

Michael X Smith, PMP
124 Summit Avenue, Berkeley Heights, NJ 07902
Tel: (908) 123-4567
Michael.XSmith@localnet.com

CERTIFIED PROJECT AND PORTFOLIO MANAGEMENT PROFESSIONAL

PMP Certified Project and Portfolio Management professional, with deep experience in development and deployment of telecommunications and wireless communication systems and formation of PMO Organizations. A people person, who achieves objectives through skilled interpersonal communications, meticulous planning, proactive risk management, motivational team dynamics and network of business and technical contacts.

QUALIFICATIONS SUMMARY

- **Program and Project Management** of multiple concurrent projects with budgets ranging from \$300 Thousand to \$3 Million. Successful management from inception to completion of systems, software and hardware solutions supporting global telecom companies.
- **Designed and established PMO** process, templates, standards and practices in a cross functional multi tiered organization including standardization of process, tools and templates, for project charter, scope management, estimation, schedule management, metrics, status reporting and multiple in-house processes.
- **Expertise in business process analysis** and requirements documentation including development of overall business case enabling innovative resolutions to difficult business problems. Ability to quickly define complex business processes in an easily understood visual format.
- **Expertise in Vendor Management and** Integration of Vendor Application and Hardware products and portfolios including Project Management, product research, supplier selection, technical Statement of Work, relationship management, contract development, and negotiation for a series of major Hardware and Software Suppliers.
- **Manager of Technical Support** for dynamic Sales and Marketing start-up firm; designing, installing and maintaining data and voice communications networks as well as development of proactive business and operational strategies for rapidly expanding new enterprise.
- **Telecommunications Management** in financial services markets for office and trading floor locations including services analysis and contract negotiation for cost reductions, management of support desk, MAC for PBX and Market Data services, and facilities services for Government Securities Dealers.

PROFESSIONAL EXPERIENCE

PROJECT MANAGEMENT CONSULTANT

2007 to 2009

Technology Process Management, JP Morgan Chase
JP MORGAN CHASE, New York, NY

- Internal Consultant, Subject Matter Expert, Mentor and Champion for Project Management Best practices, formation and operation of PMO based on Project Management Institute (PMI) and Industry

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standards. Member of Award winning Project Management Center of Excellence. Chair of the PMO Steering Committee.

- Continuous process improvement project management, and process analysis, development and implementation for multiple organizational change efforts including:
 - Enterprise Portfolio Management (Compuware),
 - Post Project Evaluation,
 - Appraisal/Estimation
 - Workforce/Resource Capacity Planning
 - Workflow Management
 - Project Management Metrics and Governance

TECHNICAL, PROJECT and PROGRAM MANAGER

1997 to 2007

HPCSE (Sector), SATCOM (Division)

AT&T, Berkeley Heights, NJ

Multiple roles with progressive responsibility in Management and development of large public safety systems.

- **Lead Systems Engineer /Technical Program Manager**

ATT-SATNET -Lead Systems Engineer to manage development of customized wireless communications software and vendor management for SBC. Product entered end of life in May, 1998.

- **Year 2000 - Program Manager**

Led several mobile wireless devices and ATT product code projects in readiness for year 2000 roll-over including evaluation of products and Operating Systems, issues resolution, migration of outdated technology archives and code comprehensive code reviews for Unix based SW code. Activities resulted in successful and seamless year 2000 roll over.

- **Lead Software Engineer (Test) – MWCS/DataTac**

Led testing efforts and manage Engineering activities for AT&T proprietary middleware product built on Microsoft OS base released with the AT&T SCP4040 computing platform. Met quality requirements and timing for successful release of the AT&T Secure Data Net 2.0 system to Hughes Corporation.

- **Program Manager/Engineering Manager**

Engineering Manager for development of communications SW Applications installed on wireless communications devices. Managed enhancement releases for CCX application software. Managed bug scrubs, prioritized and tested defect repair and SW enhancement releases for SW products. Managed customer installation and relationships including on-site visits to with customer to understand and prioritize issues. (Andover, ME and Roaring Creek, PA, Teleports). Completed analysis of customer requirements including on-site visits to teleports to understand and prioritize features and issues. Manage test team and test lab to stage product and validate function prior to customer installations.

- **Outsource Solutions Management Program Manager
Global Design Centers**

Liaison position between outsource software design projects at the AT&T Palo Alto Design Center and Berkeley Heights based design teams Palo Alto Design Center Engineering and Relationship Management of all SW development projects completed in cooperation between the AT&D TDMSA and Palo Alto Design Center development teams. Managed the internal contract/Memorandum of Understanding (MOU) in excess of 2.6 Million. Assisted Palo Alto Software development center in obtaining CMMI Level 5 certification after 1 year of existence. Standardized processes, practices, forms and templates for use between the two organizations.

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Note: All names, companies, and personal info in this resume were changed from the original

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- **Senior Program Manager - Outsourced Solutions**
LSSZT/WHIRPOOL Console Voice and Data Recorder Solutions
MERCURY System Release Outsourcing Manager

Managed Supplier development spanning 5 years and in excess of 3 Million contractual agreements for development of proprietary Voice and Data Archiving solution for large telecomm company. Worked extensively with both internal and vendor development teams to define technical requirements, determine strategy and plan for system development schedule, milestones and interdependencies, run weekly project meetings to track development, understand and address risks and issues and represented supplier in all AT&T System required meetings and activities. Ensured compliance with quality requirements of "Virtual Zero" defects in the released product and successfully integrated Vendor and internal release processes. Delivered a cutting edge, feature rich product to the market place on budget and ahead of schedule.

- **Senior Program Manager – AT&T Global Program Management Office**

SW Feature Release incorporating vendor Source Code into Motorola proprietary product. Led team to refine scope, obtain resource commitments, and create SOW, Business Case, WBS and integrated schedule compatible with an Agile development methodology. Create PMP w/ Quality goals, Supplier, Distribution, Marketing, Risk Management plans. Prepare and present status updates to Mgmt. Regular status meetings with stakeholders, and project teams. Managed scope changes & risks, updated project plan, executed QA and QC, analysis of metrics and corrective actions. Successfully navigated last minute vendor quality issues, approval of supplier's deliverables, and tailored ship acceptance documentation for on time release.

- **GSX**

Manage Suppliers, engineering team to create new Intelligent Video Scrambling Manager. Build team, Business Case. Define product, project scope, requirements, SOW. Contract planning, negotiation, and supplier selection. Create PMP, WBS, and Schedule. Facilitate proof of concept, present regular status to review boards. Regular meetings with stakeholders, suppliers, project team. Execution of scope, change, contract, risk, supplier, quality, Mgmt plans. Obtain acceptance of supplier deliverables, Ship Acceptance, archived project records, closed contract, lessons learned. Successful release of solution and product put into use by IntelSAT.

MANAGER OF TECHNICAL SUPPORT

1996 –1997

MOBILE COMMUNICATIONS CORP. New York, NY

Manager of Technical Support for Arista Communications Group from inception to full operations for innovative Data and Telecommunications Sales and Marketing Integrator.

- Lead innovative Data and Telecommunications Company to full operations in less than Four months. Managed technical team to ensure integrity of design and seamless installation of all Arista Customer orders for over one million in sales during first year of operation.
- Design and implemented a cutting edge data broadcast network for major market information provider. Integrated voice, data, and equipment strategies for innovative Intranet solution to service in excess of 150 Financial Markets customers in the New York City area.
- Provided pre and post sale technical consultation for 12 in-house Sales Representatives and 25 Outside Sales Agents including training, pre-sales preparation, expertise, guidance and assistance for soundness of product, application, presentation and pricing.

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- Performed technical research, architecture, design, development, network provisioning, operations management, office management and Human Resources functions for this new and growing company.

ADDITIONAL PROFESSIONAL EXPERIENCE

TELECOMMUNICATIONS MANAGEMENT

SMITH BARNEY SECURITIES, FUTURES AND OPTIONS, Jersey City, NJ

HITACHI SECURITIES, New York, NY

ABC DIVISION OF LEHMAN BROTHERS, New York, NY

Telecommunications Management positions with progressive responsibility in the Government Securities Industry and Financial Markets

- Manage all Telecommunications related activities, staff and growing operations at multiple locations including Home office, NY MERC, NYSE, and AMEX trading floor operations, and multiple branch office locations including international sites.
- Maximize efficiency of operation and capacity for multiple PBX's, and telecommunications services across locations, analyze budget and expenditures for cost containment and economic distribution of resources, reduced corporate Telecommunications costs by 40 - 60 %.
- Planned and executed office relocation including selection and installation of new systems from construction to operation, management of PBX, data and telecommunications wiring infrastructure, environmental systems and disaster recovery features.
- Supplied Enterprise technical support and managed corporate facilities, staffed trouble desk, designed systems and developed Disaster Recovery Plan, Managed order process and installation of all voice and data circuits from frame through application, including hands on installation at XYZ.

EDUCATION SUMMARY

Graduate Management Certificate in Project Management

Villanova University/ESI – GPA: Pass (no GPA provided)

Graduate Management Certificate - Organizational Development

Farleigh Dickinson University - GPA: 4 .5/5.0

Telecommunications Certificate

Polytechnic University, Professional Development Program - GPA: 4.0 / 4.0

Bachelor of Arts and Sciences in Social Work with Minor in Psychology

Rutgers University, - GPA: 4.7 / 5.0

PROFESSIONAL AWARDS/CERTIFICATIONS

PMP Certification

PROJECT MANAGEMENT INSTITUTE (PMI)

Six Sigma Yellow Belt Certification

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AT&T Continuing Education

Employee of the Year

MOBILE COMMUNICATIONS CORP

Member of the Board

NYC FINANCIAL TELECOMMUNICATIONS ASSOCIATION

TECHNICAL SUMMARY

Administered, managed and evaluated the following PBX and Key Systems:

AT&T1A2 Key, Avaya, Harris, IBX, IPC, NEC, Nortel, Rolm, V-Band Trading Turret

Implemented and maintained the following Financial Markets Data and Information Systems:

Aspen Net, AP, Bloomberg, Dow Jones, CQG, Future Source, Knight Ridder, PC Quote, Quant Trading, Quotron, Reuters, Telerate, Translux.

Supplied connectivity and support for the following data communications:

Compression multiplexer (voice and data), DSU/CSU, IBM PC, Mini and Mainframe, Internet/Intranet LAN/WAN, VPN, LAN Switches, Modem Protocols, RLX-8/Netrix, Routers, Hubs, Sun System, Terminal Controllers, TCP/IP, Ethernet, Token Ring, Multicast IP

Analyzed, ordered, installed, provisioned, maintained voice and data networks including the following:

Wide range of offerings from major IXC and Local Carriers including International and Domestic Dedicated and Switched Voice and Data, Private Lines: ATM, ARD, Frame Relay, FDDI, FX, HOOT, Internet, ISDN, inverse mux, OPX, TIE, NX64, T-1, DS3, SONET, SMDS, VNET, VOIP, WATS, 800

Installed and supported wide range of network cabling and wiring infrastructure including:

ABAM, Coaxial, Ethernet, Fiber Optical, Twinaxial, Twisted Pair CAT 1-5, RJxx, RS232, V.35

Supported and administered miscellaneous services including:

Air conditioning Systems, Battery Backup/UPS, Disaster Recovery, High and Low Voltage Electricity, Facilities, Facsimiles, Halon/Fire Protection Systems, Security/Premise Protection, Voice and Data Logging Systems.

Managed development projects following software development methodologies:

Agile, Iterative, RUP, Waterfall

Experienced with the following applications/platforms/distributed systems:

Primavera, PD Ware, Compuware, MS Project and Project Server, MS Office Suite of products, access, Visio and PowerPoint. Microsoft, Unix, Oracle