

Phillip Hamlett, PMP, CSM

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CORE COMPETENCIES

- Thirty-two years of progressive experience as project manager and information technology professional
- Twenty-four years of experience as academic professor of information technology and project management
- Goal-oriented individual possessing extensive project management and strong team leadership experience
- Proven ability to work seamlessly with business and technology teams to implement best-of-breed automation solutions
- Extensive experience in the development and execution of formal corporate training and talent recruitment strategies
- Organized, highly motivated, and detail-oriented problem solver
- Sought-after guest lecturer on timely project management and Six Sigma implementation topics
- Certified Project Management Professional (**PMP**) – License #72546
- Certified General Electric Six Sigma Green Belt - License #213015331
- Certified Scrum Master (**CSM**) – License #1230900

PROFESSIONAL SKILL SETS

- Structured System Development, DMAIC, DMADV, DFSS, Business Process Engineering
- Enterprise IT Architecture Design
- Interactive Voice Response & Computer Telephony Integration Call Flow Mapping & Implementation
- Multi-platform database design, administration
- IT Systems Integration
- Change management process design
- Procurement & capital management
- Business Continuity Planning
- Workforce management & staffing models
- Waterfall and Agile software development

TECHNICAL SKILL SETS

- Database configuration and administration (Oracle, SQL Server)
- Structured Query Language (DDL/DML)
- Extensive procedural language application development experience (FORTRAN, COBOL, C++)
- Expert user of all facets of the Microsoft Office suite (including Visio, Project and Access)
- Project Server configuration and administration
- Microsoft SharePoint configuration and administration
- Microsoft Dynamics CRM configuration and administration
- JIRA configuration and administration

PROFESSIONAL EXPERIENCE

The University of Virginia | Charlottesville Va.

Senior Project Manager

10/2020 - **Present**

Project Management Consultant

3/2020 - 10/2020

- Provide support to the Finance Strategic Transformation (FST) PMO in the update and tracking of project deliverables in the project's workplan
- Exercise project leadership for the Adaptive workstream in the FST project, providing mentorship and project management expertise to team members and key stakeholders.
- Oversee the implementation and administration of JIRA workflow management tool for the FST team – coordinated the configuration of all aspects of the tool, performed numerous data migrations, and coordinated training for the entire FST team.

WorldStrides | Charlottesville Va.

IT Portfolio Director | CRM Systems

1/2019 - 3/2020

IT Software Project Manager /Scrum Master

7/2017 - 1/2019

- Manage several complex software development projects using waterfall and agile methodologies.
- Oversee a portfolio of multiple initiatives delivering Microsoft Dynamics Customer Relationship Management (CRM) for several lines of business.

- Directed all aspects of a three-month implementation which took the higher education division from no CRM capability to a fully functional CRM implementation including requirements gathering, technical design, development and end-user training.
- Provide mentoring to several junior-level project managers within the organization and have been instrumental in establishing several standards for a Project Management Office (PMO) still in its infancy

Central Virginia Community College | Lynchburg, Va

Adjunct Professor of Information Systems Technology and Project Management

6/1997– **Present**

- Provide formal classroom instruction in several areas of technical expertise, including database administration and design, web page/web site development and maintenance, and procedural programming,
- Provide leadership and subject matter expertise on the College's Business Management and Marketing advisory council, which is aimed at setting curriculums that are focused on the needs of the business community.
- Provide customized external training and consulting to local businesses through the college's Center for Workforce Development in the areas of formal technology implementation, project management
- Have taught over sixty (for-credit) classes encompassing over one thousand, three hundred hours of formal classroom instruction time.

Intellectus Solutions LLC | Lynchburg Va.

Principal Consultant – Information Technology & Project Management

3/2012- **Present**

- Regularly provide formal instruction and consultation to the local professional community on topics related specifically to project management, Six Sigma/Process Excellence, and information technology.
- Recognized by peers as a subject matter expert in several bodies of knowledge and am regularly called upon to execute formal training classes with varying degrees of complexity and depth.
- Work closely with various community and business leaders to identify training gaps in the local professional community and to identify methods to address those gaps.

Fair Isaac Corporation (FICO) | San Jose, Ca.

Project Management – Lead Consultant

12/2013- 5/2017

- Function as lead consultant to leading financial services firms who leverage FICO's world-class analytic applications and provide overall project leadership from pre-sales to final delivery for FICO's fraud resolution management software-as-a-solution (SaaS) products.
- Lead cross-functional teams (client development, business analysis, and engineering) by defining, prioritizing and directing all aspects of overall project execution.
- Performed all job duties autonomously as a member of a highly decentralized, multi-geographic professional services team, operating entirely in a remote capacity.

Babcock & Wilcox | Lynchburg, Va.

Enterprise IT Services Project Manager

2/2009- 10/2013

- Managed a complex portfolio of high-profile technical projects spanning multiple domestic locations in the B&W enterprise. Major initiatives delivered include: new satellite offices in Rockville MD and Houston TX, conversion of the entire B&W network to an MPLS-based network architecture, and successful divergence of specific technology platforms in support of B&W becoming a stand-alone company.
- Managed ALL aspects of the design, construction and commissioning of a three-million-dollar, state-of-the-art green data center, which spanned a concept-to-delivery timeline of nineteen months.
- Responsible for the creation, implementation and administration of a new Project Management Office (PMO), which included the documentation of formal PMBOK-based procedures, standardization for the categorization and initiation of projects, and establishment of appropriate dashboard metrics for reporting project progress to senior-level management.
- Designed and programmed a comprehensive SharePoint-based portal for the purpose of centralizing the project management function for the Enterprise IT team.

Genworth Financial (formerly General Electric Financial) | Lynchburg Va.

Manager, Operations Intelligence

11/2005- 2/2009

Six Sigma Blackbelt / Project Manager

3/2003 – 11/2005

Director of Recruiting – Genworth Corporate Virginia Tech Recruiting Team

8/2007 – 12/2008

Telecommunications Specialist

3/1998 -3/2003

Database Administrator

9/1997-2/1998

Senior Programmer/Analyst

12/1995- 9/1997

- Responsible for direct leadership of eleven-member workforce management team specializing in providing timely call center volume forecasting, call team schedule optimization and appropriate data acquisition and mining needs as dictated by the business.

- Acted as primary subject matter expert during rollout of enterprise-wide call center scheduling application, servicing over 750 Genworth associates across four high-volume domestic call centers in the continental United States.
- Developed strategies and solutions to leverage technology for delivery of real-time call center servicing metrics to appropriate leadership at all domestic call center operations within Genworth.
- Successfully execute several enterprise process improvement strategies through utilization of specific Six Sigma tools and methodologies including DMAIC, DMADV and DFSS.
- Directly responsible for the mentoring, leadership and certification of eight subordinate Six Sigma green belts placed strategically in business areas to implement specific process improvement initiatives.
- Led several key initiatives targeted at redesigning workflow for GE's \$45 million GENIUS automated underwriting system
- Project lead for major projects to expand and enhance the GE Financial automated underwriting technology platform to more efficiently match digital underwriting requirements data sent from numerous 3rd-party sources.
- Designed and implemented a completely web-based help-desk ticketing solution for GE Financial enterprise telecommunications which resulted in achieving 2-day cycle time on 75% of telecommunications help-desk calls and a realized annual savings of \$50,000.
- Directed the formulation and execution of Genworth's comprehensive talent recruiting strategy on the campus of Virginia Tech. The Tech team, under my leadership, achieved an overall number one rating among major universities that Genworth performed recruiting activities at during the 2007-2008 academic year, in terms of targeted recruiting needs.
- Developed and oversaw the architecture and design of a state-of-the-art Interactive Voice Response (IVR) platform responsible for diverting call volume of 100,000 per month out of the global call center and servicing a user base of over two and a half million policyholders.
- Directly involved and retained oversight of all planning and development of call vectoring strategies for the IVR platform and work directly with telecommunications personnel to implement such strategies.
- Served as primary DBA for all enterprise SQL Server-based data stores within Genworth, and backup administrator for Oracle enterprise data stores.
- Directly responsible for the maintenance of seven mission-critical production databases, including data warehouses that I architected for IVR data delivery in the client-server environment.
- Provided several on-shore and off-shore (contract) application development teams with subject matter expertise in the areas of data modeling, database normalization and optimization
- Lead C++ application developer -- formulated electronic data interchange solutions responsible for gathering stream data collected from an external, proprietary computer networks and have the data fed directly into existing internal data architecture.
- Designed and implemented change management and source code administration processes using industry-standard source code management tools.
- Maintained responsibility for administering all aspects of the source management cycle including security, configuration and standards enforcement.

Babcock & Wilcox – Naval Nuclear Fuel Division| Lynchburg, Va.

Senior Programmer/Analyst

5/1989- 12/1995

- Lead programmer for VAX/VMS COBOL-based shop floor data collection system servicing all of the component-moving and tracking needs of the manufacturing floor environment. Developed software which was responsible for tracking all tiers of the product, releasing each tier for use at the next stage of the life cycle, performing complex mathematical algorithms for assembly of the product, and providing statistical reporting capabilities for engineers involved in the process.
- User liaison for the human resources department, specializing in defining requirements and designing applications for specific HR-related functions (i.e. training, re-qualifications, and personnel profiles).
- Designed and programmed plant-wide Safety Access Control System which successfully merged cross-platform HR training data maintained in a client-server architecture with security information residing on a VAX 4700 cluster to allow or deny access to controlled manufacturing areas in the plant per Nuclear Regulatory Commission requirements.

EDUCATION

Bachelor of Science in Management Science: Concentration in Decision Support Systems

Virginia Polytechnic Institute & State University – Blacksburg, Va.

Master of Administration: Personnel Management

University of Lynchburg – Lynchburg, Va.