JOHN H. SMITH, PMP

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PROJECT MANAGEMENT – PROCESS IMPROVEMENT – QUALITY ASSURANCE

High-performing, results-focused Project Manager with 13 years of experience in technical project leadership and a strong background in program management and applied technology.

- Combine customer-focused mindset with strong technical acumen to achieve timely delivery of high-quality products, services, and support. Track record of surpassing business goals by ensuring optimal utilization of teams, processes, and technology. Recognized for turning shortfalls into successes.

- Proven success directing global quality and process improvement initiatives, systems engineering projects, operations, and program management across diverse industries. Guide teams throughout project life cycle, applying advanced communication, training, and mentoring skills.

- Expertly direct the planning and execution of multiple global projects and programs, leading both local and virtual teams. Implement standardized project management methodologies, cost controls, and best practices; manage daily operations, prioritize resources, and develop creative solutions to broad issues.

PROFESSIONAL EXPERIENCE

ACME, INC.; Buffalo, NY   2012 – Present
Senior IT Project Manager/Consultant
Direct large-scale data governance development project for New York Department of Transportation. Provide recommendations and action plans regarding data integration and business intelligence tool selection and implementation. Oversaw project planning, built project teams, and determined project schedule. Drove the selection, implementation, and staff training for new project management tools.

SEND TECHNOLOGIES; Buffalo, NY   2007 – 2012
Development Manager
Led project management teams to conduct systems R&D, system builds, technical maintenance, and process improvements. Implemented PMP-value awareness program resulting in four new PMP-Certified Project Managers. Served as key member of International Management Board. Drove the planning and implementation of central VMware server farm. Managed internal applications, software licenses, gaming licenses, intellectual property, and SOX/internal controls compliance. Managed execution of global supplier and services agreements including Micro Focus, Microsoft Licensing, Arrow, Avnet, HP, IBM, Dell, and Intuit.

- Directed global process improvement initiatives spanning project management, quality assurance, customer support, systems engineering, product installation, and sales. Implemented strategic initiatives such as project management methodology, peer review, code reviewing, and standardized requirements gathering.

- Managed virtual teams to complete customer product and company infrastructure projects. Created scorecard and metrics to monitor team performance and identify opportunities for improvement.

- Developed 40+ policies and procedures for software development, testing, and quality assurance; designed and implemented SharePoint repository containing software systems templates, best practices, and artifacts.

- Reengineered system design and quoting processes for sales—reduced cycle time 50%, defined structure and steps, and developed tool to more effectively track sales quotes.

- Chaired the System Change Control Board; spearheaded successful launch of System Change suite for 1000+ software development and quality assurance users worldwide.

SYSTEMS INFO COMPANY; Reston, VA   2005 – 2007
Manager, Engineering Process Group (EPG)
Managed 16-member engineering project team conducting organizational sustainment, integration, and continuous improvement of engineering and business processes; utilized industry-standard models for CMMI, Lean Six Sigma, ISO-9000, and AS-9100. Reviewed process quality and project performance metrics to ensure all business objectives were met. Served as CMMI Co-Project Manager and core team member leading to the successful CMMI SCAMPI A appraisal, Software Level 5 and Systems Level 3; managed EPG project team responsibilities and reported status and metrics to executive management.

- Oversaw 35+ Project Engineers to achieve compliance with quality standards for processes and products. Led RTSC Project Engineer Certification Program for 20+ participants in support of PMP qualification.
- Directed engineering management development of new enterprise process architecture and process asset library website. Led development of 22 process and quality training presentations.

Project Engineer, Special Programs

Oversaw software systems engineering project planning and execution in multiple business areas. Managed software development projects including virtual teams, lab operations, vendors, subcontractors, and new process development for major subsystem on joint SYSINFO, U.S. Air Force, and U.S. Navy system.

- Implemented cost controls and project schedule management using EVM methodology; coordinated daily project team activities and analyzed metrics to ensure optimal results.

BIG VALLEY; Tampa, FL   2003 – 2005
Senior Principal Engineer

Served as Lead Contractor for air naval test and evaluation squadron. Co-led SKYCAP project engineering effort related to developmental test project management. Planned, scheduled, and monitored project activities for all Staff Engineers. Analyzed hardware/software system requirements to develop and document specifications and test procedures. Developed and implemented CMMI processes and best practices.

GLOBAL SYSTEM; Phoenix, AZ   2003
Casino Gaming Contractor

Provided technical consultations and recommendations for Plane Group Design (PGD) regarding the development of proprietary gaming systems documentation and training programs for Field Engineers, Auditors, and Trainers. Audited casinos to ensure regulatory compliance and best practices for PGD products.

ACCOUNT SYSTEM; Buffalo, NY   1999 – 2002
Communications Specialist

Developed and maintained customer self-service websites. Key participant in highly successful Six Sigma that achieved $1+ million in annual cost savings. Produced engineering, support, and customer technical documentation. Led process mapping project for the design of an improved tax accounting system.

MILITARY EXPERIENCE

UNITED STATES NAVY; *Lieutenant Commander*; Honorable Discharge

Range Department Head; Naval Air Station ▪ *Training Department Head;* Patrol Squadron Sixty-Seven

Ops Readiness Department Head; Patrol Twenty ▪ *Assistant Weapons Dept. Head/NSO;* USS William

Extensive leadership and technical experience included directing 250-member department with $15-million annual budget. Spearheaded $50-million, five-year master plan for staffing, equipment, and land/airspace use requirements. Awarded Navy Commendation Medals for outstanding performance. Managed aircrew training and readiness programs for 300-person aircraft squadron. Certified Naval Flight Officer. Blue Card evaluator.

TECHNICAL SKILLS

Microsoft: Windows Server ▪ Hyper-V Server ▪ SQL Server ▪ XP/7 ▪ Mobile ▪ SharePoint ▪ Project ▪ Project Server ▪ Visio ▪ Excel ▪ Publisher ▪ PowerPoint ▪ Outlook ▪ OneNote ▪ InfoPath

Servers/Systems: HP ProLiant ▪ Dell PowerEdge ▪ IBM iSeries/pSeries/xSeries ▪ VMware ▪ XenServer

Processes: PMBOK ▪ CMMI ▪ ITIL ▪ Lean Six Sigma ▪ ISO 9000 ▪ AS 9100 ▪ MIL-STD/MIL-SPEC

Other: QuickBase ▪ StarTeam ▪ CaliberRM ▪ Agile ▪ BlackBerry ▪ ClearCase ▪ ClearQuest, etc.

EDUCATION & CERTIFICATIONS

Certified Project Management Professional (PMP), Project Management Institute (PMI)

Bachelor of Science; WEST POINT ACADEMY; West Point, NY

Memberships Include: PMI, New York Chapter ▪ Software Engineering Institute (SEI)