

Mark A. Perfetti
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Summary

Information technology professional experienced in project management and requirements development with a focus on maintaining good customer relationships. Excellent analytical skills, problem solving skills, and communication skills to resolve issues, negotiate conflicts and manage relationships. Experienced team leader and supervisor.

- Project Management, experienced in agile and waterfall methodologies
- Requirements Analysis, RFP development, and contracting
- Project Architecture
- Customer Service Management
- Team leadership and supervision
- Early experience and training as a production test technician and component QA test technician

Experience

Hennepin County, Minneapolis MN

Oct. 2007 - Present

IT Project Manager

- Provided leadership to cross functional teams
- Implemented web applications and software solutions
- Provided in depth technical knowledge of system implementation methodologies, organizational policies and project management tools
- Developed detailed documentation including request for proposal, vendor selection process, and statement of work documentation
- Monitored and reported on project progress; provided status reports to executive sponsors and communicated project information across the enterprise
- Ensured the project work followed county standards and processes and met state, federal and local statutes and guidelines
- Created, implemented and communicated improved project processes, guidelines and metrics
- Supervised and mentored junior project managers

Minnesota Department of Transportation, St. Paul MN

May 2001
– Oct. 2007

Project Architect/ Technical Project Manager

Project Architect

- Led the development of business cases and preliminary requirements for IT projects
- Provided project initiation services (scoping), requirements management, conceptual level design oversight, and project consultation to statewide, enterprise level information technology projects
- Evaluated business systems ensuring development of project definitions which address issues on multiple levels including technical application, business process, legislative requirements, agency structure and goals, costs, and security
- Created an enterprise wide view of the product design (conceptual architecture)
- Set technical priorities for the conceptual architecture
- Prepared technical architecture documents and presentations, clearly describing the architecture and rationale for decisions and implications of decisions
- Provided a system viewpoint, optimizing the technical architecture across the components of the system

Technical Project Manager

- Managed medium to large-scale IT/IS projects
- Managed and develop all aspects of Information Technology projects including requirements definition, system documentation, testing and quality assurance plans, system maintenance plans, training and user documentation, change management, and project documentation
- Acted as liaison between all IT/IS related departments/offices within the Minnesota State Government, including contract management responsibilities
- Advised senior office management on development path for applications
- Provided direction and assistance for project management to other employees
- Assisted in the development and implementation of shared information resources by consulting and advising stakeholders on department/group/office information resource management issues, helping the stakeholders remain consistent with models, plans, and standards

Techies.com, Bloomington MN

May 1999
– May 2001

E-Service Manager

Designed and implemented an e-Service strategy for a local dot-com. Managed a customer support department for over 650,000 members.

Customer Service Management

- Designed and staffed a customer support department.
- Developed customer service policies based on industry standards
- Worked with upper management to develop internal communication processes
- Developed intranet-based tools to assist with internal support chain
- Conducted employee performance reviews and developed training plans
- Acted as liaison between techies.com and privacy advocate groups to promote the proper handling of personal information
- Participated in product development meetings to ensure proper steps were being taken to accommodate customer support and to ensure customer requirements were being met

PLATO Learning, Edina MN

Sep. 1996 –
May 1999

Technical Sales Support Manager

Technical Sales Support

- Performed the role of lead technical contact for field sales and pre-sales technical planning
- Coordinated special proposals, gathered technical specs, configured hardware, and assisted with pricing and packaging options
- Maintained sales documentation including pricing manuals, release calendars, hardware specs, customer reference files, and competitor information
- Worked with technical support and professional services staff to provide pre-sales evaluations of client hardware and software

Intranet Developer

- Developed and managed corporate intranet content
- Provided end-user support and training

(Acting) Product Release Manager

- Tracked changes in product catalog
- Configured new products for production
- Chaired product release meetings
- Coordinated rollout plans for product releases, version changes, product obsolescence, and beta testing

	<p>Image Systems, Hopkins MN Production Test Technician - Used digital and analog test equipment to inspect and calibrate high-resolution monitors for the medical imaging industry</p> <p>Component QA Test Technician - Maintained quality standards for electronic components - Interfaced with subcontractors and vendors regarding QA testing</p>	<p>July 1995 – Sep. 1996</p>
	<p>US Airways, Philadelphia PA Fleet Services Supervisor - Coordinated loading and unloading of aircraft - Reported weight and balance information to ramp ops - Ensured proper handling of dangerous goods - Evaluated team member performance - Coordinated ground crews during flight irregularities and gate changes</p> <p>Customer Service Agent - Performed various airport passenger handling functions, including ticketing, boarding, and baggage claim.</p>	<p>Sep. 1988 – July 1995</p>
	<p>Pocono Airlines, Avoca PA Revenue Accountant - Performed revenue accounting functions for small regional carrier - Compiled billing statements and management reports - Performed full inventory of aircraft components</p>	<p>Sep. 1987 – Sep. 1988</p>
Education	<p>Concordia University, St. Paul MN Bachelor of Arts in Information Technology Management</p>	<p>2001</p>
	<p>NEI College of Technology (now Dunwoody), Columbia Heights MN Digital Technology Certificate</p>	<p>1996</p>
Certifications	<p>Certified Scrum Master (CSM) Certified Scrum Product Owner (CSPO)</p>	