

## **Executive Summary**

- Successful Business and IT Management Professional experienced in Project Management, IT Service Management, Strategic Planning, Product/Services Management and Marketing
- Project Management Professional (PMP) certification through the Project Management Institute
- Project Management Certification through prestigious Villanova University – 2004, 2005
- Certified in IT Infrastructure Libraries (ITIL v2 and v3) with practical application
- Professional Member of the National Speakers Association
- Over 20 years managing large scale projects for Fortune 500 clients.
- Over 10 years professionally speaking and training
- Managed various sized projects with budgets up to \$90M and 400 people across multiple business units and companies and established proper project management practices company-wide
- Strong technical background, extensive business expertise and process definition/implementation
- Strong, demonstrable leadership and organizational skills

## **Project Management History**

### **AMERICAN EAGLE GROUP**

Project Management, IT Service Management Specialist and Marketing Analyst  
[www.ameagle.com](http://www.ameagle.com)

**SEPT 2008 –  
PRESENT**

- Independent Consultant, Author, Speaker, Trainer specializing in project management and IT Service Management process development and training.
- Developing the Project Management Software Guide – an industry resource for comparing a variety of project management related products and services. Result:
    - Over 50 vendors involved
    - Distribution via email established
  - Developing training programs and delivery through local training companies on an “as needed” basis. Result:
    - Consistently rated with 95% or higher satisfaction by attendees
    - Drive additional training sales through referrals of previous participants
    - Pass rate of PMP exam candidates currently at 100%

### **VERIS ASSOCIATES, INC.**

Practice Manager, Project Management Specialist  
[www.verisassociates.com](http://www.verisassociates.com)

**JULY 2007 –  
SEPT 2008**

- Provided project management and ITIL consulting to clients establishing methods and processes to align IT with business initiatives and objectives.
- Developed and conducted training seminars in Project Management, MS Project, Leadership and other critical business skills.
- Developed powerful marketing system using blogs, podcasts, teleseminars, syndication and traditional marketing driving new sales for training and consulting services. Result:
  - Clients leveraged training increasing successful project rates by 25%
  - Increased greater coordination between IT and the business through proper metrics review and processes. Continual improvement programs implemented for tighter alignment
  - Increased marketing exposure for Veris through electronic syndication of articles and other marketing collateral

**AMERICAN EAGLE GROUP**

Project Management Consultant, Coach and Trainer  
www.ameagle.com

1992 – 2007

Provide business and project management services include strategy planning, business planning, product and project management, training, competitive analysis, market analysis

**Partial List of Clients**

- Parker-Hanifin
- Cisco
- Avaya
- Astra-Zeneca
- Comverse
- Sprint
- AT&T
- Aegis Industrial Software
- Siemens
- Pfizer
- SkillPath Seminars
- Interactive Intelligence

**Partial List of Services and Projects**

- Trained 20 staff members in MS Project. Result:
  - 2 week decrease in design to manufacturing cycle and
  - Lowered defect rate by 25%.
- Featured speaker and trainer for Project Management curriculum including Project Management principles and MS Project 2000/2003 seminars. Result:
  - Preferred trainer when training customers directly
  - Highest rated trainer for open enrollment classes 2 years in a row
  - Drove additional seminar sales through expertise in the classroom.
- Developed and implemented project management procedures for software development company. Trained staff in MS Project 2003 and MS Project Server implemented. Result:
  - Shortened development cycle
  - Better scheduling of resources and projects
  - Increased Sales through better coordination between sales and development
- Developed and managed scope, schedule and budget for several industry perspective whitepapers describing solution to common communications problems. Coordinated with product management and marketing to refine long term product plans based upon market research, competitive analysis and industry knowledge. Result:
  - Papers distributed to over 500,000 people.
- Developed business case projecting revenue and cost structures for the project over several years. Determined that with current cost structures, roll-outs and sales projections, project would not make significant margins to warrant the business. Result:
  - Recommended project cancellation and redeployment of resources
  - Savings amounted to \$180 million over two years
- Defined scope, budget and timeline for project to select next electronic messaging system. Conducted executive interviews, focus groups, user surveys and needs analysis. Developed RFP and select potential vendors. Result:
  - Selected next generation technology through systematic methods
  - Developed initial project implementation timeline of 5 years and
  - Developed initial budget of \$10 million dollars

**Previous Employers**

<i>Soft-Switch, Inc.</i> - Product Marketing Manager	1991 – 1992
<i>AT&amp;T</i> - Product Manager and Chief Architect	1988 – 1991
<i>AT&amp;T Bell Laboratories</i> - Member of Technical Staff	1977 – 1988

**Industry Affiliations**

Independent Computer Consultants Assoc. (ICCA.org)	1998 – 2001
<i>Secretary, Treasurer, President, Chairman (Member since 1993)</i>	2006 - 2008
Electronic Messaging Association (EMA)	1992 – 2000
<i>Committee Chair, Speaker, Editor, Author</i>	
National Speakers Association	2002 –
Professional Member	Present
Project Management Institute	2004 –
<i>Member</i>	Present
Institute for the Certification of Computing Professionals	2003 –
<i>Member</i>	Present

**Education and Certifications**

Master's Certificate – Project Management	<b>Villanova University</b>
Master of Science - Computer Science	<b>Purdue University</b>
Bachelor of Arts - Computer Science	<b>Rutgers University</b>
Associates Degree – Computer Science	<b>Pennsylvania State University</b>
Associates Degree – Business Admin	<b>Pennsylvania State University</b>
Certified Computer Professional (CCP)	<b>Institute for Certification of Computing Professionals</b>
Project Management Professional (PMP)	<b>Project Management Institute</b>
IT Infrastructure Libraires v2 & v3 Certifications	<b>EXIN</b>

**Published Books**

- *Speaking of Success*, Insight Publishing, April 2007, co-authored with Stephen Covey, Jack Canfield and Ken Blanchard
- *Microsoft Project: A Guide To Practical Project Plan*, Self-Published, Used for Seminars
- *Handbook of Electronic Messaging*, 1999, CRC Press, LLC
- *Handbook of Electronic Messaging*, 1998, CRC Press, LLC

**Published Articles**

Over 300 articles published in various trade magazines, ezines and blogs. Latest articles published:

- <http://veris-pm.blogspot.com>
- <http://veris-train.blogspot.com>
- <http://veris-itsm.blogspot.com>
- <http://www.ameagle.com/blogs>

Recently developed podcasts and teleseminars. Blogs and podcasts have been syndicated via web resources.

**Websites for More Information**

American Eagle Group	<a href="http://www.AmEagle.com">http://www.AmEagle.com</a>
Zimmer Speaks	<a href="http://www.ZimmerSpeaks.com">http://www.ZimmerSpeaks.com</a>
Project Management Software Guide	<a href="http://www.PMSoftwareGuide.com">http://www.PMSoftwareGuide.com</a>