**DOUGLAS HUSKINS, PMP, PSM II**

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**PROJECT MANAGER with extensive Scrum Master Experience**

**QUALIFICATIONS SUMMARY**

Accomplished IT Project Manager implementing PMOs and delivering timely projects and solutions, by coordinating and leading cross-functional virtual teams across full-range of technical disciplines. Natural leader motivating teams, building cooperative climate to work in unison with business partners and clients.

**CORE COMPETENCIES**

• Team Leadership • Program Management • Process Improvement

• Client Management • Fiscal / Budget Accountability • Solution Architecture

**ACTIVE CERTIFICATIONS / DESIGNATIONS**

• Certified Usability Analyst (CUA) - Human Factors International (HFI) - #2009-2141

• Project Management Professional (PMP) - Project Management Institute (PMI) - #1261116

• Professional Scrum Master II (PSM II) - Scum.org

**SPECIALIZED TRAINING**

• Agile Management • IT Service Management - Information Technology Infrastructure Library (ITIL)

• Problem Management Resolution - Kepner Tregoe • Six Sigma Black Belt

**TECHNICAL SKILLS**

• Microsoft Office with VBA • Microsoft Project • Microsoft SharePoint • Database (Oracle, MSSQL, MySQL)

• Platform/Cloud (Window, Unix, Linux, Mac, PaaS, IaaS) • Software Development (C#, Java, SaaS, SDLC)

• Web Development (JavaScript, CSS, HTML, PHP, Laravel, Foundation) • BI (IBM Watson, Power BI)

**PROFESSIONAL EXPERIENCE**

**Scum Master Tata Consultancy Service Pleasanton, CA 9/2019 – now**

Coach and facilitator deploying Microsoft Project Online

• Project Management:

o Created and facilitated a change management solution for a rapid deployment.

o Provided solutions to use MS Project Online data, combined with external data, to identify SDLC compliance.

o Monitored risks and lead problem solving meetings to design mitigation and avoidance solutions.

o Oversaw the migration from project to operational management.

• Team Leadership:

o Evaluated the strengths and abilities of team members to best use their skills.

o Managed resources to deploy project solutions resulting in performing ahead of schedule.

• Agile Coaching:

o Set up and facilitated an agile scrum process for deploying solution to thousands of users.

o Oversaw the development and training of project managers enabling team to migrate from waterfall to agile.

**Consultant Wells Fargo Concord, CA 1/2018 – 4/2019**

Solutions and process improvement consultant consolidating diverse fraud analysis methods into a unified process.

• Solution Architecture:

o Integrated fraud identification systems into a single, unified process to eliminate detection gaps.

o Built deployment solutions to more efficiently analyze potential fraud events.

o Analyzed and presented a cloud (IaaS) solution to support volume testing.

• Process Automation and Improvement:

o Developed a quantitative reporting tool to more accurately identify project risks.

o Automated metrics reporting system to present a consistent view of work being done.

o Wrote and presented a white paper on process improvement for data collection.

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**PROFESSIONAL EXPERIENCE (CONTINUED)**

**Manager International Business Machines (IBM) San Ramon, CA 5/2009 – 8/2016**

Dynamic operations and solutions manager recognized for numerous innovations, supporting infrastructure refresh

• Team Leadership:

o Directed a multinational, cross-platform and cross-functional organization with 157 direct/indirect reports.

o Oversaw multiple programs and projects across the globe with a focus on skill development and continuous process and performance improvement.

o Mentored employees on management skills - resulting in all of them acquiring management positions.

• Project and Problem Management:

o Acquired and resumed stalled projects successfully.

o Facilitated problem management incident calls resulting in reduced “mean time to restore”.

o Identified root causes and presented prevention plans to leadership.

• Fiscal / Budget Accountability:

o Reduced resource costs $2.4M by streamlining business plans and moderating knowledge transfer.

o Developed, implemented, and maintained SOPs leveraging best practices and technical standards; reduced operations cost of support for hardware and operating systems by $500K.

• Client / Vendor Management:

o Acquired and resumed stalled projects successfully.

o Facilitated problem management incident calls resulting in reduced “mean time to restore”.

o Identified root causes and presented prevention plans to leadership.

o Generated an additional $7.2M in new work revenue (on top of the existing $2M budget) by increasing refresh rates, reducing costs, and architecting an expanded lifecycle management process.

• Strategic Leadership/Communication:

o Facilitated discussions with executive leadership, providing timely information on program status.

o Communicated information on client culture to improve relationships between the executive team and client.

• Earned the prestigious ‘IBM Means Service’ award for individuals who are "client-centric focused, receive outstanding client feedback, display exemplary teamwork qualities, and achieve strong business results,” 2012.

**Consultant / Leader Kaiser Permanente Walnut Creek, CA 11/1998 – 5/2009**

Directed the modeling, development, and deployment of the company-wide server source of record.

• Team Leadership:

o Led a cross-functional team to design and build an automated data collection and reporting system.

• Project Management:

o Saved company $10M+ in cost avoidance by identifying and implementing risk mitigation solutions.

o Designed and supervised the development of a workstation build and integration system resulting in a consistent environment supporting stakeholders’ objectives and standards.

o Presented detailed information to the file server consolidation team, enabling completion of project two months ahead of schedule, within a $3.25M budget, and with zero errors or discrepancies.

• Process Management:

o Participated in Asset Center process design; provided business analysis and insight into existing processes and presented alternative solutions to improve accuracy.

o Forecasted annual server needs, resulting in improved, more accurate budget forecasts.

o Identified and prioritized candidates for domain consolidation including process recommendations

o Integrated enterprise administrative security functions into server source of record thereby improving server management functions during incidents. Provided enterprise security operations with detailed activity reports.

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**OTHER RELATED EXPERIENCE**

Other experiences related to career objective.

• Business Startup:

o Founded and owned an executive-level consultation company, specializing in the use of technology to address corporate growth issues

o Managed a team of 35 technicians, engineers, and developers to provide services for the consulting group.

o Oversaw software development and hardware installation to support the consulting group.

• Executive Leadership:

o Served as interim CIO to a home healthcare company enabling them to double their growth.

o Provided management consultation for a small startup company. Served on the board of directors.

• Program Management:

o Facilitated automation processes for a large grocery chain to address accounting issues created when the company quickly grew seven times larger.

o Significantly reduced resource waste reduction in a private mortgage insurance company; improved network connectivity to the parent company by increasing network bandwidth 1,200% while reducing costs.

o Spearheaded a software development project for a pharmaceutical company to improve an existing warehouse automation system; eliminated over 80% of data entry work by end users.

**EDUCATION**

Bachelor of Science - Business Administration and Management, University Rhode Island, Kingston, Rhode Island