

COE3 SITE DEPLOYMENT MANAGER

Served as Life Cycle Infrastructure Project Manager for deployment of Windows 2000 Professional and Office 2000 Premium operating environments at multiple sites in the North America Southeast and Midwest Regions for British Petroleum's Chemicals, Global Business Center, Downstream, and Retail business streams. Reported to Area Deployment Manager (regional PMO).

Key Highlights

- **Successful platform migration (Win95-Win2000) of 800+ seats throughout the southeastern USA.**
- **Achieved lowest cost-per-seat in the Top performing region.**
- **Achieved Top ranking as Site Deployment Manager.**
- Directed deployment on 7 of the 14 sites in the top-performing region.
- **Managed \$2.3 Million budget representing 49% of the total budget for North America - Southeast region.**
- Produced overall customer **satisfaction ratings (as mandated) above 90% at all sites.**
- Organized and managed training and communication teams for pre-deployment training at all sites.
- Interviewed, hired, and trained deployment teams and Bubble Support Teams.
- Directed work and supervised site deployment technical teams; 25+ direct reports (engineers and support techs)
- Provided oversight for hardware, OS, and application installations.
- Supported all aspects of IT including software, administration, backup and restore systems, end-to-end hardware break/fix, telecom, and RF systems support.
- Responsibilities included: Report progress to Southeast Area, North America, and Global Project Offices; Budget, Cost Control and forecasting; Liaise with other Backbone projects as required; Technical infrastructure readiness confirmation to insure that required LAN/WAN infrastructure is optimized and available prior to site migrations; Monitor project progress on site-by-site basis, provide concise and accurate status reports to all levels of the organization; Arrange and agree resources for the plan; Convene and run project management meetings; Team performance monitoring, recognition of ideas, accomplishments and behaviors; Project change control and configuration management, insure compliance with all Change Management procedures; Liaise with key Business reps and IT Support reps within the organization; Close-out, deployment post appraisal reporting.