



Contract | Part-time | Full Time

Summary

Demonstrated success managing programs and projects to bring products and services to market. Proven team leadership effectiveness. Able to prioritize tasks to meet deadlines, while keeping long-term, big picture in perspective. Reliable professional with a broad IT background. Highly regarded digital content creation skills. Versatile capacity to work strategically or hands-on. Experience collaborating with Customers, Sales, Marketing, and Engineering teams. Proficient using Microsoft Office, VISIO, SharePoint, Teams, MS Project, Adobe Acrobat, Photoshop, and other online collaboration applications. Website development expertise using WordPress and Divi. Perceptive research capabilities. Expert building, installing, configuring, and tuning Windows and Linux PC platforms.

Top Skills

Project Management | Program Management | Project Coordination | Team Leadership | Coaching & Mentoring

Digital Content Creation | Technical Writing | MS Office | Visio | Advanced Excel | PC Hardware & Software Expert

Windows | Linux | Ubuntu Studio | Web Development | WordPress | Divi | SharePoint | Teams | MS Project

Account Management | Vendor Management | Training | Consulting | Workshop Facilitation

Career Overview

Owner - Top Notch Computer Services | NH

Contract IT PM - Experis/Dell | TX

Account Manager - SNS | NH

IT Admin / Service Desk - CCSU | VT

TAM Services - Dell | TX

PM / Call Center Tech - Compaq | TX

Network Admin - GE | NY

Project Coordinator - IBM | VT/NY

High School Varsity Hockey Coach

- Lyndon Institute | VT
- Westfield/Spring | TX

Education & Training

Bachelors - Business Admin & MIS | U-Lowell, MA

PMBOK - Extensively used PMBOK framework in Dell PMO

PM3 - Dell's Project, Program, Portfolio Framework

ITIL / ITSM - IT Service Management | ITIL Essentials

Microsoft Certifications - MCP + I | MCSE

Dell Certified Instructor - Dell Adult Learning Trainer

Business Writing - Professionally Coached at Dell

Call Center - Customer Management & Call Handling

ASE - Certified Computer/PC Repair Tech

Hockey Coach - USA Hockey Level 4 Certified

Common Law - Aficionado



Experience

IT Services

Top Notch Computer Services
Littleton, New Hampshire

09/2016 - Present

- Business Solutions IT consulting
- Digital content: websites, presentations, newsletters, brochures
- Plan, develop and maintain WordPress / Divi websites
- Design and implement custom IT solutions for small businesses
- Provide hands-on and remote PC support

Facilities IT PM

Experis / Contract at Dell
Top Notch Computer Services
New Hampshire

07/2021 - 03/2022

- Coordinated Enterprise IT-related upgrades and consolidation projects
- Managed cross-functional teams while preserving site network stability
- Allocated work among teams and provided guidance and oversight
- Conducted weekly project reviews to keep projects on schedule

Account Manager

Secured Network Services
Littleton, New Hampshire

09/2019 - 11/2020

- Managed over 30 Corporate and Municipal customer accounts
- Performed IT life-cycle planning, sales, and service delivery
- Created customer facing quotes, proposals, presentations, and contracts
- Engaged with customers face-to-face to scale IT performance needs

IT Assistant K-12 Schools

CCSU – School District
Saint Johnsbury, Vermont

08/2018 - 10/2019

- Provided staff and student support on PCs, Chromebooks, and Macs
- Supported MS Office, Email, and G-Suite apps
- Implemented projects to improve network security and IT reliability

Global Program Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

05/2014 - 09/2016

- Worked with Services Marketing to restructure Dell TAM Service Delivery
- Assisted in designing global service offers for Dell | EMC merger
- Coordinated portfolio of 11 concurrent international programs
- Trained and mentored new project managers in a matrixed PMO
- New offers attained over \$1-billion dollars in revenue after phase 1 launch

Global Project Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

12/2010 - 05/2014

- Coordinated TAM service integration into new service offers solutions
- Worked closely with Marketing and Sales to align project requirements
- Defined project deliverables, identified risks, set up detailed project plans
- Fulfilled PMBOK training requirements and used PMBOK framework
- Co-designed ProSupport Flex Datacenter program with Services Marketing

Service Delivery Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

04/2003 - 12/2010

- Built trusted customer and account team relationships
- Lead a global Service Delivery team of 17 people
- Trusted Advisor to customers and Sales on Fortune 100 accounts
- Implemented ITSM framework to assure consistent IT service delivery
- Created and presented monthly and quarterly onsite business reviews
- Secured \$330 million 3-year IT contract collaborating with the Sales team