

Joe Wilson

3202 W Knights Avenue ♦ Tampa, FL 33611 ♦ (813) 902-8000 ♦ wilsonjoea@gmail.com

Executive Summary

I will help you solve your problems utilizing my established organization, customer service, communication, and project coordination skills proven by 10 years successfully managing teams in major product development efforts.

Profile

Motivated, pleasant professional with a successful 10-year track record managing software development and security integration teams. Aptitude for quickly mastering new technology and processes.

Diplomatic and tactful working with cross-functional, geographically diverse people of all levels.

Acknowledged history of handling sensitive, confidential projects and concepts.

Flexible and versatile – I understand that other people have many of the same skills. What makes me different is that I am really good at what I do. I do what it takes to get the job done. I work well with others and I develop great relationships with team members so that they want to help projects succeed.

Skills Summary

- | | | |
|---------------------------------|--------------------|------------------------------|
| ♦ Project Management | ♦ Computer Savvy | ♦ Meeting Facilitation |
| ♦ Report Preparation | ♦ Customer Service | ♦ Project Planning |
| ♦ Written Correspondence | ♦ Scheduling / | ♦ Front-Office Operations |
| ♦ Proficient in MS Office Suite | Tracking | ♦ Professional Presentations |
| | ♦ Communication | |

Professional Experience

COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY

- ♦ Prepare complex project management reports to insure budget, scope and deadlines are on schedule.
- ♦ Coordinate multiple projects deploying systems across the organization's footprint to centrally manage global trade including import and export compliance and trade agreement management.
- ♦ Author professional executive management reports and presentations for internal and external customers and vendors.
- ♦ Advanced user of Microsoft Office Suite of programs (Excel, Project, Word, PowerPoint, Visio). Rapidly learn and master varied computer software programs including in-house developed software programs.

CUSTOMER SERVICE & MARKETING

- ♦ Oversee front-office operations and provide impeccable customer service increasing customer referrals.
- ♦ Communicate the value of company's brand to customers and peers alike, promoting satisfaction outside and within the organization.
- ♦ Create special promotions, write/design advertising copy for print
- ♦ Design and Develop website and managed social media content.

DETAIL MASTERY & ORGANIZATION

- ♦ Manage software development teams in the database and portal rearchitecture of a premier customer facing web portal gateway for a company's enterprise customers.
- ♦ Conduct daily meetings with teams to track progress and issues.
- ♦ As Project Coordinator, oversaw all aspects of day-to-day project operations for a small business:
 - Maintained excellent customer communication throughout all stages of the project.

Joe Wilson

- Administered manpower requirements for each project and scheduled installation labor.
- Negotiated vendor pricing to find best value before purchasing materials for projects.
- Scheduled material deliveries with vendors to maximize resources and reduce costs.

Employment History

SAPPHIRE TECHNOLOGIES, Tampa, Florida
Consultant/Project Manager – Syniverse Technologies
October 2010-July 2011

Administered IT teams to retain leading wireless communication companies by improving and enhancing customer-facing product tools.

SAPPHIRE TECHNOLOGIES, Tampa, Florida
Consultant/Project Manager - Verizon Business
August 2008-August 2010

Managed projects deploying systems across the organization's footprint to centrally manage global trade including import and export compliance and trade agreement management.

SECURITY LOCK SYSTEMS, Tampa, Florida
Consultant/Project Coordinator
July 2007-August 2008

Oversaw multiple security integration projects from the initiation stage through completion and closeout.

CIBER, Tampa, Florida
Consultant/Project Manager - Verizon Business
February 2005-July 2007

Directed IT teams to create an IP based call management system that allows online internet access to cell, home and business telephone data and email information.

Education

- ◆ Bachelor Of Arts In Business/Photography, Brooks Institute Of Photography, Santa Barbara, California
- ◆ Arizona Western College, Yuma, Arizona
- ◆ Northern Arizona University, Flagstaff, Arizona
- ◆ How To Capture Requirements (RGT) And Develop Project Scope
- ◆ Joint Application Development (JAD)
- ◆ Project Management Institute (PMP) Preparation
- ◆ Management Development
- ◆ Training For Instructors

Awards

- ◆ Charles J. Knight Award from Florida West Coast Chapter ASIS International for developing website(www.Asistampabay.org)
- ◆ Selected as member in Verizon's Information Systems Orientation Program (ISOP), a career development program for high-potential IT employees.
- ◆ Lead Billing Program Manager selected to direct a top-secret project designed to integrate Verizon name on 15-million customer telephone bills, communications and reports. Received corporate Team Excellence Award for this effort.