**David Alfred Bowie**

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**PROJECT MANAGEMENT | SOLUTION DELIVERY | PROCESS IMPROVEMENT | CLOUD TECHNOLOGY**

***Technology Project Manager with more than 20 years of global experience leading and supporting initiatives to create, deploy, and support innovative technology products and services.***

Organizes and manages multidisciplinary teams in charge of technology solution development and support efforts. Leads requirements gathering, technical design, implementation, and release activities. Collaborates with cross-functional stakeholders to define project requirements and translate needs into high-performance technology platforms. Directs the creation and implementation of processes that improve the efficiency of technology development initiatives.

**PROFESSIONAL ACHIEVEMENTS**

* Managed technology projects and teams in charge of developing and deploying new IT infrastructures and systems; greatly enhanced the performance of IT project delivery processes while growing teams, improving efficiency, and generating high levels of customer trust and satisfaction.
* Led work to rapidly insource and modernize a global IT Contact Center at General Electric, directing the opening of three new Service Desk offices supporting more than 400,000 global users: managed localization of services for 10 languages, ensuring responsive service and support for customers across multiple cultures.
* Drove significant improvements to Contact Center performance at General Electric, including improving NPS scores by 85%, reducing resolution times by 65%, with a 50% increase in service desk agent incident closures.
* Championed multiple teams during a major restructuring project at Citrix to transition from a regional to a global services model, growing teams by 300% during a seven-year business period.

**PROFESSIONAL EXPERIENCE**

BLUE PALM TECHNOLOGIES, LLC, Boca Raton, FL

***Founder / Project Manager (September 2020 – August 2021)***

* Owned and operated an IT consulting and reseller business focused on delivering cloud technology solutions, leveraging Citrix, and other platforms that improve business and system performance.
* Lead projects to develop and implement virtualization, cybersecurity, networking, SD-WAN, and cloud technologies, including CCaaS, UCaaS, IaaS, DaaS, BaaS, and DRaaS, as well as Azure and AWS infrastructures.
* Developed strong business partnerships with many businesses and vendors, advancing strong communication and collaboration across multiple high-visibility projects.
* Managed all aspects of solution development projects, including gathering requirements, specifying systems, managing resources, and coordinating production implementations.

SKYLIGHT PROCESSING, Ft. Lauderdale, FL

***Vice President of Operations (February 2020 - August 2020)***

* Directed project related to setting up new business operations, technologies, and processes for a new credit card processing business.
* Planned and assigned project deliverables to multidisciplinary technical and operational teams, ensuring proper coverage of all required action items.
* Ensured system alignment with PCI-DSS compliance requirements directives, focusing on mitigating business and technology risks.
* Built Excel reports combining tens of thousands of daily financial transactions from three different data sources and combining into one Pivot Table and Chart.

GENERAL ELECTRIC, Miami, FL

***Digital Operations Manager (May 2018 - December 2019)***

* Directed initiatives to insource and modernize the entire global IT Contact Center organization, leading large-scale projects to expand operations and technology capabilities, providing responsive technology support to more than 400,000 global users, delivering services to multi-cultural and multi-lingual customers.
* Researched and recommended new systems and processes to improve Contact Center agility, driving improvements to business and technology performance.
* Developed and implemented data-driven scorecards and dashboards that enhanced insights into productivity, services, and processes, driving proactive decision-making throughout the entire Contact Center organization.
* Leveraged intuitive ServiceNow layouts, workflows, and dashboards, as well as Excel VBA to create and implement workforce management solutions that improved agent resource utilization and availability.

CITRIX SYSTEMS, INC., Ft. Lauderdale, FL

***Technology Manager / Senior Support Engineer (January 2004 - October 2017)***

* Managed global contact center Networking, Web, and Mobility teams supporting clients’ L3 teams.
* Oversaw projects and teams in charge of IT projects to deliver technology solutions and processes throughout customer facing operations.
* Led the design and implementation of advanced infrastructures, including supporting a private cloud consisting of 2,000 servers and workstations, and managing a migration of networking architectures for 200 blade servers.
* Identified and mitigated risks across all technology implementation and support projects, ensuring minimal impacts to business continuity.
* Developed and delivered training on AWS, Azure, Salesforce, and identity access and control systems, educating personnel in the proper use and management of performance monitoring, infrastructure management, networking, and cybersecurity platforms.

**EARLY CAREER**

PMI IMAGING, Ft. Lauderdale, FL - ***Services Project Manager (June 2002 - December 2003)***

LEAHY INC., Ft. Lauderdale, FL - ***Imaging Services Manager (July 1998 - March 2002)***

**EDUCATION & CERTIFICATIONS**

***Bachelor of Science, Business Administration - Finance Major -*** UNIVERSITY OF FLORIDA, Gainesville, FL

***Currently renewing Project Management Professional Certification (PMP)***

***AWS Certified SysOps Administrator - Associate***

***Citrix Certified Enterprise Engineer for Virtualization (CCEE)***

***Avant CCaaS, Avant UCaaS, Avant Security***

***Microsoft Certified Systems Engineer – SQL Database Administration as elective***

**TECHNICAL SKILLS**

**CLOUD COMPUTING:** AWS Certified SysOps Administrator, Azure, Citrix Workspace Suite

**INFRASTRUCTURE:** MS SQL, Active Directory, Exchange, IIS, VMware ESX, Citrix XenServer, MS Hyper-V

**SECURITY:** Identity and Access Management, SSL, Azure AD, Smartcards, Citrix Cloud, Multi-Factor Authentication

**DATA ANALYSIS:** Salesforce, ServiceNow, Tableau, Expert Excel skills, OBIEE, MS SQL

**NETWORKING:** SD-WAN, Citrix NetScaler, Packet Analysis, VPN, Radius, SAML, Firewalls, Load Balancing, Routing

**MOBILITY:** Citrix XenMobile, iOS, Android

**CRM:** ServiceNow, Salesforce, Siebel

**CALL CENTER:** Five9, 8x8, Avaya, Bold360, Skype, Slack, LogMeIn

**MICROSOFT OFFICE and O365:** Word, Excel, PowerPoint, Visio. Outlook, Project

**LEADERSHIP:** Transformational, Cross-Functional, Change Management, Innovative, Continuous Improvement

**PROJECT MANAGEMENT:** All phases of Initiating, Planning, Execution, Monitoring and Controlling, Closing