

**Objective**

Al Toque – immediate action leading to a level playing field for all to make meaningful contribution

**Personal Profile**

Excellent communication in English and Spanish. Earned reputation for providing organizational leadership and providing workplace responsiveness and accuracy. Life-long learner with ability to recognize strategic goals and implement through customer-driven, timeline-driven processes. Strengths in providing timely communication and value added information in cross-departmental projects. Demonstrates clarity, cultural sensitivity and enthusiasm in driving projects. Professionally raises questions to clarify project and challenge processes to provide best practice methodologies.

**Career Experience**

- ▶ Program Manager/Consultant 2003 – present
- ▶ Systems and Software Engineer 1995 – 2002
- ▶ Teacher/Organizer 1991 – 1995

**Degree History**

- Agile: Project Inception, Project Management Institute,* 2013
- Security Awareness, Annual beSecure @ Agilent Technologies,* 2010 - 2013
- Standards of Business Conduct, Annual Training @ Agilent Technologies,* 2011, 2012
- Six Sigma Yellow Belt, Project Management Institute,* 2007
- Certified Project Management Professional (PMP), Project Management Institute,* 2003
  
- Masters in Business Administration (MBA), Colorado State University,* 2006
- Masters in Computer Science, College of William and Mary,* 1995
- Masters in Theological Studies, Wesley Theological Seminary,* 1989
- Bachelor of Arts (Public/International Affairs), The George Washington University,* 1987
- Junior Year Abroad (via GW), La Pontificia Universidad Católica,* 1986

**Accomplishment Areas (10) for Project Management Body of Knowledge**

**Time Management**

- ▶ Solve mystery 2-month delay in project plan
- ▶ Drafted document about use of MS Project
- ▶ Negotiated governance body to deliver Design Exit definitions by specified date
- ▶ Fixed AMR deployment schedule in Project Plan to realign with committed schedule
- ▶ Rallied interdepartmental team to deliver assessment scanning demo under incredible schedule
- ▶ Led baseline signoff meeting for Web Track
- ▶ Managed time independently while accomplishing objectives through work at home
- ▶ Listed detailed steps necessary to initiate a project, make a WBS and then track the progress
- ▶ Responded to changing needs, locations and schedules of multiple companies

**Scope Management**

- ▶ Invented quantitative evaluation tool of project plan
- ▶ Analyzed proposed addition of 3000 lines to project plan
- ▶ Developed new project schedule with team in record time (2-3 weeks after I started)
- ▶ Brainstormed solution alternatives with IT PM regarding MS Project updates to project plan

### Cost Management

- ▶ Brought office into compliance with several outstanding fire code stipulations
- ▶ Reduced workstation global supply chain risk by pooling many markets into single supply
- ▶ Proposed standardization for percent complete reporting
- ▶ Arranged to apply After Action Review learnings at next project plan review
- ▶ Substituted for my manager and his IT counterpart at PMO update meeting
- ▶ Documented and created business processes to increase confidence, efficiency and accuracy

### Communication Management

- ▶ Developed communication system for document management to support local and virtual teams
- ▶ Pushed for unified, available approach to interdepartmental and global document management
- ▶ Trained personnel on means to keep team documentation up to date and available
- ▶ Supervised localization process for update messaging
- ▶ Co-translated ethics reference document for Project Management Institute into Spanish
- ▶ Developed tabular and graphical HP Delivery Map to communicate project status
- ▶ Bridged communication gap for requirements verification of database objects/Eclipse UI
- ▶ Published white paper on 32/64-bit Operating Systems in Enterprise Solutions Magazine

### Stakeholder Management

- ▶ Traveled for face to face events representing our team & company
- ▶ Joined ad hoc invitation with governance body leadership to fix executive slide
- ▶ Created PMO SharePoint site for centralized documentation, team discussions, blogs, wiki, etc.
- ▶ Responded to upper management for Content percent complete
- ▶ Provided technical support to in-country sales team for presence at UNETE in Mexico
- ▶ Wrote websites to deliver organized & appropriate information to partners & customers
- ▶ Welcomed visitors to the office

### Integration Management

- ▶ Participated in weekly meetings at Lockheed-Martin to deploy SAP modules and systems
- ▶ Developed database structure diagrams in Visio to show tables, fields and relationships
- ▶ Synthesized new eCommerce dependencies
- ▶ Negotiated collaboration across companies to support data sharing between SIS and grade book
- ▶ Developed system image specific to World Congress on IT (English/Spanish/Portuguese...)
- ▶ Oversaw pilot deployment (remotely) to two schools in South Africa
- ▶ Developed FoxPro database, interface, and reports for Macintosh, DOS and Windows platforms, enabling compliance tracking at Environmental & Hazardous Waste facilities

### Risk Management

- ▶ Set up Disaster Recovery Checkpoint/Sponsor Review
- ▶ Tracked and minimized project risk and buffer consumption in a dynamic business environment
- ▶ Observed and supported in-country customer support/call center in Sao Paulo
- ▶ Collaborated with Product Manager at customer site in Istanbul to resolve technical issues
- ▶ Engaged legal counsel to ensure collaborative software effort would have low risk
- ▶ Performed Y2K analysis, testing and support for Software Distributor (SD)
- ▶ Taught: Personal and Social Ethics; Management Problem-Solving and Decision Making; Leadership and Management

### Quality Management

- ▶ Spoke to Web Operations staff about Issue Register on SharePoint
- ▶ Initiated conversation about Six Sigma with corporate expert
- ▶ Helped PMO manager rationalize test case execution
- ▶ Consolidated test areas into one area in project plan
- ▶ Brought quality assurance team onto project and served as primary liaison to QA manager
- ▶ Produced, directed and wrote script for 30-minute training video to improve patch quality

**Human Resource Management**

- ▶ Interviewed, contracted and managed off-shore team in Argentina
- ▶ Preserved key leadership roles through diplomatic representation and coaching
- ▶ Facilitated in-house, cross-departmental training: new product features and business processes
- ▶ Interviewed potential college hires/interns at Colorado State University job fair
- ▶ Presented white paper on multistream at InterWorks Conference for HP-UX users' group
- ▶ Mentored new team members on every assignment of mine

**Procurement Management**

- ▶ Created offsite training conference for virtual team
- ▶ Negotiated long overdue HVAC maintenance contract with a new professional vendor
- ▶ Led interdepartmental research into processes for comprehensive RFP creation
- ▶ Led work to document Open Source ticket tracker and develop relevant training
- ▶ Clarified automated electronic confirmation of executed contracts
- ▶ Researched pros/cons of various open source software systems to manage remote devices
- ▶ Explained advantages of new purchase vs. demo system vs. lease vs. experienced systems

**Work Experience**

▶ Al Toque	Consultant	2013 – current
▶ Agilent Technologies, Inc.	Web Global Project Manager	2010 – 2013
▶ Excelsior Software, L.L.C.	PMO Director	2008 – 2009
▶ VOLT Technical Services (at HP/AMD)	Senior Program Manager	2005 – 2007
▶ Echostar Satellite, L.L.C.	Program Manager II	2003 – 2005
▶ Colorado Christian University	Associate Professor	2003
▶ Hewlett-Packard Company	Systems and Software Engineer	1995 – 2002
▶ College of William & Mary	Teaching Assistant & DB Developer	1993 – 1995
▶ Virginians Against Domestic Violence	Office Automation Specialist	1992 – 1993
▶ New Kent Public Schools	Spanish Teacher	1991 – 1992
▶ Twiddy Realty	Office Manager	1991
▶ U.S. Census Bureau	Enumerator	1990
▶ Talent Tree	Word Processor	1988 – 1990
▶ Colonial Williamsburg Foundation	CSR for Williamsburg Catalog	1987