

- Have strong understanding of methods of attacking systems while also capable for performing risk preventions.
- Worked very closely with customers to ensure satisfaction with consultation engagements and expectations of customers were met.

5/2007- 8/2008

BCI

New Orleans, LA

Senior IT Consultant /Technical Project Manager

- Worked as Pre-Sales Engineer for Cisco, Microsoft, Citrix, VMware, Equallogic, Symantec, McAfee, EMC products including technologies pertaining to IPT, Switching, Routing, Security, Content Switching, Wireless, etc.
- Assisted VAR into becoming Master designation partners with Cisco by acting as the only PMI Certified Project Manager Professional at the company.
- Managed group of engineers/consultants to work on several customers ranging from SMB to large enterprises with over 10,000 clients.
- Worked closely with Sales Team to determine customer's needs and requirements during Initiation and Planning stages of the projects while continuing on with the engineers and customers to ensure the end product was delivered on time and within budget stipulations.
- Presented results to CEO, Presidents and Stake holders while also being able to relate and technical enough for the Engineers and other consultants.
- Demonstrated strong fundamental understanding of many industry standards while also maintaining a complete understanding of Project processes required to achieve milestones and deliverables.
- Handled the ethical problems that arose on sensitive projects and also human resource resolutions when required.
- Wrote several SOW, WBS, and BP while also reviewing over the documents of the sales team to ensure proper scope definitions were planned out.
- Handled Change Management and Project Change Request on daily basis to prevent scope creep while also handling the billing/closing of projects.
- Able to communicate well with the audience by being able to explain in both layman terms and technical comprehension.
- Designed Disaster Recovery solutions for both Network and Applications services.
- Created and track projects with use of MS Project to ensure success of the project.
- Worked all stages of projects from Initiation to Close.
- Very strong understanding of Microsoft Products including all versions of Exchange, Active Directory, Windows Servers, etc.

4/2006- 5/2007

IBM

New Orleans, LA

Technical Project Manager/ IT Consultant

- Completed IBM's Tier 1 Project Management
- Certified in IBM's Experience Project Management course.
- Certified in IBM's World Wide Project Management Methods
- Projects managed ranged from \$100k to over \$30 millions budget projects.
- Managed multimillion dollar MPLS project.
- Worked very closely with customers to ensure satisfaction with consultation engagements and expectations of customers were met.
- Assisted in the creation of SOW, SOA, WBS and project plans.

- Worked all stages of projects from Initiation to Close.
- Managed Data Center upgrades and complete network migrations for Fortune 100 Companies in both domestic and international projects.
- Responsible for several teams reporting in a matrix project environment in both a virtual and physical environment.
- Managed the customer's expectations by properly using and developing communication channels with the customer to ensure customer satisfaction.
- Lead several engagements worth several millions simultaneously by utilizing virtual teams that were located all over the world.
- Provided Technical expertise on engagements to help communications between both the customer and engineers with the goal of driving the deliverables to completion.
- Very effective in defusing a critical situation or issue with the customer by providing both technical expertise and personal communications skills.

6/2001- 10/2004 Whitney National Bank New Orleans, LA

Network Administrator/ Senior Engineer

- Configured Windows 2000 forest domain for 3000 user network.
- Designed migration path for Microsoft Exchange 5.5 to Microsoft Exchange 2000.
- Migrated 3000 mailboxes from different sites into one cluster server.
- Configured Active Directory with DNS and WINS.
- Designed many different GPO's for both security and software deployment.
- Piloted VMware GSX to be ran on Linux Redhat powering several virtual machines
- Implemented a 12 Citrix Server Farm for over 3000 users.
- Designed NFUSE for remote access solution with CSG and RME.
- Was the team lead in several projects and day to day operations.
- Supported workstations and servers for over 150 sites.
- Configured Citrix Load Balancing and hardware solutions.

Education

1994–1998 University of New Orleans New Orleans, La

- Received a BS in May 1998 in Management Information Systems overall GPA 3.6.
- Graduated rank three in major and awarded Dean's List all consecutive years.
- Beta Gamma Sigma Honor Society Member

References

David Park, davpar@microsoft.com, MS PSS Engineer (425) 221-9103

Tony Nguyen, tonynguy@cisco.com, Cisco Pre-Sales CCIE, (512) 577-6095

Mike Grieshaber, mgrieshaber@whitneybank.com, Bank Officer (504) 606-6910