

John Doe

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SUMMARY

A results oriented Project Director with extensive leadership experience in highly competitive IT and Telecom industry. Proven track record of leading and managing million dollar programs across the United States specializing in launching new services and products from concept to roll-out and building organizations from ground up.

CORE COMPETENCIES

Project/Operations Management	Leadership	P&L Management
Strategic Planning	Building Organizations	Risk Management
Client Management & Retention	Negotiations	Business Development

EDUCATION

Weber State University, Goddard School of Business & Economics

Master of Business Administration

May 2019

GPA 3.9

Weber State University, Goddard School of Business & Economics

Bachelor of Science

December 2015

Major: Management Information Systems, Minor: Leadership

GPA 3.6

EXPERIENCE

Level 3 Communications, Salt Lake City, UT

Project Director / Consulting Program Manager

October 2010 - Present

- Delivered 15+ projects valued at \$40M+, on-time, within budget with team of 80 people for Verizon Wireless, Sprint, and Bell Canada.
- Introduced Visual Voice Mail services for Verizon Wireless nationwide in aggressive schedule with team of 100+ professionals.
- Coordinated very competitive trials for multiple services for Bell Canada and won the contract.
- Launched national distributed ring back tone service for Sprint. Team consisted of 98 team members including sub-contractors.
- Prepared service proposals, 6 RFP responses & worked closely with sales groups to secure 4 new business.

Utah Telecommunications Open Infrastructure Agency (UTOPIA) , Salt Lake City, UT

Business Development Manager

January 2008 – August 2010

- Managed project budget of \$32M+ and ensured company obtains the best possible pricing; determine and minimize risk in buyout processes, reducing cost by 15% overall.
- Oversaw and analyzed prime project buyout of \$1.1B, accounting for savings and contingencies.
- Wrote and distributed bid packages amounting to 8% of total production cost that clearly defined the scope and general provisions of potential contracts.
- Ensured project team understood all aspects of the prime contract relating to their respective responsibilities, and demonstrated a thorough understanding of the prime contract checklist and organizational structure.
- Negotiated, analyzed, and prepared purchase order agreements, subcontracts, and cost control budgets.

Five 9's Communications, Ogden, UT

Lead Technical Project Manager / Senior IT Support Specialist

March 2005 – December 2007

- Successfully completed all projects ahead of schedule and under budget; received several awards.
- Led large-scale IT Projects for a local client base of over 800, overseeing application updates, OS/hardware upgrades, patch remediation, and audit lockdowns.
- Managed requirements-gathering, rollout, training, and operational activities.
- Contributed ideas and streamlined procedures to achieve world-class service for clients.
- Received the highest customer satisfaction rating by rapidly resolving issues and establishing trust with customers.

EXPERIENCE--Continued

Pulse Technologies, Sandy, UT

Technical Project Manager

September 2004 – March 2005

- Supported multi-master domain network, including user and group security administration, 28 file servers, 76 print devices, and 600+ computers.
- Effectively served as Project Manager for departmental migration to L3 Global Network.

Mountain-West Telecom, Murray, UT

Business Development Manager

January 2002 – November 2003

- Marketed and sold telecommunication systems for Telecom, Defense, Oil & gas companies.
- Managed contract negotiations, RFI/RFP responses and project agreements.
- Exceeded the sales target for 2002 and 2003 by 25% (\$3.6M).
- Successfully introduced and won projects for several contracts.

Manager (Projects & Operations)

March 2000 – December 2001

- Managed operations and customer support with a team of 70 customer care agents.
- Member of core team to bid nationwide spectrum auctions and vendor selection.
- Launched and managed field services across major cities in demanding time scales.

VOLUNTEER EXPERIENCE / LEADERSHIP

Weber State University, Ogden UT.

Business Senator

August 2014 – July 2015

- Led Dean's Area Council comprised of 10 Club Presidents with responsibility for setting the strategy for all business clubs impacting 2,400+ students.
- Introduced the first Vision and Mission statements for the Area Council setting the tone and direction for leadership within undergraduate and graduate programs in the Goddard School.

OUTreach, Ogden, UT

Volunteer

May 2003 – October 2006

- Led 30 youth in community service project providing 500+ meals to the homeless in the Ogden area
- Initiated first strategic planning process integrating community, educational and religious needs and resources.

The Church of Jesus Christ of Latter-day Saints, Sao Paulo, Brazil

Full-time Volunteer Representative

August 1998 – August 2000

- Chosen to lead in seven of eight cities and regions where I served.
- By special assignment from the President, traveled the mission to train 200+ missionaries in all aspects of missionary work.
- Conducted weekly district meetings as well as regional skills training sessions.