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## **BACKGROUND SUMMARY**

Software application, systems integration, configuration, and personnel management in a software and services delivery organization. Outstanding record of achievement and demonstrated success in delivering products and services in a timely and efficient manner, to the satisfaction of both client and company. Proven ability to maximize organizational assets through process creation and refinement as well as staff development and training. Highly developed organizational, leadership, presentation and communication skills with the ability to relate effectively to all levels of management and clients. Focused on a reasoned approach to management of crises and long-term projects.

## **KEY SKILLS**

|                                    |                            |                                     |
|------------------------------------|----------------------------|-------------------------------------|
| Project/Program Management         | Budgeting                  | Personnel Management                |
| Team Building                      | Order and Revenue Tracking | Customer Relations Management       |
| Process Development                | Forecasting                | Configuration and Change Management |
| Microsoft Office Suite Proficiency | Proposal/Contract Review   | Metrics Reporting/Analysis          |

## **WORK EXPERIENCE**

*Project Manager, SirsiDynix Corporation  
Huntsville, Alabama, 2001 to 2009*

I was responsible for the management of the implementation process of integrated library management software for customers such as Stanford University, University of Oklahoma, Peking University and a variety of smaller academic and corporate clients, including Jet Propulsion Laboratories, US Administrative Courts, Adobe Inc. and Ford Motor Company. Maintained full project control including contract and RFP review, scheduling, resource allocation, quality assurance oversight, training and system commissioning. I also managed teams responsible for delivering leading edge support products for libraries, including voice automation systems, web reporting tools, open URL resolvers, and SIP communication protocol software. Tasked with the integration and configuration of Sirsi's various software products on multiple hardware platforms, including Windows, UNIX and LINUX. Developed and streamlined processes involving the delivery of products and services, including computer operating system platform migrations. Streamlined delivery procedures, resulting in increased revenue recognition and shorter time to delivery. Reviewed RFP documents for proposals group to ensure accuracy, with an eye towards functionality and deliverability. Committed to maintaining the attention to detail required to ensure proper delivery of the product, corresponding with changes in the software package. Responsible for understanding and interpreting the hardware and networking needs, through drawings and schematics, of our clients and implementing their solutions. Responsible for tracking version changes and ensuring installation procedures followed recent developmental changes. This position involved scheduling, customer relationship and fiscal management, including oversight of a multi-million dollar order backlog.

*Graphic Illustrator, Adtran  
Huntsville, Alabama, 2000 to 2001*

I was responsible for the illustration of ADTRAN products and maintaining active image library of all products manufactured by ADTRAN. Communicated with Product Engineers to establish an effective corporate consistency.

*Sales and Marketing Literature Supervisor, Adtran  
Huntsville, Alabama, 1998 - 2000*

Responsible for the management of a large, Corporate Marketing library. Duties included supervision of staff, maintaining library inventory, managing customer relationships and the examination of internal procedures to improve customer service responsiveness and inventory control.

*Sales and Marketing Literature Coordinator, Adtran  
Huntsville, Alabama, 1996 - 1998*

Responsible for the maintaining a large Corporate Marketing library. Duties include updating on shelf inventory and shipping needed materials to worldwide sales force.

*Material Handling Coordinator, Adtran  
Huntsville, Alabama, 1992 - 1996*

Responsible for providing documentation to numerous manufacturing lines for product packing and shipping.  
Responsible for the ordering and maintaining control of the documentation for a J.I.T work environment.

## **EDUCATION**

Bachelor of Science, Psychology, University of Athens  
Athens, Alabama, 1996