

DOUGLAS A. HUSKINS, PMP

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IT MANAGER WITH EXTENSIVE PROJECT MANAGEMENT EXPERIENCE

QUALIFICATIONS SUMMARY

Accomplished IT Manager with extensive experience supporting business strategy and vision, building internal processes and organizations, and coordinating, integrating, and directing complex, multi-site projects, programs, and initiatives, supporting thousands of users, across a full-range of technical disciplines. Natural leader with a confirmed ability to guide high-performance project and application delivery teams, establish a cooperative climate across multiple departments/divisions, and work in unison with cross-functional business partners. Articulate communicator with tactical foresight and keen bottom-line focus; proven record of exposing issues, overcoming obstacles, and facilitating innovative solutions to deliver projects on time and under budget for maximum ROI. Highly developed interpersonal, analytical, problem-solving, and critical-thinking skills. Strong oral, written, and technical aptitude.

CORE COMPETENCIES

- *Strategic Technology Planning*
- *Technical Project Management*
- *Program Planning/Leadership*
- *Resource Planning/Oversight*
- *Fiscal/Budget Accountability*
- *Staff Development/Training*
- *Bilateral/Team Collaboration*
- *Issue & Problem Resolution*
- *Client Interface/Management*
- *Vendor Relations/Negotiation*
- *Issue Resolution & Risk Management*
- *Forecasting/Requirements Gathering*
- *Quality Assurance & Quality Control*
- *Process Automation & Improvement*
- *Change/Transformation Leadership*

CERTIFICATIONS/DESIGNATIONS

- Certified Usability Analyst - Human Factors International (CUA)
- Project Management Professional (PMP) - Project Management Institute (PMI)

SPECIALIZED TRAINING

- Agile Management ▪ IT Service Management - Information Technology Infrastructure Library (ITIL)
- Problem Management Resolution - Kepner Tregoe ▪ Six Sigma Black Belt

PROFESSIONAL EXPERIENCE

Wells Fargo

Concord, CA

January 2018 - Present

Business Solutions Consultant

Solutions and process improvement consultant consolidating diverse fraud analysis systems.

- **Providing solutions to:**
 - Integrate several fraud identification systems into a single, unified process.
 - Build deployment solutions to more efficiently analyze potential fraud events.
 - Provide consultation on identifying issues in a complex deployment system.
 - Automated metrics reporting system to present a consistent view of work being done.
 - Identified external dependencies and developed cross departmental solution.
 - Developed a quantitative reporting tool to more accurately identify project risks.
 - Created proactive solutions to minimize problems.
 - Analyzed and presented a cloud (IaaS) solution to support volume testing.
 - Wrote and presented a white paper on process improvement for data collection.
 - Developed code logic for software development team to improve performance.
 - Identified infrastructure architecture needed to deploy artificial intelligence system.
 - Mentored new staff on process methodology and improvement.

International Business Machines (IBM)

San Ramon, CA

May 2009 - August 2016

Manager, Lifecycle Management and Citrix

Dynamic operations and solutions manager recognized for numerous innovations during seven-year tenure.

- **Highly skilled at:**
 - Directing strategic cost management initiatives in a CITRIX environment
 - Empowering organizational transformation/change management per Company vision
 - Working with senior management to align technology solutions with business strategies
 - Providing technical leadership during the design and implementation phases of large, global projects
 - Translating objectives and business issues/opportunities into actionable plans

PROFESSIONAL EXPERIENCE (CONTINUED)

- Assessing company position in ecosystem and advising on, and developing, forward-thinking strategy
 - Researching and evaluating technology solutions to advance and enable business functionality
 - Analyzing current platform technologies/applications and determining future technology needs
 - Collaborating with various business units in the on-time delivery of projects based on company demands
 - Ensuring maximum application resiliency, reducing the global footprint, and decreasing operational costs
 - Mentoring problem-solving champions
- **Technology Focused:** Defined, implemented, and managed complex IT-focused projects and drove process definition, enhancements, and simplification; proactively identified opportunities, conducted needs/cost/benefit assessments, and analyzed and brokered other IS services.
 - **Strategic Leadership/Communication:** Planned accordingly to ensure alignment among strategy, budgets, portfolio/project data, workforce/hiring plans, project delivery status, etc.; provided meaningful insights, framed productive discussions, and managed communications with operational and executive leadership teams.
 - **Personnel/Team Management:** Directed a multinational, cross-platform organization with 157 direct/indirect reports; oversaw multiple programs/projects across the globe with a focus on skill development and continuous process and performance improvement.
 - **Workforce Management:** Recruited/built and facilitated resource planning, forecasting, and reporting for multiple project teams; utilized Project and Portfolio Management (PPM) to allocate resources to worldwide teams and drive Resource Management (RM) processes based on framework requirements.
 - **Project Lifecycle Management:** Developed and implemented performance metrics, prepared and managed monthly forecast and annual financial targets, and delivered timely progress reports to the leadership team.
 - **Strategic Partner Engagement:** Collaborated with internal IT business units to regularly scope and size projects, champion continuous improvement efforts, and oversee all planning and delivery functions including metrics, dashboards, and operations reporting.
 - **Client Relationship Management:** Served as a business specialist and technology generalist tasked with managing, directing, and interfacing with business clients to ensure fulfillment of customer requirements.
 - **Vendor Management:** Administered and executed all contracts in conjunction with customers, vendors, partners and Contracts, Finance, and Management teams; sourced/secured external contractors/software, executed procurement management processes (RFI, RFP, SOW), and maintained vendor relationships.
 - **Interdepartmental Cooperation:** Worked in tandem with reporting managers and team leads to ensure attainment of all deliverables within established deadlines, specifications, and budgets.
 - **Financial Management:** Supported the development and monitored the delivery of annual capital portfolio and multimillion-dollar quarterly budgets.

Selected Accomplishments/Primary Projects:

- Earned the prestigious IBM 'Means Service' award in recognition of exceptional individuals who are "client-centric focused, receive outstanding client feedback, display exemplary teamwork qualities, and achieve strong business results," 2012.
- Led a 24/7 multinational problem management team to resolve computer, storage, networking, and cloud-based (IaaS) infrastructure issues; facilitated hardware and software currency in a server (windows, unix) and storage (SAN, NAS) environment.
- Reinvigorated numerous stalled projects by properly identifying customer and operational needs, diagnosing issues, and architecting processes; consistently reduced costs, improved efficiency, and completed work.
- Drove business strategy by overseeing staffing performance and development plans; determined program goals, influenced deliverable prioritization, coordinated business processes/procedures, and facilitated critical decisions.
- Improved server and storage refresh rates by 42% and elevated customer satisfaction by 30% (from 65% to 95%) by setting policies and procedures, identifying metrics, and engaging best practices.
- Established processes, managed workflow, and provided status reporting to reduce deployment costs by 17%.
- Generated an additional \$7.2M in new work revenue (on top of the existing \$2M budget) by increasing refresh rates, reducing costs, and architecting and expanding the lifecycle management process.
- Defined and established governance, metrics, and reporting on organizational service levels and key performance indicators; improved problem resolution service restoral time by 8%.
- Developed, implemented, and maintained SOPs leveraging best practices and technical standards; reduced operations cost of support for hardware and operating systems by \$500K.
- Recommended change management policies based on analysis of problem management reports; reduced network operations center incidents by 20%+.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Analyzed internal resources, determined customer requirements, and forecasted project demands to craft an effective cost reduction strategy.
- Influenced program compliance, oversaw program delivery, and engaged vendors; reduced costs by 9%+.
- Drove continuous learning and supported the skill and talent development of the team resulting in the performance-based promotion of three employees to management positions.
- Envisioned staffing needs and facilitated resource planning and training to meet program delivery requirements.
- Moderated knowledge transfer procedures to motivate staff, reduce costs, and maintain operations.
- Reduced resource costs \$2.4M by streamlining business plans and moderating knowledge transfer.
- Coordinated discovery and ownership of unknown systems; increased quality of knowledge by 11% and improving financial reporting.
- Identified issues linked with disaster recovery solutions deployment; implemented a data analysis system to process risk rankings and led process improvement meetings to restart stalled disaster recovery deployment.

Kaiser Permanente**Walnut Creek, CA****November 1998 - May 2009****Consultant Specialist Leader, Wintel Server Management**

Identified business requirements to address business initiatives and support the decision-making process.

- Monitored performance management and system testing to meet business requirements of internal customers.
- Directed modeling, development, and deployment of server source of record.

Selected Accomplishments/Primary Projects:

- Saved company \$10M+ in cost avoidance by identifying and implementing risk mitigation solutions.
- Designed and supervised the development of a workstation build and integration system resulting in a consistent environment supporting stakeholders' objectives and standards.
- Designed and coordinated the development of an automated workstation image deployment; resulted in a 90% reduction in manual intervention and a 30% reduction in deployment time.
- Facilitated engagement of usability study, improving user interface efficiency and effectiveness; increased web services traffic by 15% and allowed customers to locate information in half the time.
- Identified and prioritized candidates for domain consolidation including process recommendations.
- Participated in Asset Center process design; provided business analysis and insight into existing processes and presented alternative solutions to improve accuracy.
- Oversaw the automated search, collection, and management of historical system data for use by internal audit departments.
- Created application integration workflow; improved processes, driving a five-fold increase in throughput.
- 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/discrepancies.
- Forecasted annual server needs, resulting in improved/more accurate budget forecasts.

EARLY WORK HISTORY**CyberSolutions****Clayton, CA****Owner/CEO**

- Managed a team of 35+ employees; evaluated, designed, and negotiated senior and executive-level consultation services, specializing in the use of technology to address corporate growth issues.
- Oversaw software development and hardware installation to support the consulting group.
- Served as temporary/interim CIO to a home healthcare company enabling them to double their growth.
- Facilitated automation processes for a large grocery chain to address accounting issues created when the company grew seven times larger within a year.
- 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.
- 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 in Business Administration and Management, University Rhode Island, Kingston, Rhode Island

TECHNICAL SKILLS

- Microsoft Office with VBA ▪ Microsoft Project ▪ Google Docs Suite ▪ Database (Oracle, MSSQL, MySQL, MS Access)
 - Platform/Cloud (Window, Unix, Linux, Mac, PaaS, IaaS) ▪ Software Development (C#, Java)
 - Web Development (Javascript, CSS, HTML, PHP, Laravel, Foundation)

AFFILIATIONS/MEMBERSHIPS

- Omotesenke Domonaki ▪ Project Management Institute (PMI)

References and Supporting Documentation Furnished Upon Request