Jeff Roberts

Plano, Texas 75025

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Project Manager: Technology & Business Operations

Multifaceted project leadership career with 10+ years of background in enterprise solutions

Technically sophisticated IT and business project professional with a solid history of directing complex projects with multiple sponsors and deliverables. Broad knowledge and success in expediting complex service delivery through strategic planning and project delivery. Capable of maintaining project awareness, accurately tracking project scope, budget, identifying risks and mitigation paths, and delivering thoughtful, comprehensive interaction with clients.

Core Competencies:

- Certified Agile Scrum Master
- Waterfall Practitioner
- Process Development & Management
- Full Life Cycle Project Management
- Systems Launch / Implementation

- Client Relationship Management
- Business Operations
- IT Services Management
- Training & Development
- Web Design & Development

Professional Experience

Project Manager, 08/2019 – Present   AT&T, Plano, TX

Lead business intelligence reporting initiatives for internal AT&T marketing, sales, tax and data lake derived business intelligence (BI). Project portfolio consists of 3-6 major initiatives that move the business forward and provide greater profitability potential. Lead global project teams performing analysis, architecture, coding, UAT and customer sign off.

Key Achievements:

- Routinely navigate highly complex and interdependent application code changes.
- Scrum and Waterfall project plan design, maintenance and closure.
- Create project team meeting schedules, agendas, minutes, actions lists and publish to constituents.
- Facilitate user stories and sprint development.
- Monitor financial estimates and team burn rate.
- Document user acceptance criteria and demonstrate functionality.

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Project Manager, 11/2017 – 06/2019   CompuCom (Second Engagement), Plano, TX

Led blended IT and business-related projects for the corporate finance division. Project portfolio consisted of 8 to 15+ simultaneous projects with 2 to 15 resources assigned to each effort. Resources are multi-national including US, India, Mexico and Canadian subject matter experts. Project scope included application development, automation, and process re-engineering. Projects supported the streamlining of billing processes for hundreds of existing and newly acquired clients.

Key Achievements:

- Implemented a scalable PMO model for Waterfall, Scrum and hybrid project management.
- Introduced the Agile Scrum methodology and fulfilled the role of Scrum Master.
- Leveraged the SBOK to train all Sponsors and Team Members in Agile Scrum Framework doctrine.
- Created and implemented a template-based project prioritization and tracking methodology.
- Built out and maintained senior management project status reporting.
- Typically led larger, more complex project management activities.
- Heavy Big Data, SQL, Data Warehouse, Microstrategy, and related considerations.

Director, Project Management & Operations, 04/2014 – 06/2017   **LCI**, Parker, TX

Statement of work/establishment of project scope, project plan and artifact development, establishment of internal/external communication plans, and cross functional resource scheduling. Corporate PMO process owner and developer, build out of weekly and ad hoc progress reports, budgeting and cost allocation, iterative space planning, asset allocation, post project continuous improvement loop and subsequent process editing. Risk identification and mitigation, domestic vendor contracting & management, onsite setup at venues throughout the US.

Key Achievements:

- Completed the centralization and rollout of a company-wide artifact management solution which enabled faster access to hundreds of client project specifications, along with the transition of LCIs transportation business segment to a DOT-compliant entity.
- Successfully implemented a repeatable network infrastructure design and trial-site configuration as part of extensive space planning.
- Credited for the development of the company's official corporate website, as well as the reconfiguration and redeployment of all assets within LCIs 15,000 ft² warehouse.

Project Manager, Designer & Developer, 10/2012 – 04/2014   **Webpedal**, Plano, TX

Provided technical leadership for the design and development of websites for multiple clients across various industries.

Key Achievements:

- Credited for the successful delivery of web development projects for clients such as Legal Concierge, Inc., McKinney North High School, and Royse City High School.
- Development excellence in employing Bootstrap and Skeleton frameworks with additional WordPress CMS aspects as part of web design workflows, along with using Microsoft Project as a control mechanism and Google Analytics as a business intelligence measurement tool.

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Project Technologist, 09/2011 – 08/2012   **Robert Half Technology**, Menlo Park, CA

Directed all aspects of requirements gathering and development of project plan and schedule to facilitate service delivery of flight simulation training space as Lead Project Manager for CAE Simuflite. Orchestrated the delivery of supplemental desktop support for Hunt Oil's corporate laptop audit and data encryption deployment project while serving as the company's Project Technologist. Performed analysis of Citigroup's worldwide IT Remedy ticketing system dataset as part of their Intel vPro conversion rationalization project.

Project Manager & Risk Management Business Analyst, 08/2009 – 06/2011   **City of Plano**, Plano, TX

Coordinated a wide range of IT projects for improving the efficiency of document management processes and risk mitigation initiatives.

Key Achievements:

- Successfully developed and introduced an award-winning city-wide events process and procedure manual, along with a more efficient document claims-management process for the Risk Department.
- Acknowledged for the development of a Request for Proposal (RFP) down-select review system which performed analysis for more than 100 key elements submitted by multiple vendors.

Additional contracted work experience as NOC Director at Architel, Data Center Engineer at Ericsson (Prism Group), Data Center Project Manager at Blockbuster Corporate Technology, IT Support Project Leader at Citigroup (Apex), and Senior Manager at Computer Sciences Corporation – Financial Services Group.

Technical Proficiencies

Platforms: Microsoft Windows, Linux

Tools: Adobe Acrobat, Adobe Dreamweaver, Adobe Fireworks, Adobe Illustrator, Adobe Photoshop, Adobe Premier Pro, FreedCamp Project Management, Basecamp Highrise CRM, Bootstrap, CSS3/HTML5, Data Center Engineering and Management, Google Analytics, Google Drive, Google G Suite, Trillian IM, Incident, Problem & Change Management, JavaScript, JQuery, Microsoft Access, Microsoft Excel, Microsoft Office 365 Implementation & Administration, Microsoft Outlook, Microsoft PowerPoint, Microsoft Project, Microsoft SharePoint, Microsoft Visio, Microsoft Word, Project Libre, ProjectManager.com, BMC Remedy, HEAT, Kaseya, Root Cause Analysis, SAS 70 Audit Defense, WordPress, Six Sigma Process Design, Organizational Change Management

Education and Credentials

Pre-Bachelor's Degree, Collin College, Plano, Texas
Amazon Web Services (AWS) – Certification in progress
Agile/Scrum Fundamentals Certified (SFC)
Agile /Scrum Master Certified (CSM)
Six Sigma Greenbelt Certified

Client List

Alliance Data Systems, AT&T, Bowman & Brooke, CompuCom, Clear Technologies, Dell, Google, Hunt Oil, Hyatt Hotels, CAE Simuflite, Janssen Pharmaceuticals, Johnson & Johnson, Kaye Scholer, Microsoft, Butler Snow, McKinney North High School, Nelson Mullins Riley & Scarborough, Novartis Pharmaceuticals, Office Depot, O'Reilly Auto Parts, Paul Weiss Rifkind Wharton & Garrison, Pepsico/Frito Lay, Pfizer Pharmaceuticals, Royse City High School, The University of Texas at Dallas, UT Southwest Medical Center, Walgreens, Wilkinson Walsh & Eskovitz