

TOOLS FOR TRANSITION SAMPLE RESUME

Senior Project & Program Manager

Special expertise in complex, large-scale wireless telecommunications network deployment and operations

Strategic and knowledgeable business leader with extensive experience managing complex projects for large-scale wireless network deployment and operations across all disciplines of the telecommunications industry. Manages teams with as many as 31 direct reports, 70 indirect reports, and 28 functional reports, for as many as 17 locations at one time.

Oversees budgets as high as \$100M for operations, \$200M capital budgets, \$300M business unit budgets, \$25M project budgets, and \$25M program budgets, with regional span of control of up to 18 states.

Capital / Operational Budgets	Incident Ticket Resolutions	Remediation
Change Management	Leadership / Mentorship	Risk Management
Competitor Analysis	OPEX / CAPEX	Site Development
Contract Negotiations	P&L Ownership	Strategic Alliances
Cost Reductions	Process Improvements	Team Building
End-to-End Project Lifecycles	Project Scope / RFPs	Technical Specifications
Financial Controls	Quality Control	Territory Expansion
Forecasts	Regulatory Compliance	Vendor Relations / Sourcing

CONFIDENTIAL COMPANY                      *Communication technology and services*                      2011 – 2016

SENIOR PROJECT MANAGER, 2012 – 2016

Selected to oversee post-deployment site issues in a cross-functional structure for over 3,000 Sprint and 4G SNV and WiMAX sites across six states and 14 markets, while working virtually.

Remediated complex site issues such as lease defaults, site augments, RF & microwave relocations, zoning, license & permit violations, contract & regulatory compliance, and redline drawings review. Managed project plan strategic sourcing process with vendors and contractors to meet deadlines under projected costs.

- Presented and defended project costs to Sprint executive management stakeholders to approve expenditures prior to issuing NTP to contractors.
- Developed strategy that achieved 15% cost reduction each year vs. initial proposal from vendor.

SENIOR SITE DEVELOPMENT MANAGER, 2011 – 2012

Directed end-to-end project lifecycle for both site development and construction of 400 Sprint Network Vision 4G sites in the Portland market. Supported add-on sales that increased revenue.

Analyzed complex real estate siting issues, and proposed innovative solutions to meet market constraints. Presented status reports to executive team to identify and resolve any jeopardies to end-to-end project lifecycles. Resolved escalations with customers, cross-functional units, contractors and vendors.

- Led team of 28 site acquisition specialists and managers.
- Portland market was consistently ahead of production of all milestones vs. four other Phase I markets.

CONFIDENTIAL COMPANY, Portland, OR *Wireless networks* 2010 – 2011

**SENIOR PROJECT MANAGER**

Interfaced with AT&T management to develop and manage Emergency Maintenance Program for the AT&T Region that consisted of 1,000 real estate and tower sites in the Portland metro area. Developed and negotiated pricing, quality standards, and project scope for contractors and vendors.

- Consistently achieved a four-hour emergency response time utilizing 125 contractors and vendors over six states to remediate all critical customer issues.
- Personally closed out and quality assured over 750 tickets in 10 months, and achieved 48% GPM.

CONFIDENTIAL COMPANY, Portland, OR *Large-scale wireless networks deployment* 2009 – 2010

**PROJECT MANAGER**

Managed site development and deployment, RFQ and turnkey construction of 120 sites in the Portland market. Developed project budget and P&L for the most efficient utilization of project resources. Managed staff of 22.

- Exceeded project target GPM of 15%, delivering 17% GPM.
- Received President’s Award in 2010 for this achievement.

CONFIDENTIAL COMPANY, Portland, OR *Telecommunications and utilities project management* 2002 – 2006

**DIRECTOR OF OPERATIONS**

Provided professional services to support management of the Emergency Maintenance Program for the AT&T region with 3,200 real estate and tower sites. Oversaw the program P&L.

- Achieved a GPM of 22%, exceeding the goal of 18% GPM.
- Personally completed and closed almost 1,900 incident tickets that required resolution within 4-8 hours to meet customers’ SLA.

CONFIDENTIAL COMPANY, Portland, OR *Wireless communications towers* 1999 – 2002

**DIRECTOR OF OPERATIONS, Northwest Region**

Developed and managed \$100M regional OPEX budget. Accountable for \$1.2B ATC real estate and tower portfolio in the Northwest with four states, 2,400 sites, and 30 direct reports.

- Directed construction under budget of 100 cell towers in one year to meet aggressive market demand for vertical real estate.
- Established a Command Center following a major storm that destroyed two 500-foot towers. Rebuilt both towers in 19 days, far exceeding normal rates of construction.

**Education:** Confidential University  
 — B.S., Interdisciplinary Studies, *Finance, Real Estate, Broadcast Communications*

**PMP Certification:** Project Management Institute

**License:** FCC Restricted Radiotelephone Operator License

**Affiliations:** Texas Wireless Association | FCC Amateur Radio