

(Tony) Joe Anthony Proctor Jr.

1107 Judy Ave, Fort Worth, TX 76132

Cell Phone: 817.422.2465

tony_90265@yahoo.com

SUMMARY OF QUALIFICATIONS

Dynamic IS PMO Manager with extensive experience in project management, requirements gathering and software development. Strong analytical and planning skills combined with a unique ability to coordinate the efforts of internal/external resources consistently exceed sponsor expectations; provide measurable ROI and delivery within budget. A solid team

PROFESSIONAL EXPERIENCE

- A solid foundation in formal project management and requirements gathering balanced and tailored to business timelines and resource experience. (PMBOK, UML, Agile, RUP, Scrum)
- Diverse management experience with resource planning, mentoring, coaching, cross training, quarterly goals and personnel reviews for large, high volume .NET and J2EE applications.
 - WellpointNextRx.com
 - AvidynHealth.com
 - YourWirelessRebateCenter.com (Verizon Wireless)
 - CCityRebates.com (Circuit City)
 - HomeDepotRebates.com
 - ThankYou.com
 - BarnesandNoble.com
 - HiltonHonors.com

EMPLOYMENT HISTORY

PMO/Client Services Manager - Parago

January 2008 – Present

Responsible for managing teams of project managers and business analysts supporting onboarding of new clients and professional services for 12 Fortune 500 companies and 40+ additional companies' rebate and incentive programs.

- Increased revenue by 400% over the course of 4 quarters.
- Within first 6 months, trained and mentored the PM/BA/Dev teams to use standard project management methodology, use of UML and reuse of architecture for 2 major onboarding projects that resulted in 60% capitalization and reusable/scalable applications.
- As the junior manager, received the Black Belt Award in Stagen leadership.

IT Manager - Epsilon

June 2005 – January 2008

Responsible for managing CitiGroup's "ThankYou" loyalty program with a team of 40 PMs, BSAs, QA and Developers.

- Created the team from project inception to operation support customizing standard processes and training to the team for project management, requirements gathering, quality assurance and communication.
- Supervised Barnes & Noble and multiple external vendors as part of the customer loyalty application including database management for production and data warehousing, ETL, data file transfers, client membership, analytics/trending and scoring and campaign management.
- Responsible for client financial reporting, billing, vendor negotiations and SOW.
- Spearheaded the revamping of Citi's loyalty marketing campaign process utilizing Six Sigma training; reducing the time and effort to deliver campaigns by 75%.
- Proactively provide strategies, recommendations, analysis and insights for evaluation of new initiatives and new loyalty development for online, direct mail and email channels.
- Managed the transition of Barnes & Noble's data warehouse from previous vendor; including the importing and data cleansing of previous vendor data into a new, robust system).

EMPLOYMENT HISTORY - CONTINUED

IT Project Manager – Avidyn Health (Fiserv)

January 2004 – June 2005

- Consulted and provided multiple solutions directly to CIO and stakeholders by managing current state analysis, GAP analysis and merging budget with company direction for membership administration, technical integration of geographic locations, disease state management and identification and stratification of members.
- Experienced integration project manager and consultant; successfully integrating three base acquisitions that provided the foundation for Fiserv's vertical integration of health care management.
- Veteran PMO skill set balanced implementation of corporate culture foundation of the new IT department by developing governance, communicating PMBOK methodology while ensuring strategic visions surrounding the acquisitions were achieved.
- Experienced in coordinating, negotiating and motivating in-house and off-shore resources as well as vendor selection in support of budgets, timeline, project deliverables and corporate operational infrastructure.

IT Project Manager – Wellpoint Health Networks

October 2000 – January 2004

- Successful, consistent track record for creating applications on-time, within budget and exceeding sponsor and customer satisfaction for www.WellpointNextRx.com (B2C, B2B).
- Responsible for ensuring HIPAA, URAC, PCI and SB accreditation and certifications.
- Established the Pharmacy Network PMO by obtaining management approval for creating the foundation for reusable and measurable project management.
- Developed project plans, managed deliverables and updated external stakeholders and executive management.

Java Developer/Senior Systems Analyst – Waterfall/Iterative/RUP

- Create test plans and troubleshoot Enterprise n-tier J2EE/Oracle applications and data warehouse for identification and stratification of member
- Develop application standards, application architecture, frameworks and guidelines.
- Create business requirements, risk assessments and test plans for new business objectives.
- Communicate and collaborate with remote employees, marketing, business users and contractors.

Tech Lead/ Consultant – Technology Solutions

February 1995 – May 2000

- Consulted and managed various project including infrastructure, application development, business geographical integrations and technology selections.
- Consulted with business sponsors for project prioritization, site enhancements and data warehousing.
- Defined, developed and executed simultaneous projects, resources and budgets during full SDLCs utilizing on and offshore resources.
- Developed and managed scalable and dependable e-commerce, B2B and B2C applications, data warehouses and infrastructures.
- Responsible for documenting business requirements, current state processes and conducted GAP analysis to deliver recommendations for improved business process optimization.
- Managed and held responsible for project planning, risk management, quality assurance, status and strategy.

U.S. Navy – E5 Aviation Electronics

1985-1991

- Certified Quality Assurance representative and technician on 6 Navy jets, 2 Marine jets and 2 Marine helicopters.
- Troubleshoot, prioritize and repair mission critical equipment for wartime operations.
- Responsible for maintenance for 70 + aircraft, personnel reviews, training and assignment delegation for 20+ personnel.
- Decorated Gulf War Veteran and Navy Advanced Leadership Program selection.
- Volunteered for extended active duty service.

EDUCATION

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|---|------------------|
| Stagen Leadership (Black Belt Winner Q1) | 2008 |
| MT Management Training | 2006, 2007, 2008 |
| IT Project Management Certification (Learning Tree) | 2001 |
| IBM Websphere Training | 2000, 2001 |
| <ul style="list-style-type: none"> • Portal • Rational Application Development • MQ Series | |
| Purdue University – Computer Science | 1992 |
| U.S. Navy – Aviation Electronics - Gulf War Veteran | 1987 |
| <ul style="list-style-type: none"> • Quality Assurance for AV-8, A-4, AH-1W, A-6, F/A-18, A-7 • Advanced Avionics • Naval Management/Leadership Training | 1986 |
| South Central H.S., Union Mills, Indiana | 1985 |

| Technology Experience | PM Tools/Methodology | Software |
|------------------------------|-----------------------------|--------------------|
| Oracle 8i, 10G | UML | MS Project |
| Weblogic | OOD | Visio |
| JBoss | Agile | Business Objects |
| NET – C#,VB | RAD – SDLC | Excel |
| Java/J2EE/XML | RUP | Rational Rose |
| IBM WebSphere | Six Sigma | Crystal Reports |
| Unix/AIX | Scrum | ChangeManDS |
| Business Objects | Disaster Recovery | Sharepoint |
| AS/400 | Business Continuity | Empirix Test Suite |
| SQL Server | | |
| Cold fusion | | |
| MQ Series | | |