ERICK J. BROWN, PMP

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EXECUTIVE SUMMARY

An **interpersonal Technical Implementation Manager** with over 15 years of **hands-on** experience in IT telecommunications and medical device technology in B2B and B2C areas. Leverages a wide-breadth of System / Integration/ SaaS implementation, incident management, and technical program management to deliver transformative solutions with unparalleled user experiences. An exceptional, cross-functional leader of global virtual teams, who possesses a do-what-it-takes attitude to ensure stakeholder success. Quickly builds rapport through team collaboration and easily earns trust with an empathetic approach to delivering customer satisfaction.

FUNCTIONAL EXPERTISE

- **Project Management Professional (PMP)**
- **Integration / Hardware / Infrastructure / SaaS**
- **Process Improvement / Automation**

- **Service Quality and Delivery**
- **Collaboration and Trust**
- **Empathetic Customer Success Champion**

FUNCTIONAL EXPERTISE DEMONSTRATED

Sotera Wireless   May 2019 - July 2020

Technical Program Manager

- Quickly materialized leadership's roadmap visions and strategies into successful Customer Success solutions.
    - E.g., Spearheaded and architected the company's high-profile Community Support / Data Analytics Platform with Salesforce Service Cloud / CMS / Jira / ERP / Data Analytics integration, with emphasis on strong UI / UX, HIPAA compliance, testing, prototyping, and long-term scalability. (March 2020)
- Led Hands-on Integration and 24/7 Incident Management for SUSE Linux, Docker, PostgreSQL, IEEE 802.11 WiFi product, and HL7 / OpenAPI issues (Mirth / Nextgen) tracked via Jira and completed CAPAs.
    - E.g., Directed product and infrastructure rollout and product updates for over 300 life-saving, FDA-regulated ViSi Mobile System medical devices at Mayo Clinic.
- Strategized and implemented Customer Success stabilization and transformation programs by formulating process / workflow improvements, SOWs, OKRs, service deliverables, vital SOP, and WIs.
    - E.g., Directed technical writing of End-User product documentation in Confluence used for **Coronavirus / COVID-19** Emergency Response Team in Wuhan, China and domestically (January 2020).
- Recognized member of Implementation Steering Committee for Change Management, IQMS ERP migration, Service Quality Delivery, and operating cost-reduction directives.
    - E.g. Introduced and successfully implemented Cloud-based, Aircall Virtual Contact Solution with CRM integration for internal and customer stakeholders (January 2020).
- Oversaw product backlog grooming meetings and established feedback loops for functionality issues and software demos.
    - E.g., Gathered Clinical, Regulatory, Technical requirements and dependencies into BRDs and secured buy-in with C-level presentations / demos.
- Developed highly-detailed Smartsheet project schedules, dashboards, use cases, ROM estimation, RFPs, and BRDs through internal and external surveys, and face-to-face feedback with customers for standalone productization and Proof of Concept implementation.
    - E.g., Formed core team to conduct vendor selection procurement via cost-benefit analysis over 3 qualification rounds.
- Designed User Acceptance test cases that aligned technical and business project requirements to ensure quality delivery during development sprints.

AT&T   May 2004 - Dec 2017

Senior Implementation Manager

- Remotely led strategic, enterprise IT infrastructure and business systems implementation for 11 mission-critical, HROneStop ERP / HR / IVR platform projects (IBM, SAP, Adobe, Intervoice/Convergys) with virtual teams of 5-11 global team members.
- Drove Waterfall SDLC execution strategy for ERP applications utilizing limited available resources.
    - E.g., Hands-on IBM Websphere / Tririga hands-on implementation on clustered Dev/Staging/Production environments (VMware-based Windows / Red Hat Enterprise Linux servers) for Real Estate Management business unit (August 2015, 5-year project cycle).

- Championed operational Tier-2 / Tier-3 SLAs and delivered upon key metrics (i.e., 99.7% application availability) through Incident Management and Change Management in a dynamic 24/7 environment.
  - E.g., Formulated and maintained disaster recovery and business continuity plans utilizing SOPs and escalation procedures.
- Subject Matter Expert for spearheading automation efforts utilizing PowerShell / Bash scripts and Jenkins for process improvement and CI/CD pipeline.
  - E.g.: Empathetically listened to user group feedback and identified UX pain points with CFM business unit data packaging application. Reduced deployment time from 4-hours to 2 minutes using Powershell / SWM scripting automation, saving over 1000 hours of overtime. (July 2012, CFM, 7-year project cycle).
- Negotiated resources with functional managers during planning and risk assessment to ensure deliverable deadlines were honored.
  - E.g.: Procured increased virtual content storage capacity through mid-sprint of implementation to avoid schedule impact (Adobe Connect E-Learning Virtual Classroom Initiative, March 2013, 6-year project cycle, 10,000 users).
- Secured data governance assets through account management, network / Windows domain security, document retention for SOX compliance.

Freelance May 2005 - Present

Technical Consultant

- Established e-commerce online retail nursery store using Weebly / Square.
- Devised a scalable campus-wide network (TIA 568-B cabling/ 802.11x) infrastructure from the ground-up that serves over 20 users, workstations, AV, IP CCTV, POS, VPN, intercom, cloud file storage, SaaS / DaaS accounting, customer web captive portal with security controls.
  - E.g.: Created a Virtual Desktop (DaaS) solution for accounting department access of Intuit Quickbooks software.
- Monitored schedule / costs variances, known/unknown risks, team performance, stakeholder engagement to ensure successful meeting of project objectives under budget and to customer satisfaction.
- Led general construction, low-voltage wiring, and NEC code wiring efforts.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP) **Certification** (March 2018)**.** Project Management Institute (PMI) (Mar 2018)
Master of Network and Communications Management. Keller Graduate School of Management (San Diego) (Sep 2007)
- GPA 3.85

Bachelor of Science; Business Administration (Information Systems). San Diego State University (San Diego) (Jan 2005)
- Association of Information Technology Professionals member

ISO/IEC 20000-1 IT Service Management System **Certification.** Udemy Academy
Master Data Management Introduction Certification **Certification.** Udemy Academy
Microsoft Certified Systems Engineer; NT 4.0 Certification

ACTIVITIES

Vice President of Education. PMI-SD Toastmasters International
Vice President. San Diego Redwood Village Community Council
Admin. San Diego 3D Printing
Volunteer. Maker Faire San Diego
Volunteer / Foster Dad. It's The Pits Dog Rescue

SKILLS

Always curious, quick learner, adaptable; Agile (Scrum / Kanban); Lean Six Sigma; System administration; Network Engineering / Infrastructure; VDI ; ITIL; Docker, SalesForce Administration; SmartSheets; Lucidcharts; Jira; Confluence; PostgreSQL; PCI Compliance; Six Sigma; HTML5 / CSS; Zapier; SharePoint; IoT; ITIL; VMWare vSphere; Mirth / NextGen; Slack, IQMS; SaaS / cloud (Google GSuite, AWS); SQL; Wordpress; Java; Visual .NET; 3D Printing; Fusion 360 CAD design; rapid prototyping; LTE, IEEE802.11, TIA-568 A/B network cabling / Fiber splicing; Virtual Reality; Strategy board games; Video games; General Construction; Smoking BBQ; Refreshing kombucha brewing; Discovering what motivates people.