

EXECUTIVE SUMMARY

Senior Project Manager: Dynamic Senior Project Leader with more than 20 years of experience driving project and process excellence for high-profile initiatives. Proven ability to create clear, concise plans to achieve core milestones on highly complex, large-scale projects. Effective communications with teams and stakeholders to achieve deliverables on time and on budget. Excellent strategist and mentor, motivating personnel to realize their maximum potential. Dedicated to enhancing efficiency and productivity through best practices, training, and automation.

PROFESSIONAL EXPERIENCE

BLOOMIN' BRANDS, INC. – Tampa, FL

01/2016 – 07/2018

Project Manager – Off Premises Dining

Responsible for program and project management for the implementation of initiatives related to the creation and implementation of a new in-house **Off Premises Dining** meal delivery program for both the Outback Steakhouse and Carrabba's Italian Grill brands. Organize and coordinate the activities of a cross-functional team of over 30 corporate-wide staff representing IT, Software Development, eCommerce, Operations, Sales, Marketing, HR, Finance, Development, Risk, Legal and Procurement.

One of my key skills is understanding what the customer and the business need (not necessarily want). My ability enabled us to bring our initial Proof-Of-Concept (POC) successfully to market within 6 weeks of my engagement and to 34 locations within the first 9 months of the project.

Selected Achievements:

- Development and management of project plans to coordinate the successful implementation of the program to meet and exceed specified target goals of over 200 additional delivery locations in the first 6 months of 2017 for a total of 252 delivery locations within my first 18 months.
- Management of over 50 enterprise level tasks across 6 cross functional corporate organizations (Restaurant Operations, IT Hardware, IT Software, Marketing, Supply Chain, Development) for each delivery location.
- Definition of specific IT Software Development data requirements for store-level restaurant applications and corporate-level reporting of Financial and Speed of Service metrics.
 - Having previously been a senior software developer and engineering project manager, I have the skill and ability to translate high-level business objectives into tactical project plans, and translate those project plans into engineering requirements, effectively removing the “language barrier” between executives and engineering
- Creation of daily, weekly & monthly sales reports for senior management (VP, GVP, CIO, CFO and CEO) via development of complex analyses and filters via our in-house Electronic Data Warehouse (EDW) using Oracle Business Intelligence Enterprise Edition (OBIEE) reports, Microsoft Excel and VBA scripting.
- Development of technology to provide visual sales data mapping using Google maps
- Management of key corporate initiatives for 2018 planning and implementation
- Facilitate agile action meetings for initiatives and projects via MS Teams Planner

Direct project management and implementation for initiatives related to petroleum point of sales systems (gas stations & convenience stores). Coordinate the activities of a cross-functional software development team of over 20 senior software engineers, architects, software developers, business analysts, QA engineers & analysts co-located world-wide.

Delivering a product on time and on budget is of no value if the specifications are wrong, or wrongly communicated. I would coordinate with stakeholders on requirements gathering and briefings covering Point of Sale (POS) and Electronic Payment Systems (EPS) for Verifone's Petroleum Division. Collaborate with teams on daily SCRUM meetings. Provide insight to stakeholders on spending, ROI, and delivery in alignment with strategic goals. Served as Subject Matter Expert (SME) on project management, financial analysis, process optimization and Payment Card Industry (PCI) Payment Application Data Security Standards (PA-DSS).

Selected Achievements:

- Management of multiple software development teams worldwide for the development and delivery of multiple large-scale custom software applications for multiple customers for Point of Sale systems used in Gas Stations and Convenience stores.
- Managed the development of large-scale software applications from inception to production for major oil companies such as CITGO, Chevron, and Mobil as well as major payment processors such as Heartland Payment Systems and First Data Corporation.
- Responsible for leading multiple project teams worldwide to deliver multiple solutions in a timely manner and under budget.
- Accomplished customer and management goals for improved performance, reduced overall customer cost, and increased customer productivity.
- Set and met aggressive goals to meet corporate and customer objectives and requirements. Accomplished objectives even when they were sometimes in conflict with each other
- Reduced overall development time by improving development processes.
- Improved the timely involvement of resources (Customer, Sales, Marketing, Development, QA, etc.) throughout each phase of the development process.
- Improved development & testing processes and procedures resulted in improved product quality. This improved quality resulted in reduced field issues.
- Provided a single technical focal point for each project for each customer.
- Improved the working relationship between Development, QA, Helpdesk and Engineering Support Groups and reduced the time to resolve field issues.
- Department representative and SME to the Payment Card Industry (PCI) Security Standards Council standards for Payment Application Data Security Standards (PA-DSS) for all Petroleum department application software.
- Methodologies / Tools: Agile, SCRUM, Jira, Jama, Confluence, Trello
- Technologies: C, C++, Java, Linux, Windows, Embedded Systems, Microsoft Visio; Word; Excel; PowerPoint; Access; Publisher and Project
- Project Management Tools: Microsoft Project and Planview

Director of Software Development

Reported directly to the President and Chief Technology Officer (CTO) of the company. Responsible for identifying strategic product delivery and direction while working closely with the Directors of Sales and Marketing.

Selected Achievements:

- Creation of software development practices and policies including the implementation of the Software Development Guidelines and Software Build Guidelines, based on the Agile / SCRUM Software Development Methodology, ISO 9001 and Six Sigma.
- Creation and direction of a dedicated Software QA group to manage and ensure software quality via software testing via defined processes, procedures and scripts
- As an active hands-on software developer I was responsible for development on Linux and Windows using KDevelop and MS Visual Studio for C++, Java and shell scripting via Windows SFU (Services for Unix), Korn Shell and Linux Bash (Bourne Again Shell).
- Responsible for ensuring that all software products are released on-time, within budget and with the highest level of quality according to defined processes, procedures and scripts providing repeatable and reliable testing to ensure the highest level of quality.
- Responsible for the development of goals, tasks and milestones to meet the project deliverables
- Managed each project from inception through successful production release.
- Responsible for the development of product specifications, functional requirements specifications, technical specifications, detailed design documents, user guides, test procedures, test cases & test scripts for all software products.
- Company representative and Subject Matter Expert (SME) to the ASC (Accredited Standards Committee) X9AB (Banking Standards) for development of standards including X9.37, X9.100-180, X9.100-187 and X9.100-140. (Our software is an industry & market leader in the Check 21 community).
- Responsible for employee performance evaluations, mentoring and training.
- Work with peers and upper management teams to determine strategic direction
- Developed tactical plans and coordinated the successful implementation and execution of these plans.
- Responsible for developing and implementing repeatable, reliable and efficient processes to expand company products, services and solutions
- Created a software development team that is customer-focused, task-driven and goal-oriented.
- Personal leadership skills are focused on the effective management of software development team as well as managing the expectations of clients and customers so that we can identify the needs of our customers and develop products and solutions to meet these needs
- Technologies: Visual C, C++, Java (NetBeans 5, Eclipse), CGI Scripting (Perl, Bash, csh, Korn (KSH), SH), RedHat Linux, SCCS, Make, Microsoft Visio; Word; Excel; PowerPoint; Access; Publisher; Project; KDevelop, Xerces XML parser, RPM (Red Hat Package Manager)

TECHNICAL EXPERTISE

Languages	C, C++ (Sun, Borland, Visual, .NET, GNU), C#, Java (Borland JBuilder, NetBeans 5), VB.NET, ASP.NET, HP PCL, JavaScript, HTML, DHTML, XML, ASP, PHP, CGI Scripting (Perl, Bash, csh, Korn (KSH), SH)
Operating Systems	Unix, Linux, UnixWare/SCO, SunOS; Solaris; AIX; ULTRIX; HP-UX, VMS; Windows; MS-DOS
Database	Sybase (Open Client, Open Server, DBlib, CTlib, ISQL, Stored Procedures); Oracle (OBIEE, SQLForms, SQLPlus, Pro*C, PL/SQL); DECrdB v4.0; Ingres; JAM; Visual Basic, MySQL, SQL Server; C-Tree
Tools	SCCS, RCS, Make, AWK, Sed, REXX, SDB/XDB, Lint, VCS, PVCS, PVCS Configuration Builder, Lucid (Energize), Purify, Quantify, PureCoverage, Valgrind, Cachegrind, Prof, Ant, Saber (Code Center); Interleaf; CADRE; Paradigm Plus; Microsoft Visio; Microsoft Word; Microsoft Excel; PowerPoint; Access; Microsoft Publisher; Project; Lotus; Lotus Notes; Rogue Wave (Tools.h++, Money.h++, Net.h++, DBTools.h++, Object Factory, Software Parts Manager), Rational (Rose, ClearCase, ClearTool), Perforce SCM, KDE, KDevelop, Xerces XML parser, RPM (Red Hat Package Manager)
Agile	Jira, Jama, Confluence, Trello
Other	<ul style="list-style-type: none">• MS Office: Office 360, MS-Teams, Outlook, Word, Excel, Powerpoint, Publisher, Access, OneNote, Visio, VBA Scripting, Sharepoint, OneDrive• Computer Hardware: Sun, IBM; HP, DEC Alpha; DEC VAX; PDP-11; CRAY; Honeywell; PC• Graphics and Windows: MS-Windows (SDK, MFC, Owl), Motif, X Windows (X11, XLIB, Qt), ImageMagick• Networks and Communications: TCP/IP, NetBEUI, Novell, DECnet, DEC PAMS/DMQ, X.25, DCE/RPC• Software Development: Agile / Scrum, ISO9001, 6 Sigma, Object Oriented: UML; Booch, Rumbaugh (OMT), Jacobsen (use cases), Wirfs-Brock (class discovery), Design Patterns, Design Anti-Patterns, Fusion; Structured: Yourdon and DeMarco Software Design Methodology (including real-time); Hatley & Pirbhai Real Time System Design Methodology; McCabe Software Metrics; Caine-Faber-Gordon Program Design Language (PDL) System; Metrics: Function Point Counting (IFPUG); Military Software Standards: 1679, 483, 490, 2167; ANSI/IEEE, ACM, ASC DSTU X9.37, X9.100-180, X9.100-187, X9.100-140

ADDITIONAL PROFESSIONAL EXPERIENCE

MISTERWEBMASTER.COM - Palm Harbor, FL 07/2001 - 09/2004
Owner, Senior Web Software Developer and Manager
Developed web software for improved visibility for small businesses and entrepreneurs.

CAPITAL ONE - Tampa, FL 09/2003 - 03/2004
Senior Software Developer (Contract)
Developed new software and created fixes for their Enterprise Services Middleware Group.

BULL INFORMATION SYSTEMS - Tampa, FL 09/2002 - 05/2003
Senior Software Developer (Contract)
Developed new software and accomplished problem resolution support for the Computer Aided Dispatcher system used by the Florida Highway Patrol and Florida Fish & Wildlife Commission to reduce response time in the dispatch officers and agents to crime scenes, accidents, etc.

CATALINA MARKETING CORPORATION - St. Petersburg, FL 10/2000 - 07/2001
Software Developer (Contract)
Developed software and created fixes for the Store Systems group for their Point of Sale (POS) hardware and software for their grocery store coupon awards system.

FRANKLIN-TEMPLETON INVESTMENTS - St. Petersburg, FL 05/2000 - 10/2000
Software Developer and Production Support Specialist (Contract)
Developed software fixes for increased productivity for their daily data processing of investment data.

RAYTHEON SYSTEMS CORPORATION - St. Petersburg, FL 02/1999 - 05/2000
Software architect (Contract)
Design lead and primary software developer for the Human/Machine Interface (HMI) software for a Mil-Spec software based satellite telecommunications radio.

NIELSEN MEDIA RESEARCH - Dunedin, FL 06/1994 - 02/1999
Senior Software Developer (Contract)
Designed, developed, tested and implemented several in-house C++ Object Oriented real-time utility applications with special emphasis on the redesign and implementation of a 3-tier Client/Server batch based Job Scheduling system.

ISSC (DIVISION OF IBM) - Largo, FL 02/1994 - 05/1994
Senior Software Developer (Contract)
Designed, developed, tested and implemented an Oracle data distribution and computation program to provide profitability reports for Eckerd drugstores.

Additional Professional Experience 5/1982 - 10/1994
Details available upon request. Clients/employers include: Gillette, Digital Equipment Corporation (DEC), Fisher Controls, Texas Instruments (TI), Rockwell International, Computer Language Research (CLR), Mobil Oil, Standard Oil, Xerox, and Computer Sciences Corporation for NASA.

EDUCATION

BS Math/Computer Science – Lawrence Technological University
MS Engineering Management (Pursuing) – California Coast University