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**SENIOR PROJECT MANAGER / PRODUCT OWNER**

**Recognized for Managing Large Scale Programs /  
Projects with Extensive Client and Vendor Interfaces**

Extensive experience establishing effective relationships and cross-functional teams through exceptional communication skills to drive projects to completion within budget. Global experience and proven track record leading projects from start to finish in various industries including telecom, construction, plastics manufacturing and new product development.

**FUNCTIONAL SKILLS AND EXPERTISE**

- Vendor Management
- Network Software Upgrades
- ITIL Certified
- Customer Service
- Team Leading and Mentoring
- Offshore Team Management
- Lean Six Sigma Green Belt
- Scrum Master Certified

**PROFESSIONAL EXPERIENCE**

**NOKIA/ALCATEL-LUCENT**

**2009 – 7/27/2016**

**Senior Customer Program Manager** (2014 – July 27, 2016)

Manage end-to-end delivery, product integration, and deployment of customer programs. Held accountable for working with customer and customer sales team to capture customer requirements and work with cross-functional teams to lead and deliver total customer solution. Interfaced with wide variety of customer organizations including planning, architecture, operations, testing and IT systems.

- Delivered 12-month plan rollout for major telecom service provider, delivering in only 9 months.
- Addressed Technical POCs/PMs to close gaps in timeline and pull in revenue through Art of Possible (AoP) process, resulting in KPIs being exceeded by 11.5%.
- Collaborated with cross-functional team, expediting engineering, manufacturing, delivery, installation and integration of 2 major phases of WNG deployment across nationwide network.
- Utilized project management techniques and tools, keeping projects running ahead of schedule.

**Project Manager – Market Lead – Design Engineering – UTRAN/UMTS/LTE** (2010 - 2014)

Coordinated incoming service requests from customer facing PM/TPMs, negotiating scheduling, resource assignments, and off-hours support for complex deliveries needing coordination with other functional areas and troubleshooting requests.

- Tracked UMTS and LTE cell tower growth activities and created design engineer work schedule for AT&T network expansion, resulting in 50% increased network capacity.
- Oversaw offshore design engineer contractors' activities, decreasing production costs by 33%.
- Worked with cross-functional teams, implementing parameter mapping and data transfer from existing controllers (RNCs) to newly deployed controllers.

**Project Manager – Research and Development UTRAN MIM** (2009 - 2010)

Data & Network Migration - Contractor

Led data swap during network expansion of large telecom carrier AT&T.

- Coordinated support schedule for migration, rehome, and reparenting activities, supporting data migration support for design engineering team.
- Implemented mandatory change notification (MCN) Process, enabling parameter updates to propagate to field.

**MODEN PROPERTIES, INC.**

2006 - 2009

**Lead Project Manager**

Estimated project costs, performance of take-offs, and development of project proposals directly with general contractors.

- Used extensive project management skills in business where project management techniques had not previously been introduced, developing template for single family home construction.
- Streamlined multiple sub-contractors' schedules, optimizing overall time of completion and project cost through implementation of new project management initiative.
- Developed marketing materials and presentations at marketing events, leading to new client relationships.

**ADDITIONAL EXPERIENCE****SILGAN CLOSURES LLC.**, (Formerly known as White Cap LLC)**Senior Project Engineer**

Developed specialized packaging solutions for Coca Cola, Welch's, Proctor and Gamble, and Campbell's Soup, working as bridge between customers and internal sales department.

- Promoted to Senior Project Engineer after working as Design Engineer for 4 years.

**EDUCATION**

**1 year of graduate study in Plastics Engineering with emphasis on  
Plastics Design and Plastics Processing**  
UNIVERSITY OF MASSACHUSETTS, Lowell, MA

**2 years of graduate study in Polymer Engineering with emphasis on  
polymer processing, morphology, and characterization**  
UNIVERSITY OF TENNESSEE, Knoxville, TN

**Bachelor of Arts (BA), Chemistry**  
EASTERN KENTUCKY UNIVERSITY, Richmond, KY