

Thomas J. Blaney

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Senior Project Manager / Technical and Client Focused

Expertise – • Project Management • Data Center Migration & Remediation • Disaster Recovery Management • Budget Preparation & Fiscal Planning • Contract Negotiations • Vendor / Client Relationships • Technical “Hands On” Leadership • Mentoring & Management of Technical Teams

Professional Profile – Collaborative leader able to set strategic direction for enterprise hardware/software platforms, foster positive team morale, and instill a customer care philosophy to ensure customer satisfaction. Strong project management and technical skills, with the ability to balance business needs with technology risk prevention, providing positive direction and focus during the implementation of technical business solutions.

Management Philosophy – Within each of the departments that I managed or worked as a team member, I emphasized the need to freely share technical knowledge and problem solving skills as a critical element of the team relationship. I emphasized the success of the user organization as pivotal to our success. My experience in managing multiple projects and sensitive deadlines prevented potentially difficult conflicts from escalating, and a professional and trusted dialogue with senior management and technical teams resulted in cooperation and smoother project completion.

Technical Hands on Experience – Because of my extensive UNIX experience I provided “Hands On” support for a number of Linux & Solaris servers on many of the projects. This included system builds, user support and systems administration training. Although my current level of technical expertise cannot compare to well trained technicians, it demonstrated to my team that I appreciate and understand their challenges and expectations.

Current Experience and Performance Milestones:

IBM Corporation – Integrated echnology Delivery – November 2010 to November 2011

Senior Project Manager – The Hartford Account

Provided senior project management support for the Intel and UNIX technical support teams located in the US and India. I am responsible for compliance with the SLA agreements for technical support of The Hartford locations within the United States. This requires the understanding of both customer expectations and deliverable requirements as well and the complex issues and time management by the technical teams. I am currently reviewing the performance statistics and measurements issues and recommending current and future solutions to these issues to insure long term customer satisfaction.

Computer Design & Integration – April 2010 to November 2010

Senior Project Manager – Major Accounts

Provided senior project management support for a broad spectrum of commercial accounts. I provided project leadership, direction, and staff management for long and short term client requests. Projects consist of storage and infrastructure optimization through large scale virtualization migrations.

In addition to the project management I worked directly with both the client and the account teams to define project scope and define potential new opportunities

IBM Corporation – Integrated Technology Delivery – December 2008 to April 2010

Senior Project Manager – Commercial Accounts

Provided project management support for multiple commercial accounts using IBM technical support services. I was actively involved in security and technical maintenance projects, and developed improved methods of tracking and implementing server configuration upgrades for compliance with contractual agreements.

Additionally I reviewed and modified the existing procedures used by the lead technical support team, improving the documentation of methods, training of new team members, and resolution of technical problems with server compliance and health checking. I worked directly with senior staff member of the commercial accounts to improve customer satisfaction and compliance with performance agreements. I managed major server upgrade project utilizing local and remote technical support teams. The project is developed in response to contractual agreements between IBM and a large commercial account to maintain the operating environment at current operating system release levels, and validate user accounts to insure they are complying with security standards. This project required that I develop an effective plan to apply system patches and security settings to both production and development environments with minimal operations impact, and provide auditable documentation that the contractual agreements are being maintained. This project is currently on time and within projected manpower requirements.

Thomson-Reuters – Real Time Systems – August 2008 to December 2008

Technical Operations Project Manager

Provided operations project management support for Realtime Systems and Networks. In this position I was responsible for the management and implementation of a variety of operations oriented projects initiated from both functional demand and business owner services. I managed active projects based on standard project management guidelines, and worked with both the business owners and the data center and network teams to insure successful completion of the project. Although I was on this project for a short period of time I restarted multiple stalled projects and worked closely with applications designers to modify project plans to insure that they will pass corporate project standards and managed both developer and data center expectations to insure smooth and effective completing of their projects.

Pfizer – Senior Project Manager – August 2005 to August 2008

Global Server & SAN/NAS Storage Consolidation

Managed the PGM global infrastructure reduction and consolidation project, projected to reduce the division's budget by over 1.2 million dollars. This was being done by careful review of active servers, and storage allocations to better utilize existing resources, further implement virtualization of servers, and reduce excessive storage waste based on actual and projected utilization. This project required direct but effective communication with the development and end user organizations to understand and appreciate the improvements in overall performance and the critical reduction in the operating budget.

Data Center Restructuring

Provided project management support for the migration of a major data center from New Jersey to Massachusetts as part of a corporate site divestiture. Developed strategic plans, guidelines and approved the implementation plan prior to the release to the migration technical team. Provided incident management and problem resolution during all phases of the migration, including user interface with the operations and migration support team. The project was completed as scheduled and within the budget projection.

Worldwide NT4 Remediation

Performed project management support for remediation of servers and workstations from Windows NT4 to Windows 2003 server. Responsibilities included overall team management, financial and scheduling controls, management reporting and problem resolution. The project team consisted of corporate operations, security, network operations, and site management. The project was initially stalled and my role was to reorganize the team and restart project activities. The project was completed as scheduled with all systems remediated or isolated from the corporate network. There was no loss of data and the project cost less than initially planned.

IBM Corporation – East Fishkill Manufacturing Center – January 1995 to August 2005 **Data Center / Technical Support Services Manager**

Data Center Support Manager for technical design group, responsible for strategic planning and team management to ensure delivery of excellent end user support services. Assigned to manage a 120+ user owned data center and technical support service department. Responsible for day-to-day management and control of data center operations and systems administration support. Work closely with multiple departments providing networking support, software license management, and end user support. AIX RS/6000, Solaris, Linux, AFS/NFS & Tivoli storage management and Windows environment.

Small Business Management Systems, Warwick, NY – January 1981 to December 1995 **Custom Software Development and Systems Integration Services**

Highly visible role providing both technical and management consulting services, as well as developing an array of software applications solutions for Fortune 100, Fortune 500, and Fortune 1000 companies. Drove high-profile technology projects to enhance productivity, increase profitability, ensure reliability and risk reduction, improving clients' overall business performance. Acted as key link between customer business initiatives and technology solutions, while ensuring client satisfaction, self-sufficiency and effectiveness.

- Custom Systems Development (1981 to 1995)
 - Developed a multi-user Distribution (Wholesale and Retail) System focused on integrating back office operations, inventory control and sales distribution of mid-sized distribution and light manufacturing operations.
 - Provided hardware and software support on numerous wholesale and retail distribution operations, making recommendations on initial installations or entire redesign of operations.
- Senior Project Leader, Bank Leumi (1994-1995). Provided development and implementation support for a COBOL/Sybase interface for the brokerage firm, including programming and integration testing. Created project management and software development processes and procedures for efficient and timely work flow. Instilled enthusiasm and influence, promoting effective coordination between programming team and creating a performance-oriented culture.
- Technical Project Leader, BMW North America (1994). Provided systems administration support, managing systems administration group and delivering in-house training to technical support team to ensure high-level skills set. Established backup/restore and disaster recovery procedures, including the documentation and test strategy. Demonstrated ability to leverage existing tools, technologies, and processes to meet business requirements.
- Software Development / Data Center Manager, Tapemeasure Enterprises (1991-1994). Wrote, installed and integrated retail POS system across multiple outlets. Successfully resolved contractual issues with hardware and third party software vendors. Additionally, managed all data center operations, championing process improvement initiatives and consistent drive for increased efficiency, customer focus, and quality.
- Senior Project Manager, AT&T Data Systems Group and Consumer Systems Group (1986-1990). Critical, hands-on role driving large-scale rollout of four, multi-million dollar system implementations. Oversaw vendor support analysis of third party software for co-license agreements; development of computer security guidelines; implementation of disaster recovery procedures. Coordinated and led focused and committed teams of up to 300 individuals. Effectively managed and prioritized processes and procedures, completing all projects on time and under budget. Projects included rollout of fully integrated UNIX back office system across 1,500 *McDonald's* locations, as well as similar assignments for *Chrysler Financial Services*, *Hyatt Hotels*, and *Firestone Master Care*.
- Additional projects for *Sidmack Labs*, *Jays Sporting Goods*, and *Concord Savings Bank*.

Early Career: Project Manager, Blue Cross of New Jersey
Senior Systems Analyst, Warner Lambert Company

Education: BS in Business Management
Associate of Applied Science (AAS), Computer Science