

BRYANT | HAINES ▲ **SR PROJECT MANAGER & PROCESS ENGINEER**
Charlotte, North Carolina

CAREER SUMMARY

Bryant has eighteen years experience in technology and business management with over ten years program management and process engineering for business and government clients. He has a proven record exceeding expectations via six sigma, capability maturity model and change management initiatives. He is an expert in project management methodologies, has led multiple integration projects, and is proficient in leading these initiatives to success in complex environments.

AREAS OF EXPERTISE

Change Management, Project Management, Program Management, Process Engineering, Lean Six Sigma, Capability Maturity Model, Systems Engineering, Earned Value Model, and Technical Training.

EDUCATION

- Bachelor's Degree in Communication and Information Sciences, University of Alabama, Tuscaloosa, Alabama
 - Major: Communication Science; Minor: Computer Science
- Master in Business Administration & Technology Management, University of Phoenix, North Carolina

SECURITY CLEARANCE

US Department of Defense Clearance: Top Secret

EXPERIENCE

August 2009 – Present: Vice President/Senior Service Delivery Manager, Bank of America, Charlotte, North Carolina

Lead the development, operations and maintenance of the Control Reporting systems for the loan modifications team. Also Led the process engineering and execution for the transition of production support teams and technologies to the Shared Services Production Management group for Global Risk and Treasury Technology (GRITT). Define and implement processes and tools for the standardization of the transition effort and the convergence of team processes once onboarded. He established a high-performance team that has proven effective in difficult situations.

- Managed a team of ten engineers and analysts in the development and production of critical operational data
- Identified and managed the corrective processing that saved over \$750M in mortgages and restored Federal compliance
- Developed a standardized service catalog and related processes for Bank of America's GRITT Division post merger
- Implemented processes and governance that have been recognized throughout the organization
- Managed the successful transition of 80% of the applications and production support personnel into shared services

September 2005 – December 2009: Senior Project Manager, Kinetic IT Systems, Inc., Charlotte, North Carolina

Led high-profile projects and process engineering efforts for clients including Bank of America, TIAA-CREF, NASA, US Department of Defense, the City of Charlotte, and others. Translated complex business/tactical needs into functional solutions, then planned and managed solution development and implementation. Applied system life-cycle practices to enterprise processes and operational requirements related to the management of mission-critical data and information security systems.

- Managed multiple teams in the design and deployment of information security systems for the Army Corps of Engineers
- Defined and implement quality controls and transition to operations and maintenance for the Corps of Engineers
- Led design and development of an internal web-based software project for TIAA-CREF with a third-party vendor
- Extracted and documented current state processes and facilitate process re-engineering efforts at NASA Langley
- Invented a process-based wireless-triggered-threat defeat system for the Pentagon's Joint IED Defeat Organization

July 2001 – February 2005: IT Project Manager & Sr Systems Engineer, Northrop Grumman, Fairfax, Virginia

Led high-visibility IT initiatives as part of the Program Management Team or as the Project Manager for efforts within the U.S. Departments of Treasury and Homeland Security. Helped to establish the Homeland Secure Data Network Program Management Office, and led the client liaison, parametric cost modeling, CMM standards, and development of emerging requirements. Led the stand-up of the IRS Program Management & Release Readiness Office. Standardized processes for program management for financial systems. Developed and implemented enterprise standards for corporate Intranet development and maintenance using ELC. Used Windows, UNIX, Netware, Visual Basic, DHTML and graphic solutions.

- Provided program management, systems engineering, and communications for modernization and new technologies
- Engineered and implemented IT processes for existing and new enterprise Information Assurance systems to CMM 3+
- Provided Information Assurance consulting, implementation, training, and related systems life-cycle services
- Led Intranet web site requirements analysis, design and development; provide web maintenance subject matter expertise
- Developed and directed the implementation of enterprise standards for Intranet development and maintenance

July 1999 - May 2001: Director of Information Technology & Project Manager, Orr Associates, Inc., Washington, D.C.

Re-engineered legacy IT infrastructure and systems, trained staff in systems and practices, and managed the impacts associated with business productivity. Directed and engineered information technologies including network design and implementation, software acquisition and development, Internet and Intranet development, end-user technical training, and management of IT staff.

- Re-engineered and administered corporate network, including Windows 9X/NT/2000, Linux, Exchange, & Netware platforms
- Led the design, development and maintenance of dynamic web sites and pre-press print media and presentations
- Built a secure infrastructure enabling increased productivity and creating for provide similar services to clients
- Trained corporate staff and client organizations in application and Internet productivity

Dec. 1997 - July 1999: Project Manager, Integrated Communications Company, Tuscaloosa, Alabama

Managed turn-key business and technical solutions for common business and finance systems. Consulted business owners and franchisees in the development of communications tools. Produced management, communications and business plans and executed comprehensive projects and campaigns typically involving collaboration across industries with similar stakeholders or demographic targets.

- Executed communication project strategies and tactics for corporate franchisees and small businesses
- Performed and documented statistical and qualitative analyses of marketing campaigns and promotional events
- Managed collateral production, distribution, and recapture through customer channels for communications initiatives
- Designed, developed, created, and managed content for websites and collateral for project implementation

Jan. 1998 – July 1999: Professional Technology Instructor, Shelton State College, Tuscaloosa, Alabama

Trained individuals, groups, and businesses in IT systems in site and in laboratories. Initially taught one course, then broadened services to include large training contracts and complex customized systems. Trained the Customer Service staff for the State of Alabama Department of Health in Microsoft Windows, Office, and in the application of computers for productivity. Trained corporate organizations in basic and advanced MS Office

- Instructed professional courses on Computers, Microsoft Windows, Word, Excel, Outlook, PowerPoint, Access and Internet
- Provided assistance to program management in the planning and execution of technology-related courses
- Consistently received record student assessments for continuing education classes and in post-course surveys

Dec. 1996 – Dec. 1997: Project Coordinator, Tiller & Tiller, Inc., Tuscaloosa, Alabama

Led technology, media, in-store, and community communications efforts including advertising, marketing and public relations initiatives to improve sales and profitability, develop corporate image, and create collaboration.

- Directed web development and maintenance project and coordinated IT and design team tasking and reporting
- Designed advertising collateral and implemented local market customer-base research and analysis
- Managed key relationships and expectations with media, community and charitable organization stakeholders

June 1995 - Dec. 1996: Communications & Technology Director, Wings Management Company, Tuscaloosa, Alabama

Managed the internal and external communication initiatives for a regional restaurant management company with stores across the southern US. Directed corporate alliances, marketing and incentive programs company-wide.

- Managed web site design, development and maintenance in conjunction with communications objectives
- Managed marketing activities including advertising, public relations, and print and online media and vendor alliances
- Planned and directed incentive programs for employees and designed corporate promotional media and products

Dec. 1991 - Dec. 1993: Zone Leader, Washington Seattle Mission, Bellevue, Washington

Served as a full-time area manager for a team of six to twenty people, and managed the planning and reporting of the team's efforts in conjunction with initiatives defined by mission headquarters. Worked seventy hours every week for two years consecutively with no vacation time and no sick days.

- Managed up to twenty people in community service and ministry services throughout the Seattle region
- Performed public speaking at events with audiences of just a few to several hundred covering a variety of topics
- Achieved highest level of award in teaching and performance certification program four quarters consecutively

CAPABILITIES

STRENGTHS & SKILLS

- Team leadership, project management, strategic planning, Six Sigma, negotiations and process engineering
- Web design, web and application development methodologies, application development and implementation standards, user-interface design, search engine optimization, site traffic analysis and ADA 508 Compliance
- Expert Microsoft Office user and trainer, including development of Excel and Access-based analysis tools. Expert print and electronic media development, and vector/bitmap graphic design and pre-production
- Fluent in PMI processes, practices and principles for effective and predictable technology initiatives
- Technical training and instruction, instructional materials development, process and procedure documentation.
- Solid verbal and written communication skills. Excellent message alignment, framing, and delivery to target

PROFESSIONAL CERTIFICATIONS, ASSOCIATIONS & COURSES

- Process Engineering: Certified Six Sigma Green Belt, having also delivered Six Sigma training at NASA
- Systems Engineering: Member of the International Council on Systems Engineering (INCOSE)
- Mayoral Appointee – City of Charlotte Privatization & Competition Advisory Committee (PCAC) to City Council
- Member of the Congressional Business Advisory Council; 2006 North Carolina Businessman of the Year
- On path for Project Management Institute (PMI) Project Management Professional (PMP) Certification