**William Gargin**

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**IT PROJECT MANAGER**

A dynamic IT professional and visionary leader with 23 years of diversified experience, including, technology, sales, operations, and project management backgrounds for excellent versatility and adjusting as the situation dictates Extremely organized in managing high-profile projects and coordinating complex workflow and logistics. Effectively balances competing priorities in fast-paced, client-facing environments. Maintains a rapid trajectory of growth in positions of increasing leadership and accountability. Proven ability to dig deep and transform big data into actionable recommendations that result in peak performance and substantial revenue growth. Certified Lean Six Sigma Green Belt Project Manager with a Secret Security Clearance and Certified in Customer Service Management. Experience with Jira, Confluence, Asana, MS Project, SharePoint, Office 365. Past CCNA and A+ Certification holder. Experienced in server installation, setup and software functionality.

**CORE COMPETENCIES**

Project Management Data Analytics Strategic Direction

Information Technology Quality Assurance Complex Problem Solving

Certified in Customer Service Management Team Leadership & Development

Experienced with Agile, Scrum and mixed methodologies as projects dictate.

**PROFESSIONAL EXPERIENCE**

**Infrastructure Project Manager Jacobs Technology**

Manage IT projects world wide for the DoD

Currently hold active Secret Level Clearance

**IT Project Manager** | IG Staffing/Cisco/B of A | Boca Raton, FL | 5/2021 to Current

* Prepare, plan, and deliver using project management methodologies across the entire project lifecycle, from pre-sales engagement, to project delivery, through contract closure
* Requirements Gathering
  + Work w/ Engineers & customer to document project requirements
  + Define and collect technical data points required for Project success
  + Confirm server/software set up and operating as expected by the customer
* Cost Estimation and Project Planning
  + Develop work breakdown structure to define effort level and amounts to complete project efforts
  + Work with Cisco engineers to establish critical path
  + Document project assumptions and risk
  + Draw up quote to be provided as a cost estimate to customer
* Implementation Support
  + Lead/Support implementation cutovers
  + Define and follow escalation plans
  + Document issues and lessons to be learned
  + Communicate project status
  + Work to coordinate multiple teams to deliver successful project changes
* Project Financials setup, tracking, and closure
  + Establishing initial project budgets
  + Perform revenue & cost forecasting
  + Track financial health of project
  + Invoice customer for work completed
  + Follow business policy throughout lifecycle to project closure
* Deliver Projects in accordance with ISO 9000 Policy

**IT Project Manager** | ABBTECH | Boca Raton, FL | 2019 to 2021

Plans, organizes, and integrates cross-functional information technology projects that are significant in scope and impact. Coordinates the work of other IT professionals and administrative staff to produce new software.

* Maintains organizational effectiveness and efficiency by defining, delivering, and supporting strategic plans.
* Accomplishes financial objectives by forecasting requirements and preparing an annual budget.
* Defines project tasks and resource requirements; assembles/coordinates project staff; manages project resource allocation; plans and schedules project timelines.
* Tracks project deliverables using appropriate tools; provides direction and support to the project team; implements and manages changes through the course of the project.
* Compiles project reports and informs management regarding issues.

*Select Accomplishments*

* Worked with the customer on a new project; met with them in person and was present on the kickoff calls with the end-user; this enabled the team to understand the project scope as well as the upcoming working environment; took on the training of new technicians to prepare them for the projects on which they would be working, which increased the overall number of projects and produced a high rate of customer satisfaction.
* Interfaced with the customer's mid-level management to create a checklist requiring their PM’s completion before entering onsite; which protected Abbtech by creating an additional revenue stream and providing for a less stressful work environment.
* Consistently maintained profit margin of more than 25% with excellent customer service survey feedback; increased the number of projects by 22% over the first 12 months, which led to improved retention and use of organizational resources.

**Project Manager (IT)** | Staples Technology Solutions | Deerfield Beach, FL | 2011 to 2019

Led a 4-year project valued at more than $16M with the Army Corps of Engineers consisting of upgrading IT equipment throughout the U.S. and Puerto Rico.

* Worked individually and with a team on projects; created a project outline and managed a team to implement IT and printing equipment to meet the customer’s needs.
* Collaborated with software engineers and developers to ensure software compatibility with the hardware components.
* Diagnosed errors and suggested suitable repairs, upgrades, and modifications.
* Interfaced with customers and the Sales Team as a Project Manager overseeing the installation of new equipment onsite; solved conflicts/issues as needed and ensured optimization.

*Select Accomplishments*

* Hired as part of a team to start a new division at Staples, specifically the Managed Print Services (MPS); hired three different service providers; each month, all service providers’ business continued to grow and the better service providers were rewarded using metrics that were created from the work.
* Hired a printer manufacturer to help lower costs; received special pricing on equipment as well as service and support and use of the brand name, which led to increased sales and reduced pricing--a win for both companies.
* Won a contract for the U.S. Army Corps of Engineers (ACE) to refresh IT equipment at one of the southern districts; located and vetted a company that also had a security clearance to complete the project, which resulted in working onsite for just over a week, completing the job on time, coming in well under budget with a 33% profit margin, and being recommended by an extremely satisfied customer for numerous other ACE, state, and local projects.

**Vendor Relations Manager** | Syntechs, Inc. | Boca Raton, FL | 2006 to 2010

Recruited, trained, and developed independent contractors to work within the system.

* Worked with Dell and Banctec overseeing Dell business and residential service calls nationwide.
* Conducted research on available vendors to determine which vendors offered the best pricing and product quality.
* Worked directly with Lexmark to rollout network printers to more than 5.6K dialysis locations.

*Select Accomplishments*

* Promoted to Vendor Relations Manager; traveled to customer sites asking for a chance to demonstrate abilities; soon, the company grew to 33 people and expanded services from computers to HD flat-panel televisions.

**Performance Advisor** | Alert Site, Inc. | Coconut Creek | 2004 to 2006

Supported website monitoring, security vulnerability scanning, and load testing services worldwide.

* Planned, implemented, managed, monitored, and upgraded security measures for the protection of customer organizational data, systems, and networks.
* Ensured that organizational data and infrastructure were protected by enabling the appropriate security controls.

*Select Accomplishments*

* Provided numerous means of customer contact and assistance to ensure no loss of sales or degradation of confidence.

**Systems Engineer** | Omnipilot Software | Dania Beach, FL | 2003 to 2004

Traveled to customer sites and performed upgrades, tests, diagnostics, installations, and training.

* Diagnosed and troubleshot problems via phone, researched solutions, and ran tests to ensure resolution of specific issues.
* Discussed problems with clients, performed diagnostic tests on systems, and worked to resolve problems.
* Logged maintenance visits, submitted reports detailing processes completed, and made notes to prevent future recurrences.

*Select Accomplishments*

* Worked with the Sales Team for increased productivity by having customers interact with the Service Department in the early stages of the relationship, which subsequently increased billable hours.

**Account Specialist** | The Answer Group | North Lauderdale, FL | 1998 to 2003

Promoted and coordinated sales of custom-built Compaq computers to individuals and businesses.

* Enhanced department and organization reputation by accepting ownership for accomplishing new and different requests; explored opportunities to add value to job accomplishments.
* Maintained quality service by monitoring standards and advising supervisor of potential problems.

*Select Accomplishments*

* Provided technical support of PCs to end-users.

**ADDITIONAL EXPERIENCE**

**Owner** | Gargin Global Solutions | Boca Raton, FL An IT, Networking and Project Management company

**EDUCATION, TRAINING, & CERTIFICATIONS**

**Study of Electronics** | SCHOOLCRAFT COLLEGE | Livonia, MI

**Certifications & Training** | Lean Six Sigma (Green Belt), CCNA (Expired), Cisco Switches/Routers, Wireless Network-Apps, LAN/WAN, OSI, IP Addressing & Subnetting, V-LANs, VTP, STP, T1, TCP/IP, EIGRP, OSPF, BGP, Routing, ATM, MPLS, Frame Relay, RIP, OSPF, EIGRP, Access Lists, Windows Operating Systems, Microsoft Office, Remedy, Vantive, SAP. Experience with Jira, Confluence, Asana, MS Project, SharePoint, Office 365.