**Howard Sims**

**OBJECTIVE**

Seeking a position as a **Project Manager**.

**CERTIFICATIONS**

**CSM Scrum Alliance** – Certified Scrum Master (Certificant ID: 908246)

**PMP** **Project Management Institute** – Project Management Professional (PMI-PMP Number: 2312603)

**ACP** **Project Management Institute** – Agile Certified Practitioner (PMI-ACP Number: 2309970)

**SP** **Project Management Institute** – Scheduling Professional (PMI-SP Number: 1786144)

**Certified SAFe 5 Agilist Scaled Agile** - Certified SAFe 5 Agilist (Certificate ID: 70439868-6581)

These can be verified at https://certification.pmi.org/registry.aspx

**KNOWLEDGE AREAS**

**Data Centers** - Managed and migrated

**Jira** – Administration (Mid-level)

**Application Development –** Former Java developer

**Infrastructure Projects –** Telephone & Network (as IT manager)

**EXPERIENCE**

**PROJECT MANAGER**

**COGNIZANT (HUMANA)**

**08/2019 TO present**

Working for Cognizant as a contractor project manager for Humana; Stationed in the Human Resources department. Handle financial control of projects in excess of $1.5M. Projects include updates to existing HR systems and new applications. These include employee surveys, sales incentives and in-house smartphone app.

**CONSULTING PROJECT MANAGER**

**Q’STRAINT**

**06/2019 TO 08/2019**

Q’Straint manufactures restraining devices for wheelchairs to be used on public and private transportation. I was brought in for several months to establish Scum project management techniques. This involved training personnel, setting up Kanban boards, establishing stand-up methodology.

**SENIOR PROJECT MANAGER / SCRUM MASTER**

**SIMMONS RESEARCH LLC**

**08/2008 TO 10/2018**

Simmons is a market research company for advertisers and marketing agencies.

Worked in the Experian Marketing Services PMO (Simmons was owned by Experian until 2016) managing I.T. software development projects and infrastructure projects from initialization through execution, deployment and closing.

Acted as an Agile Coach to junior project managers.

**Project OneView**: Simmons was using a third-party application to present their survey data to clients. This contract was ending and an in-house application was requested. Started with project charter, identified stakeholders, gathered requirements, identified risks, WBS, created baselines, gathered resources, set up an Agile process for development, directed the team, handled issues, reported status, monitored testing and verification, handled “train-the-trainers” in preparation for roll-out. This was a large-multi-year project with multiple phases.

**Project SimmonsConnect Panel (Website)**: SimmonsConnect Panel is a series of new websites to handle the recruitment of survey-takers to continue to provide usage data for their smartphones, tablets, PCs. It also handled the accounting of “points” that panelists can turn into cash. I was the project manager for the entire duration of the project from start to finish. Extra emphasis on security was required since this site initiated the printing and distribution of checks. This project also made use of a programming resource center in Costa Rica.

**Project SimmonsConnect Panel (Backend)**: Another portion of this project was the gathering and processing of data. The data arrived nightly from smartphones, tablets and PCs. These files must be verified, consolidated, cross-referenced, points awarded to panelists, and passed on for data processing. An automated system to handle these tasks, along with alerting on issues, was created.

**Project SimmonsConnect Panel (HelpDesk)**: A call-in help desk had to be set up for panelists having issues. This included selecting help desk software, linking it to our email system so panelists can create tickets via email or on the website. Also created an administrative interface for help desk personnel to see panelists’ data and resolve issues.

**Project Data Checking Reports**: Prior to this project, one of the processing teams visually checked data reports consisting of over 2,500 pages. This project automated much of this drudgery by instead creating a report directing reviewers to specific issue areas.

**Project Symphony**: This project involved people in the U.S., England, Australia and Indonesia to combine the statistical data from Simmons and a sister company (named Hitwise) at Experian. It was very similar to the OneView project although statistically more complex. There were several project managers coordinating work, I was responsible for all of the U.S. teams.

**Project Toll-Free Line**: Migration of our six toll-free lines (800 numbers) from one carrier to another. I was the project manager: Researched vendors, negotiated contract, coordinated timing to prevent disruption in service. Once service was moved, worked with vendor and the business to configure the call flow as we have a convoluted flow for incoming calls depending on time of day and day of week, plus holiday schedule. This had to all be tested. Then established on-going reporting (they need to track call volumes and other data).

**Project Conference Line Move**: We were very unhappy with our existing phone/video conference provider so I was assigned the project to select and migrate to a new one. This involved gathering requirements, getting by-in from numerous stakeholders and coordinating the move.

**Project Jira Migration**: Our Jira system was located on a server of a sister company that they managed. The project was to move our existing records to our own account on the Jira cloud. I was Project Manager. Estimating, planning, vendor management, acceptance requirements, testing plan. Vendor hired to handle the move exaggerated their skillset resulting in delays; some of the data never made it and what did migrate had to be hand corrected. Closing was difficult because my CFO wanted a rebate from vendor that I had to negotiate.

**Project Cloud Move**: Our applications sat on servers belonging to a sister company. This project was to move these applications to the Microsoft Azure cloud. I was the Project Manager: Initiate the project, meet with stakeholders, gather requirements, work with developers to spec out VM requirements, work with administrators to configure the new cloud VMs, schedule each system move, coordinate with business to minimize disruption, coordinate testing of new VMs and maintain good communication with everyone involved for each system. Left before project completed.

**SCRUM MASTER**

**BAYVIEW FINANCIAL**

**05/2005 TO 05/2008**

Bayview provides loans to businesses.

I worked on the team that developed their loan origination application from scratch. Multiple responsibilities including acting as Scrum Master in the Agile software development methodology; Coordinating work between Q.A., Developers, Business Analysts and Middle-Tier Administrators. Handled any issues that arose and brought needed resources to bear on roadblocks. I also acted as the Deployment Chief responsible for creating Microsoft Project plans for releasing application updates to production. Coordinated with multiple departments (System Admin., DBA, Support, QA, etc.). Worked with teams to handle post-deployment issues; plus conduct root-cause analysis for continuous improvement. This was a pure Agile development environment.

**DEPARTMENT MANAGER**

**METILINX, INC.**

**02/2002 TO 02/2005**

MetiLinx is a developer of software for server performance monitoring, load balancing, database replication and synchronization on Windows, Solaris, HP-UX, AIX and Linux platforms.

I lead a team of technical writers and graphic artists. Conducted hiring interviews. Set team assignments. Set objectives for the team. Gathered and organized information from the Software Development and QA Departments. Filtered and simplified this information for the Documentation Department for the development of user manuals, technical datasheets, white papers and software delivery CDs. Developed marketing material and trade show collateral. Performed technical reviews of all documentation. Developed training classes and material. Taught “Trained-the-trainers” courses. Acted as technical reference for field engineers. Developed on-line knowledge database.

**JAVA PROGRAMMER**

**MARKETING CONCEPTS**

**09/2000 TO 06/2001**

Marketing Concepts is a holding company providing support to various owned companies.

I developed a browser front-end / Java back-end credit application system that interfaces with credit reporting bureaus to retrieve and analyze personal credit data for loan applications. Created and updated Java servlets, applications, EJBs and JSP for use in e-commerce web sites. Interfaced with Microsoft SQL Server databases and pre-existing CGI scripts. Created various file manipulation routines. Java, HTML, SQL, ASP, JavaScript, VBScript

**PROJECT MANAGER**

**EDS (ELECTRONIC DATA SYSTEMS, INC.)**

**05/1990 TO 02/2000**

EDS is a large computer software services company.

Over the span of 10 years, I performed a range of functions, but mostly was a project manager.

Oversaw actions of Infrastructure personnel. Reviewed trouble tickets submitted by end users. Developed test plan, system tests, test procedures and test reporting. Developed UNIX and Windows NT scripts for compiling Java code. Worked with source control system for code extraction and test document storage. Oversaw all elements of code compilation and model office testing. Performed general project management activities. Developed and tracked Project Plan. Acted as customer interface. Reviewed expense reports. Created purchase requests. Developed automated system tests using a Windows NT application (WinRunner). Developed automated system tests using a UNIX application. Programmed components in C and SQL on UNIX and Oracle for a conversion program from a mainframe to a client/server-based system.

I also spent the first two years as an Industrial Engineer at a General Motors plant, analyzing factories that produced axles, half-shafts and dashboards. I will mention one project from this time that was interesting:

**Project Mercedes Benz**: Back in the 1990s, General Motors produced the “Cockpit Dashboard” for Mercedes SUVs assembled at the Mercedes plant in Alabama. This was a Just-In-Time plant. The GM plant received orders constantly and had 3 hours to assemble the correct dash (specific color, finish, accessories) and deliver it to the Mercedes plant in the correct order to match the vehicle coming down the line. If there was any delay, the penalty was $1000/minute. The project was to triple the speed of the line.

**EDUCATION**

**BACHELOR OF SCIENCE: INDUSTRIAL ENGINEERING** | 1990 | NORTHEASTERN UNIVERSITY

**BACHELOR OF SCIENCE: ECONOMICS** | 1985 | FLORIDA STATE UNIVERSITY