Tom W. Coole

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Roles:
Project Manager (Masters
Certificate – GWU)
Program Manager
Desktop Support
Profile Manager
Lead Trainer – Customer Support
Web Server/Site Administrator
Software Engineer

Tools/Methods:
PMBOK
SDLC
EDP – Sprint Proprietary
Waterfall
Iterative
Crystal Reports
MS Project, Office, Visio
Doc Share
SharePoint
DOORS – Requirements
Definition and Management
NetOp – Remote Desktop Mgmt

Industry Application:
Telecommunications
Financial Services
Insurance
Mortgage Banking Supply-Chain
Management

Education:
Masters Certificate Project
Management – George
Washington University
BS Journalism – University of
Kansas

Additional Training:
UNIX (Solaris, AIX)
Administration
SQL
Linux (SUSE)
Java
IBM AS/400

Experience Summary

Professional with 20 years of Project Management experience and PM Masters Certificate. Strong matrix management and remote team facilitation skills. 29-year career in multiple industries including supply-chain management, telecommunication, financial services, insurance, mortgage banking. Utilized various PM tools to capture early-stage project concepts, manage project hours, change management, resource hours and departmental sign-offs. Responsibilities include data center migrations, decommissions and merges. Opened new vended/internal call centers, managed network integrations, initiated large daily data feeds and merged operations. Facilitated server upgrades and build outs. Ownership of all project aspects including change records, maintenance windows, SLAs, network integration and hardware acquisitions. Verify completion activities are approved and exceed project sponsor expectations.

Skills Inventory

Project Management:

- Project Risk Management
- Worldwide Matrix Team Management
- Waterfall, Agile and Scrum
- Systems Integration
- Trained Remote Resources
- Various other PM Methodologies

Analysis/Design:

- Project Concept Design
- Functional Requirements Modeling
- System Requirements Modeling

Quality Assurance:

- Quality Control – Foreclosure files

Architecture/Development:

- Acquisition, development, install & support Verity K2 search engine and Veritas backup

Desktop Support:

- Data Center/PC/Telephone support within call center
- Remote Facilitation Skills
- Ticketing Systems

CHRONOLOGICAL SUMMARY OF EXPERIENCE

Technical Services Group Tech UPS/CorTech   **Oct 2015 – July 2018**

Computer, server, and phone support for UPS facility ensuring continuous operation. Administrator for PCs, phone systems, new hardware, new software installation, configuration, upgrades, and troubleshooting.

- Used Avaya to manage telecommunications services.
- On/Off board system accesses for users.
- Imaging and decommissioning old computer systems.
- Maintained equipment within the building including computers, software, servers, phones and printers/fax.
- Utilized NetOp to analyze and problem solve issues remotely.
- Managed tickets for work done in Hadoop Distributed File System (HDFS) and OSTicket.
- Interacted with all levels of management to ensure the productivity of the operation.

Cashier Home Depot   **Jan 2015 – March 2016**

Enjoy home projects while developing my customer service skills.

Technical Solutions Project Manager Genesis 10/Bank of America   **Nov 2012 – Dec 2014**

Technology Infrastructure TSPM managing systems upgrades, primarily transitioning physical servers to virtual servers. Budgets ranging from $50k to multi-million-dollar, average project load of 4-6 projects depending upon complexity.

- Worked with Design Team Leads, Implementation Engineers, SMEs and Technology Delivery Managers to capture business requirements and available budgets. Developed project goals and work schedules to best deliver required systems for the business.
- Validation with business partners and team using BoA custom software systems for expenses and backup.
- Regularly provided feedback and communication to sponsors and closed out projects within negotiated parameters.

Technical Project Manager Genesis 10/Merrill Lynch   **May 2010 – June 2012**

Member of Merrill Lynch Equities & Electronic Trading Team managing large and small projects. Budgets from $50k to multi-million-dollar, average of 4-6 projects depending upon complexity.

- Managed server builds, deployments and refreshes from acceptance of BRD (Business Requirements Document) to handing over completed hardware to the business.
- Directed cutting edge projects including spinning up multi-chassis/multi-servers using GPUs (Graphics Processing Units). (April 2011 to October 2011)
- Teamed with Hewlett Packard PMs to consolidate circuits for cost savings.
- Consolidated historical Oracle data from databases in AMRS (USA), EMEA (Europe) and APAC (Asia Pacific) into 2 instances on a US Oracle Managed Service (OMS-Server Farm) resulting in multi-million-dollar cost saving.
- Multi-regional projects supporting federally mandated project for OTC Equity Derivatives. Worked with PMs in AMRS/US, EMEA/Europe and APAC/Asia Pacific.
- Decommissioned servers using various BoA systems.

Project/Program Manager II Sprint Nextel   **Oct 2005 – Dec 2009**

OSI (Operations Support Integration) team member tasked with minimizing all call center impacts due to planned and unplanned system outages. Call center performance improvements saving $6-8 million dollars per year.

- Represented all call centers for all Consumer Solutions Applications. Track application impacts for centers and initiated communications for outages. Coordinate bridge calls with up to 40 users and 6 call centers.
- Provided communication for Severity 1 outages to contact centers, retail and executives via an intranet page updated 24-hours/day. Summaries of changes sent to Executives.
- Approved change management tickets with possible call center impacts, including negotiation of downtime and served as an advisor to the Change Advisory Board.
- Served as Business Function Availability representative from the business to ensure proper impacts to the business were accounted for, resulting in 32% higher satisfaction ratings for each center.
- Represented business interests for Customer Service on Severity 1 and 2 RPM bridge calls.
- Worked with partners to analyze Severity 1 and 2 tickets for all Consumer Services platforms to identify opportunities for the business. Resulting in 24% increase in application up time within each center.

Project/Program Manager II, continued

Production Support Team – Managed/Owner of Centralized Reporting Online (CRO) Hierarchy. Worked with all customer call centers to create, build and maintain all personnel administration aspects of every call center. Supported 100+ call centers with 200-250 employees in each center.

- Worked with personnel management within each customer call center to ensure proper reporting processes.
  Project impacted call center and individual statistics. Payroll savings of up to a million dollars per center per year.
- Created new Customer Care call centers in Oracle DB using SQL.
- Trained call center personnel in administration of their CRO Hierarchy.
- Managed all enterprise user profiles. Entered, edited and removed all user profiles.
- Resolved errors from all call centers related to Production Support.
- Created new Functional Areas/Lines of Businesses in Oracle DB for customer call centers.
- Managed all trouble tickets having to do with reporting for the Production Support Team and distributed tickets to team members as appropriate.

Project Manager Sprint   **June 2003 – Aug 2004**

Managed 11-person team on multi-million dollar/multi-year effort to reconfigure/consolidate every desktop within the customer management division. Updated how Customer Service (CS) associates interacted with customers. Project was folded into a merger and considered a success having met all time and budgetary constraints.

- Led team for Functional Requirements Modeling phase of Problem Management Project.
- Led team for Systems Requirement Modeling phase of the Case Management Project.

Software Engineer, Sprint   **Sept 1997 – May 2003**

- Software Configuration Management Analyst
- SPICE Handbook Web Administrator/Project Manager

Helpdesk Associate, Sprint   **June 1996 – Aug 1997**

- Solved internal software/hardware issues remotely.

Retirement Plans Specialist, Kemper Financial Services   **Sept 1994 – May 1996**

- Uploaded customer retirement plan contributions to their 401k accounts

Regional Analyst, MetLife Insurance   **April 1991 – Aug 1994**

- Generated regional sales reports for the Vice President

Quality Control Associate, Metmor Financial   **Dec 1989 – March 1991**

- Reviewed foreclosure files to ensure contents would pass government audits

General Assignment Reporter, Boonville Daily News   **Aug 1988 – Nov 1989**

- Additional information provided upon request.

Education:

Masters Certificate in Project Management   2000
- George Washington University

Bachelor of Science in Journalism   1988
- University of Kansas, Lawrence