SUMMARY Senior Project Manager with extensive and progressively responsible experience in: systems integration, systems analysis, application testing and production support. In-depth knowledge of new technologies, including web content management, wireless communications and customer service.

PROFESSIONAL

Project Manager, **Sprint/Nextel, Reston, VA, August 2001 –present (project consultant to Nextel, Compuware Corporation from August 2001 – February 2006)**

*Software and IT services provider*

* Content Development Project Manager, overseeing and facilitating the distribution of catalog and price plan data to online partners for display on front-end sites. Provided monthly data feeds utililizing an encryption data service to multiple online partners, including Amazon, InPhonic, Walmart and Sam’s Club using XML feeds to ftp directories on both Sprint and partner sites.
* Provide order support for Online Retailers for orders flowing through OVM and FAST. Utilize Test Director to track production defects and coordinate implementation of said defects to production.
* Act as a liaison between Online Retailers and development to ensure proper requirements were defined for new and modified functionality to provide maximum order throughput for retailers.
* Coordinate all set up and launch activities when onboarding new retail partners.
* Act as liaison between the Business/Marketing and software development teams ensuring readiness for device and new program launches. Successfully pushing to market Apple devices before Sprint competitors.
* Maintain content database ensuring database integrity for order process flow.
* Production support for order management.
* Supervised 10 to 15 employees.
* Integration Test Lead for FAST (Fulfillment/Activation Service Tool) and FAST FE (FAST Extension) to support the Telemarketing and Web Sales channels.
* Developed Test plan and tested OVM (Order Validation Module) which allows Nextel to accept orders for services from its Online Partners (OARs) and interface with FAST to activate customer orders.

Quality Assurance Project Manager, **Princeton Information, McLean, VA, November 1999-August 2001**

*Software and IT services provider*

Employed as a software and telecommunications consultant to MCIWorldcom.

* Managed the integration test effort for Worldcom quarterly releases. This effort involved managing a team responsible for testing 11 integrated application systems.
* Developed an MS Access database to track software problems and resolutions.
* Tasked with leading the Test Environment Splinter Group whose goal was to ensure test environment readiness at the start of the testing cycle and maintaining a stable environment during test execution. To reach this goal, the following was accomplished: (1) defined each organization’s roles and responsibilities during update and creation of test environments (2) developed an environment update/create process checklist (3) developed a third party software inventory and (4) established a build coordination process to maintain a stable test environment during the test cycle.

Applications Database Engineer, **Princeton Information, McLean, VA, July, 1998 – November, 1999**

* Designed, developed and maintained data warehouse of MCI’s network inventory (NIS). Utilizing Unix shell scripts, SQL\*Plus and PL/SQL, developed scripts to perform automated nightly updates.
* Used Oracle’s Performance tuning functions to provide for optimal storage and data retrieval

Software Development Engineer, **Borklund Data Systems, Herndon, VA, February 1996-July 1998**

*IT solutions provider of client-server and web-based applications*

* Designed and developed a Housing Assistance Program (HAPMIS) for the Real Estate branch of the Army Corps of Engineers utilizing Oracle Forms and SQL\*Menu on an Oracle database.
* Wrote complex financial and inventory reports using SQL\*Plus, PL/SQL and Oracle Reports.
* Maintained a Corps budgeting program (CEFMS), used to project planned expenditures.
* Conducted user training and interacted extensively with the Corps users to ensure customer satisfaction.

Sr. Member of the Programming Staff, **Unisys Corporation, Reston, VA, February 1992-February 1996**

*Provider of electronic systems and services for the defense department*

* Performed application maintenance on updated programs for the Navigational Information Management System (NIMS) project using DMS 1100. Developed and implemented detailed test plans for batch and online update systems.
* Designed, developed and tested SMP/OS-AEL system for customer used to maintain onboard equipment allowances using the ORACLE Development Tools. Designed a Maintenance Tracking system utilizing an Oracle database used to track programming problems and software change requests throughout the processing cycle.

Member of the Logistics Staff, **Unisys Corporation, Reston, VA, June 1985-February 1992**

* Integration Test Lead for FAST (Fulfillment/Activation Service Tool) and FAST FE (FAST Extension) to support the Telemarketing and Web Sales channels.

EDUCATION The Pennsylvania State University, State College, PA

Bachelor of Science, Business Logistics, 1985

Masters of Science candidate, Information Systems, Strayer University

J2EE for Managers

SKILLS

* Operating Systems: Sun Solaris/UNIX, Windows NT, Windows 2000
* Databases: ORACLE 9.x, 8.x and 7.x
* Languages: C, SQL, PL/SQL, HTML, COBOL, FORTRAN, Unix Shell programming
* Tools: Microsoft Office Professional, Hummingbird Exceed, SQL\*Plus Developer/2000,

 SQL\*Loader, Visio Test Director, ERWin, WINRunner, PVCS