

Jeff Oestreich, PMP CSM

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BACKGROUND SUMMARY

Program / Project Management Professional

PMP and CSM certified, results-oriented masters-degreed information technology leader with proven success in directing and implementing a wide range of high-impact business solutions and leading technical teams. Strong history of progressively responsible positions and an earned reputation for meeting time and budget goals, maintaining good client relationships, and building effective teams in various program manager roles. Talented analytical thinker, enthusiastic problem solver and skilled communicator. Core competencies include:

- Microsoft Project
- Program Management
- Project Management
- Deep Airline Experience
- Agile Development
- Client Management
- Business Intelligence
- Optimizing Business Processes
- Communication Skills
- Team Building
- Agile Development
- Microsoft Visio
- Sharepoint
- UML
- Operations and Logistics
- Operations Research
- Statistical Analysis
- Industrial Engineering
- RUP
- SDLC
- Change Management

PROFESSIONAL EXPERIENCE

RCG Information Technology

2008 - 2009

Sr. Project Management Consultant

Provided project management services to aerospace global distributor. Primary project was the delivery of a significant update to client's customer-facing e-commerce dot com system (B2B and B2C). Technologies used included Agile, Websphere, Ajax, HTML, CSS, XML, UML, SQL, SOAP, Microsoft Project, Quality Center, MS Visio. Key accomplishments included:

- Delivered 9000 man-hour development / QA project on-time and within the expected budget.
- Leveraged Agile experience and knowledge to develop ordinal method for developing and validating complex solution estimation. Methodology was very well received by senior management and recognized as "innovative" to client environment. Allowed senior management to better predict project outcomes
- Developed new way of tracking team progress and currently comparing / contrasting with a more tradition EV approach – predictive measures from the new tracking process has consistently predicted project completion since very early in the design stage.
- Developed detailed integrated project schedules, risk registers, as well as most other PMBOK artifacts
- Developed and managed budget for two projects

EMC

2007 - 2008

Sr. Project Manager

Provided project management for EMC's Microsoft Practice. Projects involved the implementation of Microsoft enterprise technologies including SharePoint, Exchange, and SCOM. Responsibilities included managing budgets, monitoring project progress, forecasting performance, forecasting utilization and requirement needs, anticipating and solving future project issues and risks, and conducting weekly team meetings. Managed multiple projects at one time as well as developed proposals with sales team. Extensive use of MS Project, Visio, Sharepoint workflow, UML. Key accomplishments included:

- Developed proposal and managed technology assessment project for large construction company. Work included business process analysis as well developing road map for technology implementation

- Managed proposals and managed two Microsoft Exchange server implementation projects
- Managed the completion of a clearinghouse web site for an energy industry client.
- Built new templates in line with new corporate goals in the areas of proposals, project estimating and forecasting

BMC Software

2004 - 2007

Sr. Program Manager – Magic (BMC Service Desk Express Product Line)

Established and led program office for end-to-end product deliveries for BMC's Service Desk Express (SDE) business line. Specific responsibilities include Project Management Office (PMO) leader, planning and delivery of multiple and simultaneous BMC product deliveries, development and maintenance of overall program schedules, coordination and consensus owner between senior management, development, quality assurance, tech pubs, sales, marketing, technical support, training and professional services groups, and process development and improvement. Technologies used included Agile, J2EE, .Net, SQL, Ajax, Websphere, UML, HTML, CSS. Extensive use of MS Project. Key accomplishments included:

- Increased product quality and shortened development and testing time by leading the organization towards Agile Development practices and away from Waterfall.
- Received Certified ScrumMaster training, attended Agile 2006 annual conference
- Delivered more efficient and effective end-to-end product development through the ground up development of a new SDE PMO. Using The Project Management Body Of Knowledge (PMBOK) as a guide and previous experience, setup a PMO and built processes around project initiation, schedule management, issue management, change control, risk management, approval and sign-off methods, PMO weekly meetings and continual improvement. Emphasis was on effectiveness and ease of use. Scope included:
 - \$75 million annual revenue
 - 15 product deliveries in 3 years
- Improved overall product delivery reliability and early communications of problem area to senior management through the development of processes and anticipated potential future problem areas.
- Provided continual improvement by initiating and participating in process improvements concerned with senior management reporting and communications, Sarbanes-Oxley compliance, development of the business unit product development process and subsequent incorporation of Agile.
- Improved timeliness of field readiness due to planning and coordination with field readiness groups.
- Assumed total responsibility for SDE Sarbanes-Oxley compliance including all reporting and coordination with BMC PMO. Developed efficient processes to build software design documentation within the context of an iterative development methodology.
- Increased communications processes for both executive management reporting as well as within agile teams by developing highly used web-based platforms that included the development of web page, wiki and sharepoint applications. Consolidated sources of duplicate information.

Sabre Holdings (formerly American Airlines)

1987-2003

Director - Joint Ventures

Responsible for managing the business relationship of Sabre's joint ventures in the Asia/Pacific region. Specific responsibilities included business development, delivery management, financial performance, commercial negotiation, contractual compliance, problem resolution, project coordination and reporting, business process development, product definition and strategy coordination. Extensive use of MS Project. Key accomplishments included:

- Consistently met or exceeded annual revenue (\$4 million) and profit targets despite severe travel industry downturn
- Responsible for the ongoing delivery of multiple (>15) projects involving more than 10 internal product departments at any given time
- Oversaw the business development and implementation of critical e-commerce applications
- Directed process improvement task forces resulting in faster response to major system outages and quicker product time to market

- Consistently received exceptional annual feedback from clients and associates
- Executed the on-time delivery of a significant technical proposal to a strategic Chinese partner

Program Director

Directed the delivery and profitability of large multi-project programs. Established clients' business goals and proactively identified opportunities to meet them. Drove programs from project inception through delivery. Directed multiple product teams and third parties in solving complex issues involving requirements, budgets, and timelines. Ensured timely communication between clients, product teams, and senior management. Oversaw and monitored budgets and implemented corrective actions to ensure budget commitments were made. Key accomplishments included:

- Successfully planned, managed and delivered a two-year \$30 million integration program on time and under budget that involved more than 80 separate projects and 15 project teams
- Planned and implemented the successful seamless transfer of over 1 million real-time travel records from one system to another within a 12 hour time window
- Managed the schedule and \$6 million budget for the implementation of a major online travel commerce website under aggressive market delivery pressures
- Developed a proposal and won a \$250K contract with a major US carrier to develop a web-based loyalty program

Project Manager

Managed project teams focused on delivery of complex decision support models and systems. Overall responsibility for concept and proposal development, design, delivery and budget. Oversaw recruitment of project teams. Developed and managed all phases of project delivery from gathering business requirements to customer acceptance testing. Maintained and reported on project timelines. Communicated and resolved technical and business issues with clients. Key accomplishments included:

- Managed the design and delivery of a \$1.2 million truck maintenance forecasting and scheduling system to a major gas and chemical company
- Supervised the design and delivery of a \$600K unit load traffic forecasting system for a large US railway company
- Designed and developed an expendable parts maintenance forecasting system for a key international air force using complex statistical forecasting models

Operations Research Analyst

Provided mathematical modeling, technical expertise and statistical analysis in support of various business objectives. Proved concepts by building system prototypes. Presented results to senior management. Worked in teams as well as contributing individually. Key accomplishments included:

- Optimized passenger convenience at major hub airports by developing an artificial intelligence model and prototype.
- Conducted analysis of a major US airport's proposed international baggage claim area that led to a complete redesign of the original facility plan
- As an invited speaker of the Australian civil aviation authority, delivered a three-hour seminar presentation on the application of computer modeling for airport design
- Performed computer simulation and statistical analysis to optimize the design of various airport facilities for two international airports in Australia.
- Developed a model based on probability theory to minimize the cost of aircraft simulator maintenance resulting in an annual cost savings of 2 headcount per year

EDUCATION

MS Industrial Engineering – Georgia Tech, Atlanta, Georgia, 1986
BS Industrial Engineering – University of Illinois, Champaign-Urbana, Illinois, 1983

TECHNICAL SKILLS/CERTIFICATIONS

Project Management Professional (PMP)
Certified Scrum Master (CSM)
ITIL Certification (IT Service Management)
MS Extended Office Suite (Word, Excel, PowerPoint, Front Page, Access, Outlook)
MS Project
HTML, CSS
Computer Languages: Basic, Pascal, C, SAS (model prototyping)