**Jeffrey Spitzer**, PMP, CSM, M.B.A.

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**EXPERIENCE**

09/2022 -2/2023 **CONTRACTOR- PMO Implementation J.S. and Associates**

• Implement a project management office for a regional Oil & Gas company

• Collaborative detailed review and redesign of key operational and accounting processes

• Development of ISO-9001 compliance, established procedures, documentation, and record-keeping

• Initiated the development of a Single Source of Truth (SSOT) corporate-wide database

• Train PM team to continue and extend initial work for additional operational areas

• Implemented over $500k in annual cost reductions through improved efficiency during the contract

05/2019 – 9/2022 **CHIEF OPERATING OFFICER GBI Intralogistics Solutions**

• Effectively and profitably manage the day-to-day operations in support of established policies, goals, and objectives for a global robotics manufacturer providing automation within the intralogistics industry

• Provide leadership, strategic direction, and vision

* Develop, implement, and monitor operational policies and procedures
* Develop and execute strategic and tactical operation plans; manage schedules and workflow
* Develop, monitor, and implement processes required to effectively manage all company activities and operations and plan for growth; ensure that effective strategies are in place to optimize growth
* Manage company’s financial planning and controls; determines profit performance goals and ensure they are achieved
* Oversee internal workflows and organizational development; ensure communication and information flow throughout the organization is efficiently managed to provide all employees and managers with current, pertinent, job-related information
* Manages all operating and capital budgets in close coordination with senior staff
* Direct and oversee all staff-related activities and human resources functions
* Hire, train, supervise, motivate, and develop department managers for manufacturing, delivery, mechanical engineering, electrical engineering, control engineering, software engineering, and technical support
* Assign duties and monitor the quality of work; assure staff conforms to organizational policies and procedures and government regulations
* Provide day-to-day guidance and oversight of subordinates; promote and recognize performance; identify problem areas and implement corrective actions

• Interview, hire, and train employees; plan, assign, and direct work, as well as assess performance and take appropriate actions to resolve problems

05/2017 – 05/2019 **DELIVERY DIRECTOR Randstad Engineering Solutions**

• Accountable for $1.8M annual revenue

• Embedded engineering software development domain

• Partnered with client executives to meet account objectives and develop strategies for account growth

• Developed proposals, statements of work, financial models, and risk analysis models

• Met and exceeded client service level objective scorecard expectations for delivery

• Directed management and leadership of multiple local and remote teams, including hiring, compensation, retention, and mentoring

• Developed and executed mitigation plans for areas of non-performance

• Delivered customer Quarterly Business Reviews (QBRs) and Continuous Service Improvement (CSI) reviews

• Developed solid relationships with client executives

06/2010 - 04/2017 **SENIOR CONSULTANT/CONTRACTOR J.S. and Associates**

**PROJECT MANAGER – Randstad Engineering Solutions**

• Managed both Agile and Waterfall software development project teams

• Ensured on-time and on-budget delivery consistent with all components of the statement of work

• Developed management plans and manage and monitor execution. Meet all project closure requirements

• Managed and developed stakeholder relationships

**SR PROJECT MANAGER – Broward County, Office of Regional Communication & Technology**

Project: Initiation and management of multiple upgrade projects for a county-wide 911 system

• Collaborated with county agencies and vendors to develop project charters, budgets, execution, and risk plans

• Actively managed project execution, adherence to project schedule, and change management

• Ensured end-to-end contractual compliance of vendor partners

• Distributed information to internal stakeholders and escalate delivery issues

• Developed relationships with vendors, stakeholders, and POCs of participating municipalities

• Supported PMO expansion and transformation

**PROJECT MANAGER – Momentum Consulting Corporation**

Project: Startup of Managed Services line of business

• Responsible for project delivery of I.T. managed Services LOB (ETL & operational reporting)

• Managed day-to-day operational aspects of the project, coordinated activities across a broad group of internal, external, and business teams

• Led team of global and co-located resources providing 24/7 delivery of services

**DELIVERY MANAGER – Direct Insite, Financial Product SaaS Vendor**

• Primary point of contact providing concierge services for global 100 accounts

• Full P&L accountability for more than $3M in annual OGS and NRE revenues

• Worked with Product Managers and development teams to prioritize development activities and maximize value within resource and schedule constraints

• Collaborated on high-level design and managed the development of major customized software applications such as Data Warehouse implementation, Single Source of Truth (SSOT) financial solution, AP analysis toolset, Budget allocation, and back-billing systems

• Waterfall (SDLC) and Agile project management environments

**REGIONAL PROJECT MANAGER (MDP) – Florida Department of Law Enforcement**

Project: Development/Implementation of statewide Law Enforcement Intelligence Data Warehouse

• Articulated complex user and vendor concepts to audiences of varying perception levels

• Developed and managed relationships with vendors, stakeholders, and POCs of participating municipalities

• Ensured strict vendor compliance to statement of work

• Provided end-user training

05/2006 – 12/2009 **TECHNICAL SERVICES MANAGER GBI Data and Sorting Systems**

• High technology manufacturer of industrial sortation and conveyor equipment utilizing advanced mechanical, electrical, pneumatic, and computer engineering

• Business owner of customer satisfaction and equipment integrity once a solution was released from manufacturing

• Managed multiple projects installing conveyor and sortation solutions globally

• Managed development and implementation of enhanced QA process, reducing costs and duration of on-site installations by 10%

• Redesigned business processes and underlying technologies of customer service, technical support, and RMA processing; improved quality and efficiency while lowering costs of operations by 20%

**EDUCATION FLORIDA INTERNATIONAL UNIVERSITY, MIAMI, FL Master of Business Administration**

**UNIVERSITY OF FLORIDA, GAINESVILLE, FL Bachelor’s Degree in Computer Science**

**CERTIFICATIONS PMP (Project Manager) Project Management Institute (PMI)**

**Certified ScrumMaster (CSM) Scrum Alliance**

**Microsoft Specialist – Managing Projects with MS Project 2013 Microsoft**

**SKILLS** • Strong managerial, organizational, problem-solving, analytical, and presentation skills

• Successfully resolves and overcomes obstacles

• Exceptional communication skills with the ability to effectively convey technical information to a variety of technical and non-technical audiences

• Skillful at interviewing and establishing user/customer/stakeholder requirements

• Ability to work independently, self-directed, and/or as a member of teams and committees

• Proven ability to handle multiple projects and meet deadlines

• Significant technology experience- Microsoft Certified Solution Developer, Microsoft Certified Database Administrator, Microsoft Certified Systems Engineer.