

William D. Barnes, CPM
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Objective: Senior Project Management position in Information Technologies requiring organization, technical expertise and complex problem solving skills in an environment that requires managing multiple stakeholders with varying needs and delivering projects within time, scope and budget.

Summary: Decisive, action oriented, and results focused team builder with 20 years experience in both public and private sector with key emphasis on management of programs, projects, services delivery, infrastructure, change, vendors, telecommunications and billing.

Qualifications:

- Responsible for projects and deliverables valued between \$2MM and \$400MM.
- 19 years of experience delivering fast-track technologies and telecommunications projects.
- 17 years of experience in systems integration and product development.
- 16 years of experience functioning as an Executive-to-Technical Interface.
- 10 years of experience in enterprise-level process engineering and analysis.

Work Experience:

Executive Program Director, Scholet, Inc. February 2005 to January 2009

- Manage multiple related projects directed toward strategic business objectives for National Hotel Liquidators, Inc. including project definition, scope of work, and budget approval.
- Maintain continuous alignment of program scope with strategic business objectives, and make recommendations to modify the program toward the strategic intent.
- Maintain rigid adherence to the systems development life cycle and business continuity plan while utilizing commercial off the shelf technologies in all integration projects.
- Champion and manage a warehouse remediation project for furniture, fixtures, and equipment.
- Deploy Motorola MC50 and MC55 Digital Assistants for Warehouse and Service Delivery Teams.
- Deploy Windows Server 2003, Exchange 2003, and WindowsXP Pro Enterprise to multiple sites.
- Design and deploy Inventory Management and Control system (Velocity/MSSQL 2005) for one major warehouse, several remote (temporary) warehousing facilities and the National distribution center.
- Converge data, voice and video systems into a state of the art redundant system.
- Team build, coach, mentor and lead personnel within a cross-functional team environment.
- Present dashboard reports on the current program, future opportunities and client issues.

Senior IT Project Manager, Legendary Endeavors, Inc. March 2000 to January 2005

- Provide knowledge and expertise in strategic performance management methodologies, process re-engineering and the application of technologies to business model and requirement.
- Manage customer satisfaction metrics and enterprise issues management.
- Implement best practices and establish business unit level knowledge management procedures.
- Foster customer loyalty by ensuring that our customers fully utilize the value of our services, constantly managing both company profit and loss and customer return on investment.
- Maintain the customer's existing revenue spending and develop strategic recommendations for future utilization of products and services.
- Deploy regional distributed infrastructure using Windows 2000 Server mounted on IBM x450 Servers and Wide Area Network using Cisco 25xx series routers over T-1 circuits.
- Develop and document the network operations center standard operating procedures.

Program Manager – Systems Integration, WebTV/GNAC, Inc. April 1999 to March 2000

- Work closely with technical experts at Scientific Atlanta, Microsoft and UPC-Netherlands to integrate a third generation set-top cable box functioning over a fiber-coaxial infrastructure.
- Introduce project management office to, and champion the implementation of, service oriented architecture, systems development life cycle and total quality management methodologies.
- Negotiate, review and approve service level agreements with all vendors.
- Manage system functionality and performance testing to ensure DOCSIS compliance.
- Supervise and inspect testing methodologies, reporting, and classification.

Resume for William D. Barnes, CPM - IT Project Manager itprojmgr.wbarnes@gmail.com (continued)

Global Network Architect, IBM Global Services February 1997 to March 1999

- Work closely with technical experts at IBM, Cisco, Microsoft and Landmark Graphics to architect, design and deliver a \$400MM 80,000 seat 500 points of presence global network over IBM's frame relay infrastructure.
- Manage deliverables and budget for 200 Project Managers and Project Coordinators conducting concurrent roll outs in 100 countries.
- Responsible for the evaluation and design of all existing and future Local Area Network, Wide Area Network, Voice Over IP, Wireless and Digital Video Surveillance designs and configurations.
- Plan and manage highly complex migration of protocols and hardware to an Internet Engineering Task Force based network design utilizing TCP/IP, OSPF and BGP using Cisco routers (25xx – 7xxx series with IOS X).
- Utilize multilingual call center located in Zoetermeer, Netherlands to provide 24/7/365 desktop support.

Systems Integrator – Product Manager, Interlink International, Inc. November 1993 to January 1997

- Integrate commercial off the shelf technologies from numerous vendors including Novell, Dialogic (VRUs), 3com, Bay Networks, and Sprint Communications to deliver a National workman's compensation fraud prevention and detection system to SAC3, Inc. and the National Association of Insurance Commissioners.
- Manage all aspects of new product development to deliver a user-dependent voice recognition system (VRS) for the managed monitoring of house-arrest inmates in the state of Alabama.
- Provide systems integration support for the United States Olympic Committee in Atlanta, Georgia and led a 90 person technical project office delivering wireless data services to ushers and Olympic villagers.

Project Manager – Systems Integration, USA-TMDE Logistics June 1991 to November 1993

- Reduce the seven year technologies procurement cycle to a more relevant eighteen months.
- Utilize commercial off the shelf technologies to integrate the Combat Tactical System III, an upgradeable modular x86-based computer system capable of functioning in multiple and varied capacities.
- Work closely with high profile stakeholders including the Department of Defense, United States Army Materiel Command, Lockheed, Grumman, and the United States Army Test Measurement and Diagnostic Equipment Logistics Directorate.
- Develop Macromedia *Authorware* multimedia training system for continuing education and recertification of US Army Metrologists worldwide resulting in significantly decreased travel and per diem.

Education:

- Enrolled, Colorado State University – Bachelor of Science Program - Organizational Leadership
- Community College of the Air Force – Associate of Science – Applied Electronics Technologies
- Project Management Institute (PMI) – Certified Project Manager
- US DOD Total Quality Management (TQM)
- US Army Methods of Instruction - Technical (MOI)
- US Army School of Advanced Metrology – Basic and Advanced Course (Honor Graduate)

Skills:

- Human Resource Management: Metrics, performance evaluation, motivation, mentorship and coaching.
- Business Management: Risk Management, strategy and planning, budget approval, return on investment, scenario planning, dash boarding, presentations, process engineering, knowledge management.
- Microsoft: Project, Visio, Outlook, Dynamics CRM, Server 2003, Windows XP/pro,
- Internet: TCP/IP, OSPF, BGP, HTML, VoIP, intranet, enterprise infrastructure architecture.
- Integration: Requirement gathering, Systems Development Life Cycle, Commercial off The Shelf, Voice over Internet Protocol, quality management, technical documentation and illustration.
- Network: Change management, business continuity and recovery, process engineering, Service Oriented Architecture, managed services delivery, Local Area Network, Wide Area Network, Storage Area Network, routing, switching, Simple Network Management Protocol, all IEEE 802.x standards, cable plant design, security.

Awards:

- IBM's Excellence in Technical Achievement Award (Labyrinth Club)
- Armed Forces Expeditionary Medal, Persian Gulf (Operation Prime Chance)
- Gold Medal Scholarship Winner, Westinghouse Junior Science and Technology Competition

Notes: References available upon request. I am authorized to work for any employer in the USA. I am willing to relocate.