**WAYNE THOMAS**

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* Infrastructure PM currently finishing up a Windows migration project with Boeing
* Extensive networking skills including managing network refresh, cloud based services and server upgrades
* Local to Ft Lauderdale, available to sit onsite, available to interview most days with a 48-hour notice and available to start within 2-3 weeks.

**SUMMARY**

Results and detail-oriented Project Manager with more than 20 years of experience in infrastructure technologies. Experienced in technical sales, proposals, demonstrations, design, networks, service, organization, planning, concepts of operation, and problem solving. I am currently working on a Windows 10 upgrade and Microsoft Azure Cloud project including network refresh, cloud-based services and server upgrades and migrations during the full SDLC life cycle. In addition to hands on technical infrastructure skills, I also possess excellent communication skills and general PM skills. I also have expertise with LAN, WAN, Access point and structured cabling for multinationals over Europe and North America. This includes SOW, project budget, project tracking, project management tools like MS Project, Jira, smart sheet, Service now, share point etc.

**SKILLS**

* End to end windows migration projects
* Server migrations and upgrades as well as network refresh
* Project Management tool - MS Office Project, Smartsheet
* Project Management Methodologies - Agile, Waterfall.
* Information Security.
* Worked with software Management tools like **Jira** to create charts, KPIs and user stories.
* Knowledge of MS Suite (Project, Excel, Word, Outlook, PowerPoint, SharePoint and Access)
* Experience in setting up Cisco switches, HP Servers
* Administered Avaya PBX, and Cisco Call Manager (Modular Messaging, ASA, SIP, UCCM)
* Implementing and provisioning IP-Based, Private Line, Switched, and Dedicated products (T1, DS3, MPLS, Frame, ATM, and Voice)
* Extensive knowledge of Provisioning and Customer Care system design
* Excellent written and interpersonal communication skills with customers and others
* Experienced leading analysis and simulation activities necessary to determine
* Excellent customer service, project management, and task prioritization skills
* Manage large scale projects to completion
* Excellent written and verbal communication skills

**PROFESSIONAL EXPERIENCE**

**Boeing 02/2017 - Current**

**IT/Infrastructure Project Manager**

* Disintegrated overall workstream timeline into milestones and highlighting workflows and interdependencies.
* Currently working at Boeing managing the Windows 10 Office 365 migration Project ensure all computers remain on a supported operating system and provide a smooth transition for the end user.
* Windows 10 and Microsoft Azure cloud migration for data center refresh.
* Tracking deliverables, identifying risks, and removing team drawbacks.
* Used Jira to create Kanban board to assign and control the task for reporting to the Management teams.
* Assess the work already completed by the service desk and identify potential gaps define business and technical requirement necessary to ensure project success.
* Experienced with migrating from **SharePoint** on-premises/hosted to **SharePoint** online through various migration methods (Cutover, Staged, Hybrid)
* Providing updates on deliverables and walking critical path of activities at program review
* Create project plans, schedules, and manage project teams. In addition, assist with project design and technical solutions. Lead tasks to ensure application compatibility this include collaboration and planning with Enterprise team. Leading agile Ceremonies.
* Used Jira to create stories and assign the stories in a retrospective meeting on a weekly basis
* Involved in project process establishment, Project execution plan, installing, configuring, maintaining upgrading and managing a SharePoint server to a Farm.
* Worked on large scale migrations to Microsoft Office 365/SharePoint online.
* Partnering with the ETS modernization program team to track timeline for applications migrating to cloud and inventory of workloads that will continue to run in the data centers beyond 2021.
* Work with architecture and technical design team, research and development team, software development team, field services support, and strategic network planning team.
* Manage LAN WAN engineers, network architecture engineers.
* Partnering with platform and program leaders and architects to deliver, implement and customize solutions to ensure RTO and RPO goals.
* Working with server upgrades within call centers environment, provide IP voice solutions, Cisco switches, routers Unified system, and Avaya Voice Solution.
* Manage cloud migrations, software applications to the cloud Migration (AWS).(Azure)

**FedEx Corporate Office 03/2015 – 02/2017**

**IT Project Manager**

* World Technology Center
* Managed Microsoft Azure cloud migration for North America and Latin America Markets.
* Managed engineers and field managers, vendors, such as Cisco and other OEM Vendors.
* Managed network infrastructure for the US market.
* Worked with architecture and technical design team, research and development team, software development team, field services support, and strategic network planning team for FedEx Office, FedEx Ground, FedEx Freight, and FedEx Express.
* Coordinated Agile ceremonies like backlog groom meetings and refinement meetings using **Jira**.
* Developed and implemented assigned projects for the Refresh Project. Create project plans, schedules, and manage project teams. Assist with project design and technical solutions.
* Established and implemented project management processes and methodologies to ensure projects are delivered on time, within budget in accordance with all scope risk mitigation time constraints adhering to high-quality standards and meets FedEx expectations.
* Effective risk and controls management, including project documentation to support audit examination and control revie.
* Designed dashboard in Jira to see the progress of work done based on the assigned task on a weekly basis.
* Design and developed custom page layouts for Branding and chroming of portal by **SharePoint** designer and modifying the master pages.
* Managed Data center and server upgrades. Worked with SQL server and Database administrators to facilitate the installations and deployment across all environments.
* Managed project timelines and budget, responsible for proper project management principles including scopes, timelines, dependencies, and deliverables.
* Cloud migration, software applications to the cloud housing services (AWS) (Azure).
* Office 365 Migration from FedEx exiting platform to the cloud, Data Storage.

**US Government**

**Department of State 08/2013 – 03/2015**

**IT/Infrastructure Project Manager**

* Worked with Avaya on the contact center and updating the State Dept phone systems in accordance with the FedRAMP policies.
* Refresh Project / Data Center Relocation.
* Developed, implemented, and assigned projects for the Refresh project.
* Replaced networks, new servers, and other equipment for the State Department. Managing the state department’s offices/data centers in Texas, Georgia, and Washington DC.
* Network migrations reports and stability of the project.
* Very strong understanding of current infrastructure concepts with the proven ability to implement servers, Working knowledge of some: Microsoft Active Directory, O365, SQL servers, Windows servers and clients, Windows OS Upgrades, NAS/SAN Storage, Data networking, Oracle, ERP, Wireless, Enterprise releases, Cloud, Cisco, Security, VMWare.
* Tracked Basic Network Connectivity and key project milestones and adjust project plans and key resources to meet customer needs and requirements project plans, key resources to meet customer needs and requirements.
* Created project plans, Project Change Control Management schedules, and managed project teams.
* Managed/monitor work efforts daily and identify resource needs.
* Interfaced directly with AT&T and to ensure projects meet customer design and site performance expectations.
* Coordinated material deliveries, selected and scheduled appropriate resources for projects.
* Managed Vendor quality, budget and schedule to ensure team achieves objectives aligned with project.
* Liaison between General Dynamics, Cisco System, Avaya system, and IT department other Telecom Vendors, Network Infrastructure, and other AT&T depts.
* Established and implemented project management processes and methodologies to ensure projects are delivered on time, within budget, in accordance with scope, Risk Management mitigation, time constraints, adhering to high-quality standards, and meets customer expectations.
* Coordinated/managed the replacement of wiring from Cat5 to Cat6 as well as networks including phone equipment desktop computers / servers.
* Identified channel collisions with launch dates and develop alternate plans to mitigate potential risk.
* Provided status updates, identifies potential project risks and communicates major milestones.
* Worked with AT&T with Voice/Data circuits MPLS, LAN, and network.
* Monitored status orders and resolve problems that are encountered during AT&T merger with Direct TV.
* Managed orders to lifecycle intervals to ensure accurate and timely delivery of service WAP Installations.
* Assisted with projects to design technical solutions for end-users.
* Served as the central point of coordination for customer orders of service delivery.

**AT&T 07/2012 – 07/2013**

**IT/Infrastructure Project Manager**

* Responsible for IT Infrastructure projects and initiatives enterprise-wide.
* Worked with various Systems and Infrastructure Engineers and managers, business owners, project managers and testing teams tasked with Infrastructure and Security initiatives.
* Assessed business and organization implications of key application technology alternatives for wide-impact initiatives; mapping requirement to a software solution in accordance with the overall architecture of the system; recommend appropriate strategic action.
* Led teams in overall design, implementation and assessment activities; assisted the team in understanding of the systems and best practices.
* Worked closely with business partners and customers to understand their needs and provide appropriate solutions. Responsible for project estimation and the execution of project plans.
* Managed and developed the team, including hiring, goal setting, performance management, projects and training. Work with team members to develop career paths and opportunities within the organization. Provide a creative environment where challenges are embraced and where difficult tasks are valued.
* Managed project timelines and budget, responsible for proper project management principles including scopes, timelines, dependencies and deliverables.

**GlaxoSmithKline (GSK) 06/2011 – 05/2012**

**IT Project Manager**

* Managed facilities by ordering for the new projects, coordination within different functional, regional, and market teams.
* Analyzed validity of schedules submitted by outside parties contributing to the project.
* Ensured the timely delivery and integration of Telco to each site, ensuring market clusters are completed according to their order of priority.
* Facilitated the creation of work orders by managing the activities of regional Telco work order administrators
* Created and distributed status reports.
* Refresh Project / Data Center Relocation.
* Manage LAN WAN engineers, network architecture engineers and worked with DevOps and information security team for the Global Enterprise.
* Very strong understanding of current infrastructure concepts with the proven ability to implement servers, VMware, SANs, networks, data centers and monitoring in a fast paced, high availability, ITIL environment. Ability to get the respect of the senior technical teams to lead projects, coordinate teams and handle issues and problems effectively in a timely manner.

**DuPont Chemical 12/2010 – 05/2011**

**Consult Managed services**

**Sr. IT /Infrastructure Project Manager**

* Established and implemented project management processes and methodologies to ensure projects are delivered on time, within budget in accordance with all scope risk mitigation time constraints adhering to high-quality standards and meets DuPont expectations.
* Identified the program risks and manage those risks throughout the execution of the program.
* Managed the end-to-end program execution including scope, material forecasting, material ordering, site engineering, network design, installation, integration of network equipment.
* Identified and drove the migration requirements and executions.
* Demonstrated project management concepts and skills to plan, execute, and close issues across multiple functional organizations and work with the functional teams to address any process or resource related issues.
* Was the central interface to ALL Markets while working with the peer PMs and PMO group to get sites ready for installation, integration, and migration.
* Was single point of contact for the Markets and customer interface/relationships while ensuring that program objectives are clearly defined, communicated, agreed to, tracked, and met.
* Coordinated and managed network/traffic cutovers and migrations of network.
* Was proficient with personal computer business applications such as Power Point, Excel, and Word and scheduling programs using Microsoft Project.
* Developed, managed, and implement project schedules for specific geographic/market areas.

**Goldman Sachs 12/2004 – 12/2010**

**IT Project Manager**

* Developed team environment, prepare, design and develop conceptual designs and presentations, specifications, techniques and procedures to incorporate comprehensive space planning initiatives.
* Designed and developed technical application for consumer financial services specific to lending products. Perform complex analysis, design and implementation of application platforms and architecture including estimating, planning, scheduling, execution and coordinator of agile projects
* Worked to identify where automation can be applied to various aspects of the development process and projects.
* Interacted with and influence key/internal stakeholders.
* Designed and implement backend application interfaces for data and services.
* Reported progress and status of assigned tasks to project teams and managers.
* Worked with Digital team to expand infrastructure to cloud technologies.
* Contribute to the creation and maintenance of system documentation.

Prior experience available upon request

**EDUCATION**

Bachelor of Science: Telecommunications & Network Engineering, South Bank University

Associate Degree: Electronics, Brixton College

Certificate of Training: CCNP2 (Networks) Cisco - UK

Certificate: RNC, Node B, Training Courses Ericsson - UK

Certificate: NSN Node B and RNC Training Courses

Diploma: Photonic Platforms MHL3000 DWDM/SDH Network Rollout Ericsson - UK

Certificate: CENA, DWDM/Photonics Layer (DWDM Long Haul/Regeneration and amplification) Certificate: UMTS - RNC-Training Courses, Ericsson UK Project Management Training Course, Avaya PBX Training, Cisco Call Manager Training course Project Management tool used Microsoft Project, PMP (Prince2), Jira,ServiceNow,Smartsheet.