

Profile:

I am a results-driven **Technical Project Manager / Senior Systems Engineer** with extensive experience in Change Management, using LEAN processes to deliver technical solutions, and transforming IT Cost Centers into IT Profit Centers! I have over fifteen years of planning and directing multiple project teams that implement innovative Information Technology, Telecommunications, & Customer Service Solutions. All my clients rave about my ability to “get the job done!” ahead of schedule, under budget, and with 100% customer satisfaction!

Executive Technical Summary: (A short list of items I can technically configure, implement, and deploy without outside assistance!)

Virtualization experience includes VMWare ESX 3, 3.5, 4, 4.1; ESXi 3, 4, 4.1, 5.0, 5.1 & Microsoft HyperV Server 2008-2012. SAN knowledge includes both iSCSI & Fiber Channel from a wide variety of vendors including Equal Logic PS 6010/6510 series, EMC CX3-10, and Net Apps 3100 series. Windows System Administration includes Server 2000-2012; Active Directory 2000-2012; SQL 2005-2012; SBS 2003-2011; Terminal Server 2000-2012; Windows Storage Server 2008-2012, Exchange 2003-2010; and implementing/managing Office 365 for Enterprises. Management Systems include SCOM 2007 R2, SCVMM 2008, SCCM (System Center) 2012. Telecom System Experience includes, Avaya IP Office, Toshiba Strata/DK, Cisco IPT, Mitel ICP, 3Com, Shortel, Virtual PBX, Ring Central, Voicent, EPIC/CCM Call Centers and various Auto Dialers for AR purposes. Ticket and Patch Management experience includes Kasaya, Logmein Central, Dameware, Bomgar, Jira, and Packet Trap. I also have in depth knowledge of Microsoft Volume Licensing and EA agreements for global corporations.

NOTE: VERY IMPORTANT: ALL Project Management / Program Management roles on this resume, *with the exception of the work performed at SHELL and Baker Hughes* required me to physically touch equipment and utilize my technical skill set as a Systems Engineer, IT/Telecom SME, Networking Guru, or Technical Consultant in addition to being responsible for Project / Program Management processes.

Experience: Working as a SPECIALIST IT CONSULTANT, performing various roles including Program Manager, Technical Project Manager, and/or Senior Systems Engineer (and sometimes ALL three at the same time)!

Note: below are HIGHLIGHTS of some of the higher value experiences. Please see “Robert’s Project List.xlsx” (included with resume) for a complete and detailed list including timelines, project deliverables, industries covered etc. etc. 4/2010 – present

Baker Hughes, Houston, TX

Program Management of 40K Windows XP to Windows 7 Migration Project. Brought in to “mitigate risk” on Portfolio of projects encompassing the Windows XP to Windows 7 Migration Program. Solved complex issues using the following methodologies:

- Developed a new communications plan using Voicent “Broadcast by Phone” (Auto Dialer) and “Broadcast by SMS”.
- Developed flow charts for identifying “killer apps” and contacting application owners to provide upgrade paths.
- Performed “Cost – Benefit Analysis” to show ROI on using the Nomad Tool (1E) vs. standard depot migration.
- Worked with Dell to distribute new computers for retiring units across the globe. (Over 10 million dollars in purchases!)
- Managed a Portfolio of projects, Vendor and Contractor relations, and Multimillion Dollar Budget in a GLOBAL environment.

Crane World Wide Logistics, Houston, TX

Project Management, and Implementation of multiple IT and Telecom projects for portfolio of “Crane” owned companies including:

- Global Help Desk / Call Center implementation to provide 24/7/365 coverage for over 78 sites in 22 countries.
- MSP Realignment bringing remote monitoring (Solarwinds) in-house and saving the company 10K per month.
- Century Link MPLS Contract renegotiation to allow multiple site moves saving the company a potential 15K per month.
- Paetec to Level 3 conferencing conversion for international LD calling rates saving the company over 10K per month.
- System Center 2012 Configuration Manager Implementation adding automation to worldwide new user & software deployment.
- Multiple projects to reduce “Single Point of Failure” both at individual sites and the data center in Austin, TX
- **Worked with United States Secret Service to secure Crane Network at the Floridian during President Obama’s vacation.**

AT&T Houston, TX / SHELL UA, Canada

Program/Project Management of multiple IT and Telecom projects for Shell UA, Canada Region on behalf of AT&T Technical Services. Oversaw implementation of multiple Gas Refineries from “green field” to production including Construction, Electrical, Trenching, Structured Cabling, Phone Systems, Security, CCTV, Two-Way Radio, Routing, Switching, and Connectivity (using MPLS, AVPN Fiber, and Microwave Radio equipment). Managed multiple vendors and third party contractors to deliver bandwidth to both GI and SCADA/PCD networks. Additional job duties included:

- Implemented projects using the Shell Product Delivery Framework and PMI based methodologies.
- Responsible for Change Control Processes, Timelines, Quality Control, Resource Requirements, and Budget Considerations.
- Maintained Project Quality by managing risk, tracking progress, and providing effective leadership for job completion.

Dell, Round Rock, TX

Responsibilities Included: Same as Earlier Dell assignment, but with a greater emphasis on Software Development and Testing using Agile and SCRUM best practices. Maintained and managed Dell RR3 server farm / lab environment with over 1000 servers.

Republic Plastics, McQueeney, TX

Design, Implementation, and Project Management of; multi-site VOIP PBX (Analogue Avaya to Digital ShoreTel) roll out, multi-site Document Scanning solution for Paperless Office, Inventory Process Improvement using Intermec scanning guns/barcode printers, and Disaster Recovery plans using multiple VPN gateways, VMware ESX 4.1, and HP Falcnstor CDP Appliances. (To view the document I submitted for this project visit: <http://goo.gl/SSFuOD>.) Created cost savings by negotiating new telecom rates and packaged plans.

Dell, Round Rock, TX

Design, Implementation, and Project Management of Dell RR3 Lab IT infrastructure in support of a Validation Lab Test Environment.

- Used multiple large scale virtual environments (in both VMWare & HyperV) to simulate deployment in data center environments.
- Deployed complex AD, and Multiple OS (both Windows and Linux based) infrastructures while using testing software such as SCOM (System Center Operations Manager 2007 R2), SCVMM (System Center Virtual Machine Manager 2008), and Vfoglight to measure performance, data through put, CPU and RAM load on high end server and storage (both Fiber and iSCSI) clusters.

Experience: Full Time work performed on W2 as a fulltime employee of the company's listed below:**Tara Energy Inc., (bought by Fulcrum Power) Houston, TX**

4/2007 - 4/2010

Network Operations Manager / Systems Engineer

Responsibilities included: Managing the Network Operations Center and directing Information Technology and Telecommunications staff, contractors, and partners. Creating and implementing Information Technology and Telecommunications standards, procedures, and processes for the entire company. Development and execution of contingency plans for disaster recovery and business continuity.

Additional job duties included:

- Designed and implemented hardware and software solutions to meet the needs of all departments (Customer Service, Collections, Business Development, Information Technology, Telecommunications, Finance, Human Resources, and Accounting.)
- *Hands On Project Management* for implementing multiple Information Technology and Telecommunications projects including Call Center transition, Physical to Virtual server farm migration, PBX change over, Disaster Recovery implementation, etc. etc.
- System Administration of all Windows Based 2003/2008 Servers, SQL 2005/2008 Servers, and Mixed Mode Architecture.
- System Administration of clustered VMware ESX 3.5 (Linux Based) virtual server farm and dual EMC CX3-10 SANS.
- System Administration and Maintenance of all aspects of the Network Infrastructure including; Active Directory, Exchange 2003/2007, BlackBerry Enterprise Server, Trend Micro Business Security Server, and GFI MailArchiver environment.
- Maintenance and administration of additional network related equipment including; Cisco Routers, HP Procurve Switches, Monowall Firewalls, Cisco ASA Security Appliances, Internet failover gateways, and Konica Minolta Enterprise Scanner/Printers.
- Network and System Administration of disaster recovery solution using a combination of VMware's native HA and DRS services, Double Take for data replication to off-site data center, and Virtual PBX for recovery of call center functionality.
- Management of all telecommunications equipment including 3com PBX, Mitel PBX, EA Predictive Dialer, IAT Predictive Dialer, Callrex Voice Recording Server, CXM Call Recording Server, EPIC Call Center Server and CCM Call Center Server.
- Vendor relations, department integration, budget management, data security, capacity, expansion, and growth planning.

Major Accomplishments:

- ❖ Saved the company from imminent disaster during hurricane IKE, with an untested disaster recovery system. Performed "first responder" duties during the relocation of the business infrastructure from Houston, TX to Austin, TX. Restored corrupted Exchange mail store and returned CRM, and Billing databases to functioning level to allow the company to continue to do business.

North Forest Independent School District, Houston, TX

3/2006 - 4/2007

IT Project Manager / Information Technology Analyst

Designed and implemented multiple Information Technology & Telecommunications projects using e-rate funding to optimize the network Infrastructure of the North Forest Independent School District. Created cost savings by eliminating outsourcing of IT functions and bringing solutions "in-house". Assigned duties, responsibilities, and scope of authority to Information Technology associates, technicians, and contractors of the district. Provided Tier 3 IT and Telecom support for all aspects of the network infrastructure. *Additional job duties:*

- Implemented and managed an Active Directory Infrastructure for over 2500 employees.
- Administration and maintenance of an Exchange 2003 environment supporting over 2500 users.
- Configuration and operation of all Cisco technologies (routers, switches, VPNs, Telcom, Firewalls, etc. etc.)
- Provided technical training, mentoring, and continuous education for NFISD IT Staff.

Major Accomplishments:

- ❖ Saved the district 30K per year by implementing a Cisco PIX firewall box and a Barracuda Spyware/Content Filtering Appliance.
- ❖ Project Manager and single point of contact with Dell Professional Services for the implementation of the exchange migration project.

Quantum-Net Inc., Houston, TX

6/2003 - 1/2006

CEO/Director of IT: Quantum-Net Inc.

Primary Function: Provided Information Technology solutions for medium to large scale businesses to include: Project Management and Network Infrastructure Design, Active Directory and Exchange Implementation, Ecommerce and Business Solutions, Small Business Server and Hosted Applications, Security Systems and Remote Administration, Phone Systems and Structured Cabling.

Secondary Function: Server Rental, Web Design, Hosting, and ISP via our quarter mile Wireless Access Point. *Responsibilities included:*

- Project Management including the technical design and delivery of all operational aspects for a wide variety of Information Technology and Telecommunication related projects.
- Directed Staff of 15 employees (5 engineers, 4 technicians, 3 outside sales reps, and 3 web designers).
- Maintenance and Administration of the Data Center, LAN Center, WAPS (Cisco Aironet 1300's) and related equipment.

TXU Communications, (formerly Ft. Bend Communication) Katy, TX

5/2001 - 6/2003

Network Operations Training and Technical Support Manager

Responsible for the technical training of the Network Operations Group. Designed curriculum and testing procedures and managed the certification progress of fellow employees. Performed classroom instruction for a wide variety of IT / Telecom hardware and software. Examples include: Nortel and Lucent phone switches, Toshiba Key Systems and PBX's, Cisco Routers and Switches, Alcatel ASM, Lucent ASM, Solaris, Unix, PeopleSoft, and several custom software applications used in the course of business.

Nortel Networks, Morrisville, NC

2/1997 - 5/2001

(Multiple roles and positions held, listed from last held to starting.)

Broadband Remote Validation Engineer: Responsibilities included remote testing, turn-up, upgrading, patching, and troubleshooting a wide range of data and optical products including: Nortel's Data Access, Passport, UE 9000, OC 3, 12, 48, and 192 product lines.

Training Manager / Technical Trainer: Responsibilities included: Trained students and other trainers to install, configure, turn-up, test, troubleshoot and perform maintenance on a wide variety of telecom products. (Nortel Networks DMS 100/200/250/500 and Fiber Optic OC-3/12/48/192 systems; Initia/Madge ISDN Access Switch Models 20/60/200 and various IP cameras/codecs used for video conferencing.

Education:

- Bachelor of Science, Education, 1997 [University of Central Florida, Orlando, FL]
- Associate of Arts, Business/General Studies, 1994 [Arkansas State University, Beebe, AR]
- Associate of Applied Science, Electronics Technology, 1990 [Seminole Com. College, Sanford, FL]

Technical Certifications: (NOTE: many more not shown please see <http://www.shofkom.com/technical-resume/> for a complete list.)

- CHANGE MANAGEMENT SPECIALIST (CMS), 2014 [Management and Strategy Institute, Downingtown, PA]
- SIX SIGMA LEAN PROFESIONAL (SSLP), 2014 [Management and Strategy Institute, Downingtown, PA]
- PMP Boot Camp (35 Contact Hours), 2013 [The Knowledge Academy, Houston, TX]
- SYSTEM CENTER 2012 CONFIGURATION MANAGER, 2012 [CTREC Hilton, Houston, TX]
- MITEL 3300 ICP REL 9.0, 2009 [Mitel University, Atlanta, GA]
- VMWARE INFRASTRUCTURE 3.5, 2008 [VMWARE at TX Training & Conference Centers, Houston, TX]
- GFI MailArchiver Certified, 2008 [GFI Partner Portal, Raleigh, NC]
- DELL DCSE Desktop and Portables Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE Wireless Technology Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE P1500, S2500, and S2500N Enterprise Printer Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE EMC CX400 Product Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE Associate Server Certification V5 Part1, 2007 [Dell Technical Training Center, Austin, TX]
- MCP Microsoft Small Business Server 2003, 2007 [New Horizons, Austin, TX]
- MCSE Microsoft Exchange Server 2003, Implementation and Managing, 2007 [New Horizons, Houston, TX]
- Alcatel 7300 ASM Operations, Administration, and Maintenance Certified, 2003 [Alcatel Technical Training, Plano, TX]
- Lucent 5ESS OneLink Manager ASM and Applications Certified, 2002 [TXU Technical Training, Katy, TX]
- Toshiba Strata Voice Mail and DK Key Systems, 2001 [Toshiba Technical Training, Dallas, TX]
- MCSE Microsoft Windows 2000 Track, 2001 [CompUSA Technical Training, Raleigh, NC]
- CCNA, Certified Cisco Network Associate, 2000 [Comforce Training Center, Raleigh, NC]

Nortel Technical Education Centers; Raleigh, NC and Montreal, CA (taken between 1997-2000):

Over 15 Certifications on Nortel Telecommunications equipment including; DMS 10, 100, 200, 250, and 500, Optera LH Optical Transport, Passport 7000, OC12, 48, and 192, Universal Edge 9000, and Access node Operations, Maintenance, and Provisioning.