

SENIOR PROJECT MANAGER – INSTALLATION, TECHNOLOGY, & DEVELOPMENT

Technical Product Development / Program & Project Management / Information Technology Management / Process Improvement / Vendor Relations / Labor Management / Client Relations / Staff Development & Training / Operations

As an accomplished, client-focused leader, I possess a track record of developing and overseeing the implementation of innovative products to improve competitive offerings. Known for driving dynamic change and enlisting the enthusiastic support of peers to accomplish efficiency initiatives, my transferable strengths include:

- **Conceiving and developing efficient technology based products**
- **Directing strategic initiatives to maximize revenue growth**
- **Defining strategy and business plans to effectively manage product growth and development**
- **Converting unproductive work processes into viable, cost-effective work programs**

Acknowledged as a pivotal contact point for troubleshooting problems and developing client-centered solutions. As both part of a corporate team and as a former business owner, has had a great deal of success through leading by example and finding creative solutions to complex issues.

Representative Achievements

Developed interactive digital signage product. After 17 years of being a single product company, AccentHealth decided to launch a digital signage product for medical Exam Rooms. I led the development of this product from concept to launch. We developed tech stack, hardware selection, mounting hardware design, remote device management plan, and process design of operational deployment.

Designed flagship Digital Signage A/V mounting system. Recognizing the need to adjust with the times I sought out a vendor for a smaller form PC that would fit our needs and then set about redesigning our mounting solution for our digital signs. This new mount fits behind the screen minimizing the footprint of the sign while maintaining the security of the player pc to prevent tampering. The greatly improved our site recruitment effort and reduced overall hardware/installation costs by 30%. Between this improvement and other associated refinements of the platform my team was able to realize \$1.3 million in hardware and installation savings over 3 years.

Recreated a billing system to meet a regulatory deadline. Due to a change in FCC regulations Verizon needed to merge certain aspects of its billing system. Unfortunately, the application to merge these systems was no longer supported by the vendor that created it. With limited time and budget, I was able to pull a team together to decipher the existing code and rewrite the application, with improvements, in a modern programming language in time to meet regulatory deadline.

Developed a universally accepted capacity planning system for large telecom. While working as an Outside Plant Engineer for GTE(Verizon) worked with a partner to develop a Microstation CAD based, visual user interface to quickly and efficiently gather capacity planning data. This new process/application replaced week's' worth of human data gathering with a single line drawn in a digital map.

Career Overview

AccentHealth LLC, 12/6/2010 – Current, Tampa, FL

Product Technology Manager, 2012-2016 Department head for the design and testing of all field hardware for AccentHealth. Primary responsibility is new product development. Other responsibilities involved the support of current technology while regularly evaluating improvements and executing those improvements that reduce costs while improving performance. Developed and maintained hardware vendor relations. Serves as part of senior Technical/Engineering/IT support team for field services and product software teams.

Field Services Manager, 2010-2012 supervised all field technicians who performed the installs and maintenance of AccentHealth's Digital Signage products. The position performed all recruiting and training of the field technicians. When the position was assumed of the 160 service zones serviced by AccentHealth, only 66 were filled. By the end of 2011 144 were filled. During this time, I also assumed control of the on-site product warehouse. Over a 2-year period the shipping on-time percentage was increased from 85% to 99%.

Earlier: Owned IT consulting firm from 2003 – 2010. Senior Business Application Analyst with Verizon 1998 – 2003, Outside Plant Engineer / Project Manager with Volt Telecom 1994 – 1998