Gary Drumm

PMP ~ ITIL v3-F ~ CIW Associate v5

IT PROJECT MANAGEMENT |IT SERVICE AND OPERATIONS MANAGEMENT

PROFESSIONAL PROFILE

- Over 19 years of diversified expertise in IT Project Management, Network Operations Management, and IT Service Management.

- ITIL, PMP, and CIW certified

- Exceptional interpersonal communication skills

- In-depth experience in data center and infrastructure technical and service desk operations.

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817-456-4034 * gary@garydrumm.com * http://www.garydrumm.com

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QUALIFICATIONS AND EXPERTISE

· IT Service Strategy	· Security and Risk Management
· IT Service Design	· IT Service Continuity Management
· IT Service Transition	· Capacity and Availability Management
· IT Service Operation	· Project Communications Management
· CSI (Continual Service Improvement)	· Change and Release Management
· Service Portfolio Management	· Incident and Problem Management
· Service Catalog Management	· IT Operations Management
· Service Level Management	· IT Governance
· Capability Maturity Model (CMMI)	· Software Development Lifecycle (SDLC)
· Scrum, Agile, and Waterfall Methodologies	· C-Level Reporting and Presentations
· Project Initiation	· Project Change and Scope Management
· Project Planning	· Project Quality Management
· Project Execution	· Project Tracking and Reporting
· Project Monitoring and Control	· Project Communications Management
· Project Closure	· Project Risk Management
· Process Design and Improvement	· IT Service Management
· Infrastructure Project Management	· Strategic Planning
· Contract and Vendor Relationship Management	· ISO 20000 and ISO 27000 Standards

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TECHNICAL PROFICIENCIES

- Microsoft Windows – All Versions
- Multiple vendor server hardware (Dell, HP, IBM, Compaq)
- Microsoft Office (Word, Excel, Access, Power Point, Project, One Note, Visio)
- EMC SAN
- Hypervisor/Virtualization
- MS Exchange Server
- MS SharePoint Server
- MS Systems Center Management Server
- Linux/BSD/Mac OS
- Multiple vendor desktop and laptop hardware.

- VMware Server, ESX, Infrastructure, and vSphere
- VMware Virtual Center Management Server
- Cisco Networking Technologies (Firewalls, Protocols, Switches, Telecommunications)
- LAN/WAN
- Active Directory, DNS, DHCP
- MS SQL Server/MS Access
- MS Team Foundation Server
- MS Data Protection Manager
- Data Warehousing technologies (SAS, Oracle, etc.)
- Business analysis and business intelligence systems

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CERTIFICATIONS AND EDUCATION

CERTIFICATIONS:

- Project Management Professional (PMP), Project Management Institute, 2008 – Current #1196984

- Information Technology Infrastructure Library v3 (ITIL v3) – Foundation – 00044003

- CIW Associate v5 – 386304

- CompTIA Project+ – COMP001020017535

- CompTIA A+ Technician – COMP001020017535

- CompTIA Security+ – COMP001020017535

- CompTIA Network+ – COMP001020017535

- SynapSense Tier 1 Partner – Environmental Installation and Maintenance

EDUCATION:

- Capella University, Bachelor of Science in Project Management. 2011-2013

- Western Governor's University, Bachelor of Science in Information Technology – Network Design and Management, 2009-2011.

- Villanova University, Completed Master's Certification in IT Project Management, 2008

- Villanova University, Completed Master's Certification in Applied Project Management, 2007

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PROFESSIONAL EXPERIENCE

Healthcare Provider – Project Manager

11/2011 to 11/2012

Data Center Relocation – Director of PMO

11/2011 to 11/2012

Insurance Company – IT Manager
8/2010 to 11/2011

Gaming Software – IT Operations Management Consultant (Infinigen Technology Solutions)

7/2009 to 5/2010

Medical Bill Repricing – VP Network Operations

4/2006 to 5/2009

Mortgage Brokerage – VP Network Operations (Acting CIO)

4/2003 to 3/2006

Retail Computer Sales and Service – CEO

4/2001–3–2003

Telecommunications – Project Manager

8/1999 to 4/2001

Telecommunications – VP Information Systems

8/1999 to 4/2001

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OTHER ACTIVITIES

–Life Coaching

–NLP Practitioner

MEMBERSHIPS AND ORGANIZATIONS:

–Project Management Institute (PMI)

–IT Service Management Forum (ITSMF)

–Institute of Electrical and Electronics Engineers (IEEE)

–American Society for Quality (ASQ)

–Information Systems Audit and Control Association (ISACA)