

Joseph Smith

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Member of Project Management Institute (PMI), Northeast Ohio Chapter

Career Summary

Seasoned project/task manager and information technology (IT) professional with broad background in systems analysis and design, IT infrastructure, data integration, systems/network administration, business process re-engineering, security, and other facets of IT. Excels in requirements analysis, problem solving, resourcefulness, customer satisfaction, with technical and project related leadership that results in optimized solutions. Completed courses and working towards Project Management Professional (PMP) certification.

Core Competencies

- Project management
- Government contract task management
- Business process re-engineering
- Effective leadership
- Inspires and facilitates teamwork
- Systems analysis, design, and programming
- System administration and security
- IT configuration/change management
- IT infrastructure planning and implementation

Experience and Accomplishments

Contractor at NASA Glenn Research Center (GRC), Cleveland, Ohio	10/84 to Present
ASRC Aerospace, Systems Analyst / Task Manager of IT Systems Group	9/06 to Present
ZIN Technologies, System Admin. / Network Engineer and Manager IT Systems	12/96 to 9/06
Analex Corporation, Programmer Analyst / Manager Lewis Information Systems	10/84 to 12/96

- Received superior customer ratings as manager of multiple government contract tasks exceeding a million dollars, comprised of IT and business professionals. Prepared task order responses and reports, developed cost plans, monitored variances, maintained customer relations, and handled all aspects of human resource management.
- Re-engineered information systems to be more cost-effective and efficient (servers, roles, infrastructure, and disaster recovery) for multiple projects. Developed master programs and schedules, migrated and consolidated servers, and updated hardware and software.
- Designed and implemented web-based solutions to replace outdated processes and streamline information, while meeting Section 508 (accessibility) design requirements.
- Developed, monitored and controlled a database and reporting information system to track a billion-dollar NASA Shuttle Centaur program (in near real time) involving all variables within contracts, budget, and cost to complete. Developed separate system to track change management for Centaur design enhancements.
- Performed roles of budget and schedule analyst on both Shuttle Centaur and Space Station programs. Evaluated engineering change proposals and tracked budget and schedule information. Developed schedules, milestone reports, and narratives.
- Performed seat management, service levels, cost analysis, and evaluation/procurement of IT hardware and software for the NASA Office of the Chief Financial Officer.
- Planned and executed Windows 7 rollout project to GRC engineering contract staff on schedule, identifying requirements and resolving functionality of software and engineering applications.

Special Teams and Roles

- Led effort to plan IT infrastructure and implementation for transition to a new contract with two options. This involved facility planning and utilization, security, hardware, and software.
- Fulfilled role as Organizational Computer Security Officer and System Information Security Representative. Planned and executed all aspects of information system security lifecycle from inception to certification and accreditation, resulting in authority to operate.
- Chairman of the Computer Resources Team at ZIN. Developed standards, policies, and procedures, planned hardware and software purchases, designed the infrastructure, and implemented continuous improvement processes.

Technical Skills

- Lean Six Sigma process improvement, IT Infrastructure Library (ITIL V3)
- NASA certified systems/network administrator and certified security representative/security officer
- Security initiation, planning, execution, and maintenance; Double Take Full Server Failover, NTI revision backup
- Proficient in all Microsoft-based client and server operating systems to current versions
- Familiarity with Apple (Mac OS) systems
- Proficient in web design and server integration including Active Server Pages, Internet Information Server, MS Access, ODBC, VB Script/SQL statements, CSS, HTML, and Section 508 requirements
- Proficient in all Microsoft Office applications
- Budget formulation and execution: SAP/R3 purchase requisitioning
- Legacy programming and Artemis scheduling language
- Maintained currency of skills with many training courses, including:
 - Learning Tree Certification: Microsoft client and server operating systems past to present
 - Advanced web design technologies
 - Security in Windows environments
 - Artemis scheduling/information management software
 - NASA information security training
 - Training in various process improvement concepts, such as ISO 9000, Total Quality Management, etc.

Education

Cleveland State University, Bachelor of Business Administration, B.B.A.

Majors: Quantitative Business Analysis (Operations Research and Statistics), Marketing

Minors: Management, Economics