
SUMMARY:

IT professional with 17 years of direct impact and award-winning results in projects serving Fortune 500 companies, medium, and small organizations. Tested professional, and ethical client representative. Mastery of budget, schedule, and resource processes. Relationship management up to executive level.

EXPERIENCE:

Key Skill Areas	Experience	Industry/Functional	Experience
Project Management	17+ years	Telecommunications	10+ years
Systems Management	17+ years	Sales Operations	8+ years
Web Technologies	17+ years	Non-profit	6+ years
Social Media Techno	5+ years	Marketing	2+ years
Cloud Technologies	1+ years	Insurance	2+ years

Project Management

Summary: Using hands-on experience and expert knowledge of project methodologies, organizational behavior, and information technology, candidate has managed technical project delivery in traditional waterfall and hybrid agile shops. Deep inter-cultural sensitivities and world class communication skills.

Delivered project examples and attributes:

Business cases to \$20m+	Cloud Platform as a Service (PaaS)	CRM/PRM
Matrixed teams 45+	600+ 3 rd party organizations	Web portals
14,000+ user infrastructures	Sales Channel Management	Order Demand
Vendor selection/evaluation	Data Migration	Quoting
10,000+ seat compensation	Identity Mgt, Access Control	Content Management

WORK:

AT&T, Technical Project Manager, 8/10-present

- Deliver strategic cloud technology product capabilities for AT&T.
- Screen, interview, hire, and fire project team members.
- Control definition of scope and expectation management among diverse organizations.
- Facilitate product team's design efforts for AT&T's cloud Platform as a Service.
- Manage team's iterative development of prototypes integrating advanced open source solutions.
- Direct work request process, change control, release management, and support through production.

Technologies/toolsets: GRAILS/Groovy, EC2, ElasticFox, StackOps, AMI, Apache Camel orchestration engine, Hazelcast data grid, VMWare, Open Stack based infrastructures, Linux (putty/shell), Apache http, Excel, PowerPoint, Visio, Sharepoint, RallyDev, Altassian Jira, GreenHopper, and Confluence.

The Coca-Cola Company, Business Analyst/Project Manager, 12/08-6/09

- Managed sponsor and stakeholder issues and escalation for global vending optimization initiative.
- Facilitated requirements gathering workshops with worldwide stakeholders.
- Conducted user surveys, route rides, and driver interviews to validate project assumptions and capture non-functional requirements for business intelligence data and product distribution optimization.

Technologies/toolsets: MS Project, PowerPoint, Excel, Access, SAP, Lotus Notes, Margin Minder, Visio, LiveMeeting, Sharepoint

AT&T, Program Manager, 10/06-12/07

- Developed business case and team for consolidation of acquired channel management solutions into a unified AT&T sales channel management web portal and partner relationship management (PRM) solution.

AT&T, **Program Manager**, 10/06-12/07 (continued)

- Prepared compliance documentation to present and defend project scope and solution design to Finance, Security, Sarbanes Oxley and IT process controllers up to executive level.
- Developed requirements, process flows, and test cases that represented needs of over 14,000 AT&T and AT&T partner users in seven regional sales organizations.
- Documented requirements traceability matrix to validate implementation, product testing, user acceptance testing, and quality prior to project close out.

Technologies/toolsets: Requisite eBusiness Suite (Click Commerce/Allegis), Siebel Partner Portal, Web Services, Java, PHP, SmartDraw, LiveMeeting, MSProject, PowerPoint, Excel, Access, Visio, Sharepoint

BellSouth Telecommunications, **Project Manager**, 03/03-10/06

- Led intervention into floundering project. Audited, validated requirements, developed new solution design, implemented design working with client infrastructure team, deployed solution and trained nine-state call center management personnel. Displaced over \$1 million year one development costs and \$250k maintenance expenses for client.
- Managed production defect tracking and support response for incentive management system with > 10,000 payees. Support response included management of vendor relationships with three vendors.
- Enabled client to avoid \$100k in one-time development expenses and over \$10k annually by leading joint application design sessions with IT resources.
- Conducted data analysis of residual compensation payments yielding over \$400k year one savings. Effort included the analysis of millions of payment records to identify erroneous payments via reconciliation between client's billing system and commission systems.

Technologies/toolsets: Visual Basic, ADO, MS SQL Server, IEX TotalView, Callidus, TrueComp, TruIntegration, Actuate, Crystal Reports, Business Objects, Unix, C Shell, Niku, Magic Help Desk, Oracle Discoverer, SQL+, MS Project, PowerPoint, Excel, Access, Visio

BellSouth Business Systems, **Project Manager**, 03/99-03/03

- Served as business client interface for IT and was gatekeeper for requirements, production issue resolution, and application planning for intranet and internet portal sites.
- Helped client avoid over \$900k in development costs in by selecting an effective SOTS solution. Application continues in production with > 10 years meeting requirements.
- Managed software vendor selection processes and vendor support relationships.
- Work with client and vendor IT resources to design and support XML synchronous and asynchronous interfaces.
- Developed and delivered user training remotely and on site for sales, service, and operations.
- Conducted data migration from departmental desktop applications to corporate data stores.
- Delivered body of work on behalf of distribution channel management earned the highest award for productivity improvements (President's Award) offered to projects by BellSouth.

Technologies/toolsets: LDAP, Site Minder, Java, XML, x.509, Netscape SuiteSpot, Netscape Certificate Server, Unix, C Shell, Niku, Magic Help Desk, Oracle Discoverer, SQL+, MS Project, PowerPoint, Excel, Access, Visio

Andrews-Fischer, Inc., **Business Analyst**, 08/97-02/99

- Documented business requirements to support 3rd party ordering by 6,000 end users.
- Devised successful interim solution for failing ordering application to preserved reputation of client IT organization with end users during transition to new platform.
- Conducted project performance analysis that documented project requirements issues, design failures, and unacceptably high risk of failure. Recommendation to terminate project accepted by executive management.

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Andrews-Fischer, Inc., **Business Analyst**, 08/97-02/99 (continued)

Technologies/toolsets: Java, XML, x.509, Netscape SuiteSpot, Netscape Certificate Server, Unix, C Shell, Niku, Magic Help Desk, Oracle Discoverer, SQL+, MS Project, PowerPoint, Excel, Access, Visio, Delphi

Cotton States Insurance Company, Inc., **Network Administrator**, 06/95-08/97

- Managed all network infrastructure development, LAN/WAN connectivity, integration, availability, and end-user support for 300+ in-house users and > 300 external agents.
- Designed, deployed and supported IBM ADSM solution for enterprise backup, archive, and Disaster Recovery tool for corporate-wide desktops, Netware, and MVS environments.
- Researched migration and upgrade strategy to move company from stand-alone Novell 3.12 servers to integrated Netware 4 / Directory Services environment.
- Owned disaster recovery requirements, recovery plan, and led annual network recovery test.

Technologies/toolsets: Novell Netware 3.x/4.x, Novell Directory Services, SMC switch technologies, Ethernet, Token Ring, IBM MVS, IBM ADSM, MS Windows/Netx, HP OpenView, SCO Unix, TCP/IP, PowerPoint, Excel, Access, Visio

PROFESSIONAL CREDENTIALS:

PMI[®] – PMI member and certified Project Management Professional.
CNE[®] – Certified Netware Engineer.
Java[®] – Completed Sun Java certification course.

FORMAL EDUCATION:

MBA – University of Hartford, W. Hartford, CT and Paris, France. 1993.
BA - Georgia State University, Atlanta, GA. 1992.
Emory University, Oxford College, Atlanta, GA. 1981-1983.

LANGUAGES SPOKEN:

English—Native. French—Functional. Spanish—Functional. Turkish—Some.

EMPLOYMENT STATUS

Currently employed but can move with professional notification period. U.S. Citizen eligible for all types of employment. Passed multiple background checks and drug screenings. Can qualify for security clearances.

AFFILIATIONS

President, Excognito, Inc. Web and cloud hosting provider for small business.
Founder, President, The Cross Keys Foundation. Non-profit for DeKalb Co.'s most diverse schools.
Director, The Brookhaven Community Connection, Inc.. Business league in Brookhaven, GA.
Volunteer, HillsDale Neighborhood Association. Civic association serving residential district.
Volunteer, Metro Atlanta YMCA. Volunteer soccer coach and program manager for under-served youth.

CLIENT RECOMENDATION (see kingokce.com for details)

“Our solution providers have consistently stated that the support/systems that we (Kim) have delivered are the best in the industry (and contribute to their continued participation in our channel). Any project that Kim is involved in is certain to have positive outcomes.”

Estelle Conover, VP–Alternate Channels, AT&T