

Résumé of

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CAREER OBJECTIVE: Project Management, Project Leadership

CAREER HIGHLIGHTS:

- *Project Management Professional* with ten years experience managing IT-specific projects.
- *Quality Management Professional* with two years experience managing a diverse team of professionals specifically in quality assurance and quality control activities.
- *Quality Architecture and Release Management Professional* with two years experience providing direction in test management and application release activities.
- *Network Engineering Professional* with fifteen years experience managing people and troubleshooting Novell, NT, and Windows 2000 Networks, analyzing business and technical needs and requirements, and setting up and configuring networks.
- *Automated Testing Professional* with eight years experience designing automated frameworks, test scripting, script programming, load testing, and managing all associated processes.

NOTABLE ACCOMPLISHMENTS:

1. Created an automated testing framework where none previously existed. This resulted in improved testing capacity for the company and a 12% faster product turnaround to market.
2. Implemented International Standards Organization (ISO) structure and processes related to quality management for a large contracting house. This resulted in gains of 25% or more in on-time project delivery to clients.
3. Negotiated and implemented vendor support contracts involving remote SPO sites for a major automobile manufacturer resulting in a 50% cost reduction for support of those remote sites.
4. Developed and implemented automated processes to meet client Service Level Agreements, with 10% less staff, resulting in a cost savings of 3 full-time equivalent Unix system administrators.
5. Designed and implemented a new shipping and receiving system resulting in a 25% reduction in staff (and the related cost savings) in the department.
6. Developed processes and implemented job assignments in support of Novell servers and related hardware for a major automobile company. This resulted in the creation of a leveraged team supporting multiple sites in Flint, Michigan and a cost savings of two full-time equivalent system administrators.

PROFESSIONAL EXPERIENCE:

MiaTech, Inc. (Contracted to Fifth-Third Bank, Detroit)
Senior Automated Testing Specialist

11/06 to Present

- Interact with multiple application project teams to review and understand the application functionality and requirements for testing.
- Create manual test scripts for multiple applications for an infrastructure replacement project.
- Research test automation standards and best practices relating to the creation of an application-specific automated testing framework.
- Create and implement automated test management and scripts for multiple applications on an infrastructure replacement project.

- Manage testing activities in relation to the implementation of an enterprise wide services management application.
- Participate in process development reviews and approvals for Test Management quality processes.
- Manage project to assess process and procedures leading increased efficiencies of testing teams.

R. L. Richards, Inc.

2/05 to 11/06

Manager, Software Quality Assurance

Functional:

- Built, managed, and monitored the SQA team.
- Developed standardized testing processes and procedures for all new software development efforts.
- Researched and implemented new and improved testing methods, processes, tools, and systems.
- Selected, implemented, and maintained automated software and load testing tools.
- Created test plans and scripts for the purposes of testing and debugging software applications.
- Analyzed and reported test failures.
- Administered change control process for zero defect software development.
- Ensured adequate product testing prior to implementation.
- Administered problem management process including monitoring and reporting on problem resolution.

Managerial:

- Exercised authority in the following areas:
 - Interviewing and hiring
 - Performance improvement planning
 - Performance reviews
 - Promotions
 - Salary and bonus recommendations
 - Terminations.
- Responsible for:
 - Development and growth of direct reports
 - Development of goals and objectives for the SQA department
 - Providing estimation input into project plans
 - Reviewing project status as part of the System Life Cycle (SLC) board
 - Participating in the Change Control process as a member of the Change Control board.

Kelly Services, Inc. (Contracted to R. L. Richards, Southfield)

10/04 to 2/05

Business Analyst

Specific to a new marketing software application:

- Met with SME's to gather functional requirements.
- Created functional specifications.
- Designed new screens and created screen specifications.
- Created test plans.
- Created automated functional test scripts.
- Tested and retested software changes as they were implemented.
- Provided direction for project management.

Guage Marketing Services

1/04 to 10/04

Quality Architect

- Reviewed existing processes and recommended improvements.
- Designed and implemented a new SQA test management system.
- Evaluated and selected new automated testing software.

- Designed automated testing methodology for Web and Oracle environments.
- Tested and retested software changes as they were implemented.
- Provided direction for project management methodology implementation.
- Compiled and promoted Oracle forms and objects to production.

MDS Supply, Inc.

6/02 to 11/03

Business Analyst, Manager

- Designed and implemented automated test scripting across multiple clients to ensure quality production implementation using IBM/Rational tools.
- Designed quality assurance documents and forms to ensure consistent delivery of a quality product for the Business Analyst team, including development and administration of functional specifications, functional test plans, and user acceptance test plan templates.
- Created check lists for projects.
- Developed processes for coordinating the development and quality departments to provide high quality solutions for client projects.
- Created detailed functional specifications for system changes, working with the client to ensure all business changes are clearly defined, working with the development team to ensure the best technical solution is provided.
- Created detailed functional and user acceptance test plans for all system changes, ensuring quality delivery of projects.
- Practiced client relationship management, consisting of weekly meetings, monthly financial conversations, high level future project planning.
- Practiced project management from initiation to closure, including management of multiple vendors for the client during the projects.
- Managed daily client work requests, including report generation, issue resolution, and data entry requests, ensuring timely completion.
- Managed client data on a daily basis, ensuring multiple vendor data feeds were received and updated, and sent and updated, including management of multiple vendors to ensure this data integrity.
- Analyzed risk associated with system change requests, ensuring that software changes and fixes did not have a negative impact on the data or functionality of the system.
- Gathered and documented business requirements for client projects.

Electronic Data Systems (EDS)

1/95 to 6/02

System Administrator, ISO Team (Supporting Dow Chemical)

From 2/02 to 6/02

- Created, implemented, and reviewed all quality documentation for the EDS DOW account to ensure ISO compliance.
- Created work instructions and quality documents for the server team for all aspects of system administration.
- Performed daily and monthly maintenance, including installation of internal server components, network applications, and drivers, and monitored capacity.
- Resolved client problems related to server and network issues, including driver issues, printer and PC hardware issues, and business application issues for Dow users world wide.
- Performed risk analysis of system software and hardware upgrades and patches to verify that changes did not negatively impact the network or servers.
- Developed new processes for installing drivers on remote servers, installing new hardware, and granting of security rights, resulting in higher productivity.
- Charged with system and security administration of Windows 2000 and Windows NT servers, including granting of rights, installing drivers, monitoring server processes, and user and group creation.

System Administrator, (Supporting GM/SPO)

From 5/00 to 2/02

- Created work instructions for the server team.
- Created and monitored testing during projects to ensure integrity of services during project and maintenance delivery.
- Gathered and documented customer requirements for new project requests, including new servers or modification to existing systems or applications.

- Developed standards for consistent delivery of services to ensure that all tasks were completed correctly and followed ISO requirements for documentation and processes.
- Reviewed all changes to the environment prior to approval and presentation to the client for approval.
- Coordinated multiple vendors and internal groups in the support of remote GM/SPO sites.
- Performed project management of server and infrastructure projects including, computer room consolidation and reorganization, remote site system installations, remote site modifications, and the opening of a new GM SPO facility.
- Mentored server team members for all process changes.
- Researched and worked on the disaster recovery plan for the server team for multiple sites for GM SPO Swartz Creek, MI, to be included in the main site DRP.
- Managed system maintenance, daily backups/restores, hardware replacement, system upgrades, capacity monitoring, user and group access administration, and application installations for Novell and Windows NT servers, resulting in increased system availability.
- Performed problem resolution and risk analysis regarding the necessity for system maintenance and/or replacement.
- Managed warranty/maintenance contracts, including working with outside vendors to provide support for remote (out of state sites) and internal groups to provide support to remote (in state sites) for GM SPO, resulting in higher client satisfaction.
- Identified resource needs for infrastructure projects and weekly maintenance of local and remote GM SPO sites.

Supervisor, GRM Help Desk, (Supporting GM and Delphi)

From 9/98 to 5/00

- Led a team of 30 administrators in gaining ISO certification.
- Reviewed and corrected all non-compliance issues within the Unix support team.
- Designed and implemented quality controls and compliance on the Unix support team.
- Created and reported customer and internal metrics, including average speed to answer, first pass yield, abandonment rate, percent of calls answered under 30 and 60 seconds, total calls received, total calls handled, and answer rate, resulting in increased team understanding of critical metrics.
- Developed and improved help desk processes, thus increasing team productivity and client satisfaction.
- Met with clients to resolve issues and provide coverage for migrations to the central CAC.
- Administered performance reviews and career planning for my direct reports, including people issues/discussions and problem resolution.
- Allocated resources for special projects, split shifts, holiday scheduling, team coverage of 6:00am to 6:00pm Monday through Friday activities, and after hour and weekend activities, improving team productivity.
- Planned many small projects of sites migrating to the central CAC, process updates for the new site, employee training for new team members for the new site, and client communications for the new site, increasing client satisfaction and reducing support cost.
- Administered the following:
 - Training, mentoring, and advancement
 - Salary/bonus planning
 - Hiring, firing, and discipline for direct reports, including behavioral interviewing and making offers
 - Financial planning for a budget of 3.1M, completed monthly, including variance explanations.

System Administrator, Team Leader, (Supporting GM and Delphi)

From 1/95 to 9/98

- Managed daily projects using a standard methodology, including new server builds and installation, creation of new users and group accounts, application installation, and capacity planning for GM and Delphi and GM COe sites.
- Managed the server team support system, including automated monitoring and testing tools, help desk communications, server team support personal, after hours on call support, and monitoring of service level agreements, streamlining the process and reducing support cost.
- Implemented new processes and methodology for the server team.

- Designed and implemented new work assignments, increasing the quality delivery of services.
- Created process check lists, both for the project and audit teams.
- Worked with the release management team to ensure quality methodology was followed for all system changes and updates.
- Managed team work assignments, creation of on-call rotation schedule, work station rotations, and attend client meetings, improving client satisfaction.
- Managed daily and monthly system maintenance, including installation of internal server components, network application installation, monitoring of capacity, and driver installation, resulting in increased system availability.
- Planned monthly hardware replacement and off-hour system maintenance and cleanup, reducing system maintenance time and increasing system availability.
- Mentored project team members on operational processes, providing hands on training.
- Researched and created a disaster recover plan for the server team for multiple sites for GM and Delphi in Flint, MI, to be included in the main site DRP.
- Reported metrics for server capacity and down time.
- Migrated multiple Novell sites from Novell 3.x to Novell 4.x.
- Resolved issues and problems at multiple GM and Delphi sites, server hardware problems, network problems, desktop and laptop hardware, and application problems.
- Researched, reviewed, tested, and recommended new support tools for the server team supporting GM and Delphi, reducing time and support cost of the support team.
- Managed warranty/maintenance contracts and response for hardware and software, ensuring that all vendors met the agreements, resulting in higher client satisfaction and lower maintenance costs.
- Identified resource needs for projects and daily support activities, interviewed, and made recommendations for new administrators.
- Compiled status reports from the Support Team and provide to Functional Leader.
- Ensured the change management system was being used for all infrastructure changes.
- Administered Novell LAN and Lotus Notes systems, including setting up user and group accounts with security rights, capacity planning, directory services, and maintenance.

Realm, Inc.

1987 to 1995

Programmer/Analyst, Network Support

- Researched, reviewed, tested, recommended, and installed new automated testing tools for the development team.
- Developed and implemented testing process for internal software development team.
- Identified areas for process improvement and provided management with possible solutions.
- Conducted internal process reviews and provided lessons learned.
- Designed and coded custom software for UDI handheld computers.
- Managed project to design a new receiving/repair/shipping/billing application, installing barcodes and scanners, thus saving time and money for equipment repairs.
- Designed, coded, and implemented a new receiving/repair/shipping/billing application, enabling tracking of equipment from the time received until shipped, then automated billing, reducing cost and time.
- Designed and installed a multiple Novell server Network.
- Managed project to migrate users from multiple DOS based servers to the new network, thus increasing productivity and reducing cost.
- Managed the migration of the Accounting department to new versions of Peach Tree accounting software and assisted them in year end processing.
- Maintained all desktop server and network equipment, including replacement of internal hardware components for PCs and servers, scheduled monthly server maintenance, monitored capacity, and planned new equipment, as needed, for servers.
- Set up and administered the company Voice Mail system, including capacity planning, mailbox monitoring, and new mailbox setup.
- Set up and administered a remote dial up service.
- Specified, ordered, built, and installed desktops for the new network.

SOFTWARE EXPERIENCE:

Languages:

BASIC, C, Pascal, Visual Basic

Software:

- Rational Automated Testing Suite
- Compuware Tool Suite (TestPartner and QACenter)
- Peach Tree Accounting Software
- Microsoft Office (all applications)
- MS Project
- MS Visio
- Novell
- Lotus Notes
- OS2
- Many Windows and Dos-based office packages and programs

EDUCATION:

PMP Certified, January 2003

Oakland Community College, Auburn Hills Campus – 12 Credits in Computer Science

Completed the following:

- Six Sigma Certification courses
- EDS Project Management Professional Reviews IDLN
- Novell 525 advanced administration
- Novell 526 3.x-4.x update
- Novell Training Seminar
- Microsoft Windows 95 and NT administration
- Management Essentials and Leader's Internship (EDS internal 9 month program)
- Management problems of the technical person in a leadership role
- Many internal EDS Management/Leadership courses

MEMBERSHIPS:

Vice President, Leadership Studies, Great Lakes Chapter
Project Management Institute