

ROBIN JOHNSON, MBA, PMP

IT Program Manager | Sr. IT Project Manager
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PROFESSIONAL SUMMARY

Accomplished and results-driven professional with 10 years of progressive experience overseeing complex IT initiatives and delivering strategic technological solutions. Highly skilled in full lifecycle project execution, leading cross-functional teams, and fostering vendor relationships to exceed business and stakeholder expectations. Committed to lifelong learning and team success.

AREAS OF EXPERTISE

- Effective Communication
- Stakeholder Engagement
- Vendor & Contract Management
- Risk Management
- Technology Integration
- Process Optimization & Automation
- Change Management
- Time Management
- Budgeting & Resource Allocation

TECHNICAL SKILLS

- Waterfall & Hybrid Methodology
- Sensei PPM
- CA Clarity PPM
- ITIL Methodology
- Microsoft Project
- Smartsheet PPM

CAREER HIGHLIGHTS

- Actively helping multi-year Cisco SDA Phase II program to migrate the casino and legacy networks to the SDA fabric.
- Led a \$6 million Cisco SDA (Software Defined Access) implementation, establishing a secure, scalable network standard, reducing security threats, streamlining administration, and minimizing operational costs across Muckleshoot's IT infrastructure.
- Analyzed, planned and managed the migration of corporate and casino applications from Hyper-V to VMware; aligning each application with enterprise computing standards, enhancing performance and compliance within new data center.
- Authored and developed written IT Change Management plan. Established and implemented comprehensive IT Change Management program to include policy creation, approval workflows, CAB, and process ownership. Achieved alignment with GLI and ITIL standards to meet regulatory and gaming requirements.
- Onboarded managed SOC., incorporating adaptive SIEM, advanced analytics, automated responses, and integrated threat intelligence. Managed the implementation of RAPID 7 vulnerability management (VM) and managed detection response (MDR) to include a cloud-native, cross-platform solution to automate patching of Windows, MacOS, Linux systems and third-party software.

PROFESSIONAL EXPERIENCE

IT Program Manager | December 2020 – Present

Muckleshoot Casino Resort, Auburn, WA

Deliver substantial advancements across IT infrastructure and the enterprise by executing strategic implementations and upgrades. Oversee from initiation to closure the development and management of the programs and associated projects on time and within budget.

- **Program Delivery** Led \$7M+ in IT projects annually, delivering 95% of initiatives on time and on budget.
- **Team Leadership** Oversee cross-functional teams of 15+ members across multiple projects, fostering collaboration and maintaining 95% on time delivery.
- **Stakeholder Collaboration** Maintain strong communication with executive leadership, technical teams and stakeholders, ensuring alignment with organizational goals.
- **Process Improvement** Implement project management best practices, increasing team efficiency and accountability by 25%.

IT Project Manager | September 2015 – November 2020

MGM Resorts Int, Las Vegas, NV

Delivered key strategic initiatives for IT organization and enterprise. Drove vendor selection and SOW negotiations and oversaw equipment logistics. Planned, managed and executed high-impact upgrades and migrations; enhancing enterprise technology infrastructure.

- Upgraded eCommerce database hardware from AIX to Oracle Exadata, integrating enterprise GSE application stack for improved performance.
- Advanced Las Vegas operations with an iSeries hardware upgrade from IBM Power7 to Power9 under tight deadlines.
- Modernized communication systems by transitioning analog radios to a digital platform across properties with zero downtime.
- Migrated over 24,000 users to MS Office 365, completing enterprise-wide initiative on schedule.
- Replaced Evault data retention system with Nuix, aligning with Legal, Risk Management, and Cyber Security standards.
- Spearheaded a multi-year upgrade of food & beverage POS terminals, ensuring EMV compliance.
- Implemented GIMS (Uniform Control) software upgrades across properties, boosting efficiency and reducing costs.

IT Systems Analyst | September 2011 – September 2015

MGM Resorts Int, Las Vegas, NV

Optimized Network Operations Center efficiency, driving higher second-level call resolutions and reducing escalations. Improved resolution rates by refining Network Operations Center processes, prioritizing incident analysis, and proactively managing event responses to minimize escalation to third-level support.

- Resolved escalated incidents from Tier 1 and other Tier 2 groups across ticketing systems, emails, and phone, delivering quick, effective troubleshooting under mission-critical conditions. Supported Incident Management teams during system outages, coordinating rapid response and strike team activation.
- Enhanced team efficiency by introducing Delphi technique, enabling structured and accurate data collection, informing strategic continuous improvement initiatives.
- Conducted monthly server reboots and maintenance, ensuring patches were installed without compromising system uptime.
- Recognized for strong leadership and teamwork, consistently contributing to department success under high-stress conditions.

EDUCATION -----

Master of Business Administration, Business Administration | University of Phoenix, Las Vegas, NV

Bachelor of Science, Information Systems Management | York College CUNY, Queens, NY

CERTIFICATIONS -----

Project Management Professional (PMP), Project Management Institute

Project Management Office Certified Professional (PMOCP), Project Management Institute

Certified Professional Contract Manager (CPCM), National Contract Management Association

Lean Six Sigma Green Belt (LSSGB), Six Sigma Global Institute

ITIL v4 Foundation, Axelos

Secure Infrastructure Specialist, CompTIA

Security+, CompTIA

Network+, CompTIA

A+, CompTIA