 18 years of progressive experience leading complex, client-facing IT and large-scale SaaS implementation projects. Proven expertise in establishing rigorous PMO governance, driving end-to-end project lifecycles, and managing scope, budget, and risk for enterprise clients. Adept at executive communication and utilizing Agile/Waterfall methodologies to ensure successful, on-time delivery with high CSAT scores, directly aligning with Senior Project Manager requirements.

Professional Experience

Implementation Program Manager

May 2024 – August 2025

ELITE TECH CONSULTANTS

- Directed the transition project for Harris County Toll Road Authority (HCTRA) by developing detailed project plans in MS Project, ensuring strict adherence to established governance and technical program management methodology.
- Collaborated with vendors and IT teams to establish robust deployment policies aligned with HCTRA Best Practices, showcasing effective vendor management and resource coordination critical for complex implementations.
- Facilitated daily cross-team meetings using Jira to discuss current processes and evaluate new IT solutions, promoting streamlined agile methodologies and clear stakeholder communication regarding implementation progress.
- Reported project status biweekly to HCTRA executive stakeholders and managed technical escalations following established governance guidelines, effectively mitigating risks and maintaining project quality standards.
- Established standardized governance structures and rigorous documentation standards during the transition phase, significantly reducing post-deployment audit findings.

Engagement Manager

2021 – August 2023

EXPERIS SOLUTIONS

- Led a portfolio of complex IT initiatives across multiple business units by formulating comprehensive project plans, managing scope, timelines, and resource allocation in line with technical program management principles.
- Monitored and tracked project commitments with proactive status reporting in Smartsheet, enhancing project forecast accuracy by 20% and boosting stakeholder satisfaction through clear communication of risks and progress.
- Coordinated cross-functional teams—including developers, designers, and QA testers—to deliver IT projects utilizing mastery of Agile and Waterfall methodologies, emphasizing continuous improvement.
- Achieved an average annual delivery revenue of \$5.5MM by diligently managing project budgets, controlling expenditures, and ensuring milestone adherence, illustrating strong financial and resource control.

Data Center Operations Project Manager

August 2019 – March 2020

ILAND INTERNET SERVICES

- Spearheaded the integration of hybrid cloud solutions into project roadmaps, ensuring alignment with organizational objectives and adherence to Agile best practices throughout the requirements gathering phase.

- Applied deep knowledge of hybrid cloud environments and complex cloud migration strategies to streamline infrastructure transitions, enhancing system reliability and operational continuity.
- Utilized data-driven insights from Nlyte combined with workflow management in Jira to optimize operational processes and enhance data center efficiency.
- Maintained detailed risk logs and issue trackers, devised proactive mitigation strategies, resolved inter-team conflicts promptly, and oversaw critical issue elevation to ensure project continuity.

Infrastructure Project Manager

October 2018 – August 2019

THE HOME DEPOT

- Led high-stakes Server/Storage Refresh project, ensuring on-time and within-budget delivery through rigorous change management protocols and accurate resource forecasting.
- Collaborated closely with architecture and design teams to translate requirements into deployed infrastructure, overseeing implementation processes that resulted in seamless integration and improved system reliability.
- Proactively identified, assessed, and mitigated risks associated with large-scale infrastructure projects, ensuring zero critical service disruptions.
- Managed client and stakeholder expectations across all project execution aspects through continuous engagement and alignment validation.
- Provided transparent, weekly status reporting to executive sponsors on progress, KPIs, and burndown charts utilizing MS Project and Excel, maintaining strong accountability.

Infrastructure Project Manager

June 2017 – October 2018

THE PROVEN METHOD

- Managed the end-to-end project lifecycle for critical infrastructure upgrades, meticulously overseeing planning, execution, and final delivery phases.
- Partnered with key stakeholders to precisely define project scope, objectives, and deliverables, ensuring absolute alignment with strategic organizational goals.
- Leveraged expertise in both Agile and Waterfall project management methodologies to deliver IT projects with optimized stability and execution efficiency.
- Oversaw biweekly Profit & Loss (P&L) reporting on a \$10 million capital refresh program to senior stakeholders using MS Project, guaranteeing accurate financial tracking and forecasting.

Service Account Manager

August 2013 – March 2016

DELL TECHNOLOGIES -ESI

- Managed several large-scale Cloud initiatives, generating over \$250MM consistently through complex hardware orders, service agreements, and strategic migrations.
- Drove strategic planning sessions focused on optimizing service offerings and identifying new business opportunities within the managed services portfolio.
- Functioned as the primary customer advocate and conduit between the client base and internal technical teams to ensure swift resolution of escalated service delivery issues.

Managed Deployment Project Manager

September 2007 – August 2013

DELL TECHNOLOGIES

- Directed large-scale deployment initiatives across the Veteran Affairs Refresh Project for Southeast and West regions, generating \$150 million in service revenue over three years.
- Facilitated seamless, transparent communication among cross-functional team members, external stakeholders, and senior management, ensuring alignment throughout the entire project lifecycle.
- Successfully managed concurrent, high-priority deployment projects in a fast-paced environment, consistently meeting stringent quality standards and delivery deadlines.

Education

MSc in IT Project Management

2007 – December 2007

COLORADO TECHNICAL UNIVERSITY, COLORADO SPRINGS, CO

BSc in Business Administration, GPA: 3.5, w/ honors

2003 – December 2005

COLORADO TECHNICAL UNIVERSITY, COLORADO SPRINGS, CO

ADDITIONAL SKILLS

Project & Program Management Leadership: Change Management, End-to-End Implementation Lifecycle Management, PMO Governance & Standardization, Risk Management, Scope Management, Stakeholder Expectation Management, Technical Program Management, Vendor Management

Methodologies & Process Improvement: Agile Methodologies, Continuous Improvement, Scrum, Six Sigma (Green Belt), Waterfall Methodologies

Tools & Technology Proficiency: Cloud Migration Strategies, Jira, MS Office Suite, MS Project, Nlyte, Smartsheet

Financial & Resource Control: Budgeting, Forecasting & Reporting, Resource Allocation

Certifications

- Six Sigma Green Belt - 6SigmaStudy (April 2024)
- Certified Scrum Master - Scrum Alliance (May 2018)
- ITIL Foundations - Axelos (July 2014)