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Professional Summary

IT Program/Project Manager with 15+ years leading enterprise technology deployments, service management, information security, and business continuity initiatives across retail, financial, and corporate environments. Proven success driving multi-site rollouts, acquisitions/rebrands, and special projects across the Southeast. Expert in Agile/Lean/Scrum and ITIL practices with a track record of on-time, on-budget delivery and building high-performing teams of up to 18 members. U.S. Army Veteran with nine years of honorable service. I continuously upskill—leveraging AI tools (ChatGPT, Gemini, Notebook LM), Agile practices, and current cybersecurity principles (Zero Trust, IAM, PCI/HIPAA). Sharpening skills to execute multi-site rollout orchestration, risk/change control, and executive-level reporting to accelerate time-to-value.

Core Competencies

- IT Project & Program Management (Agile • Lean • Scrum)
- IT Service Management (ServiceNow • Salesforce)
- Business Continuity & Disaster Recovery (BIA • Risk • Strategy)
- Information Security • Audit & Compliance (HIPAA • OSHA)
- Stakeholder/Vendor Management • Translating Technical Information
- Enterprise Deployments: POS/Payment, Pharmacy Systems, AV/Collab, Networking, Servers

Professional Development & Certifications

- PMP – Project Management Institute
- DASSM (Disciplined Agile Senior Scrum Master) – PMI
- CSM – Scrum Alliance
- CBCP – Disaster Recovery Institute International
- Security+ – CompTIA

Career Accomplishments

- Achieved 97% SLA compliance while reducing overtime >3% via resource optimization.
- Maintained 25%+ gross margins on $4M+ in revenue-generating projects (Lenovo, TD Bank).
- Directed large-scale transformation programs including Walgreens' acquisition/integration of 1,932 Rite Aid stores.
- Member of Disaster Recovery team contributing to Program Initiation, Risk Assessments, BIA, and continuity strategies.
- Served on Field Technical Support Advisory Group; implemented policy/process improvements.
- Earned 90% manager score (14 respondents) for leadership, coaching, and stakeholder partnership.
- Awarded Joint Service Commendation Medal for mission-critical communications leadership supporting 100+ circuits.

Professional Experience

Project Manager – Service Delivery | Essintial Enterprise Solutions | Augusta, GA | 2021 – Present

- Lead enterprise IT projects involving hardware/software deployments, network integrations, and service delivery optimization across multiple industries.
- Own end-to-end lifecycle (scope through post-implementation), aligning budgets, schedules, risks, and stakeholder expectations to deliver on time and within budget.
- Coordinate vendors/partners and executive stakeholders; provide clear reporting via Webex/MS Teams, briefings, and dashboards.
- Representative projects: Acumera AP/Network deployments; Lenovo server deployments; D&H Pro AV installations; TD Bank technology initiatives.

Supervisor / Region Project Lead | Rite Aid Corporation | Southeast U.S. | 2015 – 2020

- Directed end-to-end lifecycle management for multi-site IT projects (planning, risk, deliverables, documentation) across 300 stores in 7 states with 18 technicians.
- Managed acquisition/rebrand programs including Eckerd →Rite Aid (60+ stores), Walgreens' integration of 1,932 stores, and SAVE-A-LOT 10-store cobranding.
- Drove technology upgrades (server OS/memory, APs, POS/registers, pharmacy systems, kiosks); translate complex changes into business-ready guidance and training.
- Led compliance and risk initiatives: HIPAA, OSHA, DOT; conducted asset inventories and data-protection/vulnerability assessments to reduce downtime and loss exposure.
- Coordinated security incident response for payment-device skimmer cases; led evidence gathering, remediation, and prevention training for field teams.
- Implemented hurricane resilience measures (equipment reallocation, document recovery planning) and led cross-functional recovery to maintain store operations.
- Applied ITIL practices with ServiceNow for configuration management, incident analysis, and corrective action planning; improved MTTR and audit readiness.
- Mentored and coached 18 field technicians; facilitated standups and performance audits to drive accountability and continuous improvement.
- Key partners and vendors: Hughes, CrossCom, IBM, and Dell.

Project Technician / Field Technical Support | Rite Aid | Augusta, GA | 2008 – 2015

- Managed and implemented project activities for 18 FTS technicians supporting ~300 locations: ensured delivery on time for POS, server, router/switch, and workstation rollouts.
- Collaborated on training materials for troubleshooting/install procedures (iPads, workstations, servers); facilitated DR training exercises for operations leaders.
- Monitored and supported store openings, relocations, remodels, and closings; ensured configuration and change management discipline during deployments.
- Used ServiceNow for incident/asset management to maintain >$350K in replacement stock and store assets; produced weekly progress reports and stakeholder updates.

Military Service

U.S. Army — 9 years — Honorable Discharge. Communications/technical leadership; Joint Service Commendation and Achievement Medals.

Education & Selected Training
- Micro Masters, Information Systems — Kelley School of Business (coursework/certificate)
- IT Project Management — University of Washington (coursework/certificate)
- Agile Project Management — University of Maryland (coursework/certificate)
- CS50's Understanding Technology — Harvard (coursework/certificate)
- Responsive Web Design — freeCodeCamp (coursework/certificate)
- Building Prototypes with JavaScript & Node.js — Microsoft (coursework/certificate)

- Launching Breakthrough Technologies — Harvard (coursework/certificate)

Technical Skills

- Tools: Salesforce, ServiceNow, Smartsheet, MS Office, MS Teams, Webex
- Platforms: Windows Server, POS/Payment, Pharmacy Systems, AV/Collaboration, Network Infrastructure
- Methods: Agile, Lean, Scrum, ITIL