# *Michael E Rhodes*

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***Senior Project/Program Manager***

Technical Information Technology Program/Project Manager with extensive experience managing large scale strategic programs and projects. I was previously Certified as a Project Management Professional (PMP) through PMI (Project Management Institute). My certification lapsed in July 2021. I am a dedicated, enthusiastic customer relationship builder who can collaborate closely with key stakeholders and cross functional project teams to achieve client objectives. My ability to adapt to changing situations and requirements enable me to consistently drive projects to successful completion with high quality, on time, and within budget. I am skilled in utilizing Microsoft 365 tool suite including Microsoft Project, Excel, Word, Powerpoint and Visio.

I am open to any role where I can leverage my skills to help the organization achieve its overall objectives.

**Professional Competencies**

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| Project Management Leadership | Strategic Planning & Vision Implementation | Cross-Cultural Team Building |
| Articulate Executive Communications | System Administration ~ Multiple Environments | Team Coaching & Mentoring |
| Meeting Orchestration & Management | Customer Relationship Cultivation | Workflow Planning/Prioritization |
| Process Improvement & Best Practices | Change Leadership & Risk Management | Problem Solving Leadership |
| Creative Technical Solutions | Contract Administration & Cost Control | Train-The-Trainer |
| Turnaround Failing Projects  Business Requirements  Procurement (RFP/SOW) | Budget Preparation & Audit  Project Development  SDLC | Computer Architecture  ITIL v3 practitioner  Agile Scrum |

**Other Employment & Volunteer Activity**

* Pflugerville Independent School District – Bus Driver – July 2019 to May 2021
* Durham Transportation Services (Bus Driver PISD) – July 2018 to May 2019
* Pflugerville Independent School District – Volunteer Literacy Pfirst Teaching Assistant October 2016
* Boy Scouts – Organizing Troop 1330 July 2016
* Pflugerville Independent School District – Volunteer Crossing Guard August 2015 to October 2015

**Relevant Career Highlights**

**Senior Project Manager, Cogent InfoTech – Austin, TX August 2017 – November 2017**

**State Government Assignment** - Short term assignment managing security projects for the Information Management Division. I utilized established processes for the IMD-PPD organization including publishing weekly status reports and maintaining project artifacts as required.

**Senior Project/Program Manager, CDI (IBM) – Austin, TX Jan. 2017 – May 2017**

**Brewing Company Account** – Short term assignment managing RFS (Request for Service) projects for the customer, including data migration. I utilized established processes for the IBM Global Technology Services Organization which includes Weekly Status Reporting and maintained project artifacts as required.

**Advertising Company Account -** Short Term assignment managing consolidation of customers into an IBM managed office building. I managed this project utilizing established processes for the IBM Global Technology Services Organization which included Weekly/Monthly Status Reporting for Program/Project(s).

**Senior Project/Program Manager, ArTech (IBM) - Columbus, OH Nov. 2015 – Dec. 2015**

Short Term assignment managing migration of customer Data Centers to the IBM (Cloud) Data Center.

I adhered to the established EPMO processes for the IBM Global Technology Services Organization which included following process for Project/Program Management and included processes for Weekly/Monthly Status Reporting for the Program/Project in regards to Procurement, Budget, Key Issues/Risks and Project Closure.

**Senior Project/Progam Manager IBM, Austin, Texas, 07/1997 - 06/2015**

* Providing full range of support services for IT Directors, Shared Services, Business Process, and EPMO Leadership.
* In charge of maintaining IT Portfolio, project roster in the project(s), assisting with Resource Planning, on boarding and contractor management.
* Responsible for coordinating with Security Team(s) and validating with Security Architects the security methods required for various implementations, e.g. Data Encryption methods, VPN (Virtual Private Network) requirements, User ACL’s, etc.
* Worked with Program Management, Procurement and Change Management.
* Coordinated with Security to identify Risks and potential threats to infrastructure.
* Coordinated ongoing activities, meetings, multiple reports, including weekly status reports, Procurement activities, Recorded Risks, Action, Issues, and Decisions items to projects.
* Analyzed existing corporate systems to evaluate leveragability in support of EPMO deployment.
* Adherence to standard PMBOK and ITIL Project Management process, I was Responsible for developing Project Charters based on business requirements which included Project Scope, Work Breakdown Structure (WBS), Milestones and Exit Criteria, managed & created Project Schedules and conducted Project Closeout including publishing Lessons Learned.
* Responsible for directing project resources including contractors, adhering to the project governance established for each supported account, development of procedures, project artifacts and documentation, procurement of materials and resources throughout the project life cycle.
* Responsible for managing project teams that included Unix/Linux, Windows and Mainframe system administrators as well as database administrators supporting (Oracle, SQL, etc..) and Data Center Relocation Architects, Network Architects/PM’s, Storage Architects/PM’s and other key resources to manage projects to successful conclusion.
* Chaired daily/weekly scrum meetings to prioritize actions, issues and risks assigning ownership and tracking progress to resolution throughout the project life cycle.
* Evaluated and provided direct feedback to global cross tower project resources on contributions to project efforts, provided management chain input to performance reviews. Always recognized exceptional contributions to the work efforts.
* Captured and published lessons learned at the conclusion and/or at key milestones within projects, of significant items to be formally communicated to the project team and key stakeholders.
* Published formal close out reports and provided artifacts of all work activity at the conclusion of all project work efforts.
* Evaluated PPM solutions to increase EPMO robustness around PM Lifecycle, reporting, resource management and common processes.
* Developed and customized a reverse transition plan for transition of 480 distributed servers and mainframe environment from IBM Cloud Infrastructure to the customers Data Center in Houston, Texas.
* Collaborated with the customer and key IBM Account Management Team resources to create and implement policies and procedures to support the reverse transition operations management support for the environment.
* Identified and developed training to support the reverse transition efforts and collaborated with over 70 cross tower resources to insure training was accepted and validated against requirements.
* Created, managed, coordinated and published weekly Executive Status Report to key Executive stakeholders keeping them apprised of the project schedule, issues, risks and overall progress of the project work efforts. Managed stakeholder expectations to ensure concerns were addressed timely avoiding adverse impact to the overall project.
* Maintained and prioritized a list of actions, issues and risks, managing any identified items throughout the life cycle of the project driving all items to resolution/closure.

**General Project Manager, IBM Project Management Services, Service Delivery, Austin, TX - Jul. 1997 – May 2007**

**Education**

**Masters Certificate in Project Management**, George Washington University, Washington, DC 2002

**Bachelor of Science Studies,**[**Management Information Systems**](https://www.linkedin.com/edu/fos?id=101468&trk=prof-edu-field_of_study), [St. Edward's University](https://www.linkedin.com/edu/school?id=19483&trk=prof-edu-school-name)

**Bachelor of Science Studies,** [**Management Information Systems**](https://www.linkedin.com/edu/fos?id=101468&trk=prof-edu-field_of_study), [Dallas Baptist University](https://www.linkedin.com/edu/school?id=19460&trk=prof-edu-school-name)

**PATENTs & Achievements**

Method for creating Audio Based Annotations for Audio Books. Patent # 8973153 03/2015.

Method & System for automatically connecting to Conference Calls. Patent # 8229083 07/2012.   
Method & System for handling potentially contentious situations upon receipt of an automatically connecting SMS message. Patent # 7778629 08/2010.

* IBM 2015 Invention Achievement Award, (Method for creating Audio Based Annotations)
* IBM 2009 Invention Achievement Award, (Audio Book Annotation)
* IBM 2007 Invention Achievement Award, (Simple Message Services)