Oscar Brown Jr.

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SENIOR LEVEL PROJECT MANAGER

IT Program/Product Manager who has executed multiple projects through all project lifecycle phases. Proven ability to mentor and motivate high-performance teams while gaining the trust and confidence of key decision makers. Excel in managing the expectations of demanding stakeholders in the rapidly changing, deadline-driven environments. A performance leader with exceptional development and leadership skills balanced with excellent presentation skills that's based on client interaction with a focus on customer needs in relation to the business unit. I can plan and execute marketing activities that lead to business growth and diversification. I have a highly creative person & performance leader with over 18 years of Professional experience and a total of 25 years of Technical experience as a Tec/Engineer/PM.

KEY SKILLS & QUALIFICATIONS

- Project Management
- Leadership & Operations
- Operations & Efficiencies
- Waterfall/Agile/IT-Risk

- ADO/SNOW
- Jira/Confluence
- AWS Cloud/Datacenter
- Microsoft Azure AI

- IT-Service Management
- ITIL-v4/Infrastructure
- Dev-Ops/IT Team operations
- Excellent Communicator

PROFESSIONAL EXPERIENCE

Wipro Technical Project Manager (PwC, Humana, & Verizon)   **Sept 2021 to Present**
Responsible For:
PwC, As a Scrum Master and IT Project Manager, I was engaged in building and maintaining strong relationships with client leadership and project teams, ensuring alignment, transparency, and collaboration across all phases of the engagement. My initial ramp-up and organizational readiness efforts included:
- Establishing a structured organizational change management framework to support an enterprise-wide AI initiative.
- Defining project workflows and partnering with stakeholders to identify operational challenges and pain points.
- Collaborating on the development of benchmark data to inform strategic planning and business growth initiatives.
- Designing and implementing innovative processes to enhance team performance and project delivery.
- Engaging with senior-level client workstreams to drive alignment and ensure successful outcomes.
- Coaching and motivating cross-functional team members to proactively address and resolve complex issues.
- Facilitating effective communication between business leaders, development teams, and client stakeholders to ensure shared understanding and success.

For Humana, I Managed Enterprise-wide software/App project delivery utilizing expertise in healthcare information technology that included broad knowledge of clinical, pharmacy, IT enrollment services Finance, Legal/Hr. and provider. Communicated with C-Level stakeholders regarding corporate directives for communication to global teams. Led meetings and facilitated teambuilding and development collaborating with IT Teams (onshore and offshore).
For Verizon, as a Release Manager at Verizon, I was responsible for managing the end-to-end release lifecycle of mobile devices and associate hardware/software products within Verizon's global network ecosystem. This included ensuring all devices (smartphones, tablets, and IoT hardware) met Verizon's stringent technical, compliance, and quality standards prior to market launch. Key responsibilities included device lifecycle management, cross-functional coordination, testing and release tracking, regulatory compliance, and ensuring a seamless customer experience readiness. I collaborated with both Agile and Waterfall program teams to develop and execute global release strategies, aligning release milestones with business objectives across diverse teams. I led the implementation of Verizon's release management framework, supporting onshore and offshore data center requirements, and deploying enterprise-wide managed software and applications. This involved directing cross-functional teams, managing interdependencies, and communicating progress and risk mitigation strategies to executive leadership, business partners, and stakeholders. I also successfully delivered multiple large-scale global network releases, enhancing service capabilities and operational efficiency.

ConvergeOne Technical Project Manager   **Jan 2021 to Mar 2021**
Responsible For:
Brought in to analyze work cycles, data trends, operation model and to break down organization barriers that lay between the client and project teams. Analyze Schedule and Coordinate and Prioritizing of staff resources for large scale Project implementations. Keyed in on AWS Cloud Infrastructure Networks, Client environment upgrading as it pertains to software and connectivity. Reviewing End-To-End projects and Managing the Data Center integration projects and life Cycle.

Cisco Technical Project Manager (Bank of America)   **Sept 2018 to Jan 2020**
Responsible For:
I Manage End-To-End projects for Data Center intergration projects, manage risks, schedules & change for the business unit. Measure progress through dashboards & Operating Model, working within budget, managing expectations. Ensure products are configured for Multiple: VPN's, Vlan's, Port-Turn-ups, VMWare, & Software replacement. Deployed Enterprise-Wide Active Directory Next Generation and other software upgrades for all at BOA DC's. Implement AWS Cloud infrastructure throughout the BOA Global Network, optimizing Network usage. Managed entire team (IBR), Incident-Based Reporting for centralized change control, increasing turn-around time.

Smart Source Technical Staffing Solution, (Consult)   **Sept 20*18 to* Feb 2019**
Responsible For:
Served as Subject Matter Expert (SME) for Data Center product research for company IT needs & growth. Developed roadmaps of client commercial equipment to AT&T network and Cloud Hosting & VMWare. Identifying areas of risk and support training development for employees and staff members. Liaise with Technical Support Teams and Manage SLAs in order to get the best service for the company.

Pro-Em Event Management Service Manager (Consult)   **Sept 20*16 to* May 2018**
Responsible For:
I manage delivery of Security Personal and equipment statewide for different events. Depending on the client orders, which may range from 3 people to 500 and the same goes for equipment. I also resolve disputes that may arise from the public and or staff. Lastly, I ensure that the client terms have been met and satisfied.

Rush Courier of Arizona Night Operations Manager (Consult)   **Nov 20*16 to* Sept 2017**
Responsible For:
I manage delivery of Medication for Omnicare Pharmacy throughout the State of Arizona with a crew of 12 to 18 depending on the night and the amount ordered. I Serving as primary point of contact for all issues/technical questions from internal team to external customers. Maintain good visibility for all client's issues, so I may quickly resolve these issue that may arise on-occasion. Invoice customer once delivery has been completed and approve pay role for the employees and the end of shift. Training crew members on HIPAA guidelines when dealing with the end-user's clients.

Telehealth   **Aug 2013- July 2015**
Infrastructure IT Project/Service Manager – Western Region (Remote)
I have provided project management for Telehealth with specific expertise in RF & IP Network Communications Systems. Successfully I have managed teams of assorted sizes remotely throughout the country responding as the SPOC, Single Point of Contact. Primarily I am accountable for my Projects from beginning to end they are defined by the area of responsibility including resource allocation, (vendor movement at a moment's notices to get the job done.), influencing the customer to make decisions-based buying, and manage work prioritization. I oversee receivables, invoices, project inventory, process development, conference calls, technical instruction and SOW. **Typically, I interface with Hospital IT teams and Nursing staff** when it comes to placing our equipment; while navigating political landscapes from PO offices to Nurses stations, continuously adhering to the *HIPAA Requirements* and in-house rules for each hospital. I have also helped roll out and integrate the Server: Advance Interactive Patient Education & Engagement Solution for patients for Dallas Methodist Medical Center for all four of their locations. The Server system offers the hospital an innovative, enterprise-level solution that helps address many of the significant challenges in healthcare freeing up the nurse to do their duties while the Server answers 95% of the questions coming from the patient and their guess. This system is a Unified Communication System and is customer-facing. I have worked with hospital staff such as the: nurse's office, IT teams, PO, Project Managers, and Venders to complete these projects to provide an option for patience at varies hospitals. Workflow and process management is a key to implementing a new product in a hospital environment. I like to keep with the statement, "business as usually!" for the hospital staff except for having a new piece of equipment.

Delivered Results

- Created written workflow processes and procedures for Company, Customer and Stakeholders to follow.
- Managed UC sys installs to 10 hospitals. Managed workflow process with hospital staff & vendors.
- Managed a single sales order totaling $20M. Maintaining customer service and client interaction.
- Project workload averages between 30 to 60 projects per month depending on pipeline and forecasting.
- Monitored 806 tickets maintained an average of $80K per month (run-rate) on a budget of $133K per month.
- Delivered over 11,000 TV and 28000 IP solutions in 2 years: while staying under budget

Phoenix Communications   **Jan 2013 to Aug 2013**
Infrastructure Project Manager (Consult)
I provided coordination and Logistics between national management, installation technicians and end-user locations. In developing the project schedules, I've identified the critical processes to ensure efficient delivery. I planned and collaborated with operates management as the technical lead for all projects and for statewide role out, determining financials, which lead into the delivery size of an install team. Serve as the master point of contact for the end user, the NOC Center, and the customer. Managed the infrastructure upgrade install & provisioning for Target POS networks for all of Arizona. Developed project sprints which include billing points as well as sending off final invoices to the customer.

Qwest *Communications*   **Nov 2007 to Nov 2012**
Senior Infrastructure Project Manager (2007 - 2012)
Oversaw multiple projects across all phases of development, managed internal and external vendors. Monitored workflow and made timeline adjustments as needed. Analyzed and assessed the financial and operational reports to streamline projects to make determinations about the necessity of existing projects and SOW submitted. Communicated the finding with cross-functional partners to determine future grow. I developed status reports, cost estimates, and resource plans that were vital to the Salesforce. These reports were pulled out of Turks, ASPEN, QSS, and OSP-FM which are all Oracle data-base systems. Managed and maintained industry standards such as Agile, Scrum, & ITIL methodologies to the customer for their project management needs in the ITSM workspace.

Senior Sales Engineer Qwest Communications

IT Product Management (2007-2011)

Developed digital product solution strategies for commercial clients (80% wireless providers such as Sprint, Verizon, AT&T, Cricket Wireless and 20% other businesses). I Delivered IT Products with a focus on ITSM through ITIL with respect to Service Delivery for customer's needs and expectations. Typically, a customer would need Data Aggregated from one technology platform to a modern technology platform. I would write an SOW that would reflect a digital roadmap of the client's equipment to our internal network, and I would provide the associated cost along with the supported project plan to implement such an undertaking. These creations were effective solutions which enabled the implementation engineers to have a great handoff. (Please keep in mind this is a product infrastructure upgrade). Assessed and adjusted RFPs to reconcile customer needs with corporate policies/procedures. Interfaced with operations, management and legal departments, 90% of the time I would conduct site surveys of cell sites and construction crews to ensure the equipment was being placed correctly. Developed SOWs with narratives to help sell products solutions in the competitive marketplace. Solutions such as: DS3's, OC3 to OC48's, QC-Wave 10gig, MOE (Metropolitan Optical Ethernet), Sonnet systems, and Cisco Unified Communications System. It just depended on the customers' needs and how they were going to expand for the future.

Delivered Results

- Generated $343 M through sales channels in 5 years as a sales engineer.
- Saved the company an estimated $2.2 M through careful evaluation of financial and operational reports preventing unnecessary expenditures in manpower and equipment for projects.
- Revamped aspects of the project management process to be more efficient, because of sales engineering background, by eliminating the need for PMs to recalculate "no go" figures.
- SME for all product research and worked directed with customer's IT teams

Datacenter, Support Engineer, Phoenix Az. (Ensynch, NIC, Kforce, Intellicommunities Contract)   Oct 06 to Oct 07
Network Principal Support Implementation Engineer
For the past 6 months, I have consulted several different companies. Primarily, I served as a Network Implementation engineer: Responsibilities for Network Services hardware, software and relevant utilities for all clients' business units. Conducted ongoing planning and provides high level designs of complex local and wide area networks and continuously monitors performance. Further, managed and coordinated projects to build and/or implement comprehensive integrated system solutions for IT customers; maintained a high level of service on production systems and anticipating future requirements, trends, and changes to assure current and future satisfaction of customer service within budget constraints. Duties included:
- Provided technical leadership to IT and the enterprise about data networking systems and operational requirements, and how future and current requirements may impact the enterprise and can be exploited for the benefit of the company. Managed client infrastructure and reported the implemented changes
- Provided support between Network Services and other IT groups, including implementation of enterprise-wide configuration changes and security solutions to maintain network security.
- Provided periodic reports to appropriate management and the customer on the status of projects during all phases. Reported any deviations to management in a timely manner and completed other assignments as requested by management. system operation monitoring, Active Directory, Disaster Recovery management,

United States Air Force Reserves Glendale, AZ.   **Oct 06 to Dec 10**
CAPTAIN 944 CES/CEO
I was in command of 150 Airmen at the 944CE Squadron at Luke AFB as the Operations officer. I managed all logistics and SOWs for the unit during that time with a budget constraint of $20 million dollars with my signing authority up to $25K. My Job was to Strengthened leadership and people management skills while training and preparing for deployment. Coordinated group commanders and area managers of various disciplines to work together to accomplish desired mission. I served as a Military Engineer and Project Manager. Duties included: overseeing water purification, building construction, HVAC, heavy equipment, power production, fire protection, disaster repair and homeland defense.

DHL I.T. Support Center, Scottsdale Az. (Ensynch Contract)   **Jun 05 to Oct 06**
Blackberry Network Administrator Support Engineer III
I served as the Blackberry Network Administrator (single point of contact) for the United States, Central America, and Canada. Responsibilities are but not limited to:
- Received, configured, and shipped blackberry handheld device to all DHL approved employees.
- Provided Tier I, II, & III Technical support to all end users and served as a technical sounding board to Level II supporting staff & I. Provided them with support and direction when needed.
- Managed and maintained vendor relationships. This position allowed me to interface directly with 3 different vendors: T-Mobile, Sprint Nextel, and Cingular. DHL at a worldwide level.

Best Western NOC, Phoenix, AZ. (Ensynch Contract)   **Oct 04 to June 05**
Network Design & Implementation Engineer
I Assisted properties in meeting the HSI, High Speed Internet, and requirements by designing a network that will allow users the full range of the property layout and maintain connectivity. Job duties include:
- Supported the installation process by selecting and Designing the Network Architecture that would provide max coverage and allow for overlapping signals to maintain connectivity.
- Managed vendors; acted as the liaison between the broadband access providers and the cabling vendors.
- Provided detail engineer layout plans for future growth of wireless data networks.
- Provided Level II support and direction to Level I technicians in supporting BW guests and hotel staff in their connectivity needs. Allowed guests to log into their network through means of a VPN connection.
- Monitored and documented all system and wireless data performance reports pertaining to connectivity calls.

DHL, I.T. Infrastructure Support Scottsdale, AZ. (contract)   **Apr 04 to Oct 04**
Infrastructure Network Project Manager
- Provided project management for Alliance Consulting to oversee the installation, turn up and test of new telecommunications network servers for voice and data equipment, which provides global communications to over 735 locations in the DHL Network.
- Coordinated as many as 18 sites in a period of a week, throughout the United States. Served as the contact between DHL management and DHL sites designated for system upgrades, also provided a constant line of communication along with daily reports to DHL Managers and Alliance Consulting.
- Constantly managed vendors and consultants across the US. Drop shipping equipment where needed.
- Provided first and second contact with site managers, fostering open lines of communication and educated the managers and their staff on the use of the new equipment.
- Responsible for deliverables such as: Approving fiber routes, checking data integrity, ensuring data communications and after the installation is complete document all specifications for matter of record.
- Coordinated any required outages with DHL Global Network Operations Center
- Placed orders from multiple vendors (best price) and maintained inventory records of equipment ordered throughout the scope of the project.
- Hired and trained all technical support for project.
- Worked with sites managers on occurring issues after the upgrades have been completed. (Equipment & Platforms used: Blackberry support, Texas Instruments handheld scanners, several pieces of Data equipment along with Data rack installation, configuring existing OS and windows 2000 machines).

Volt Telecom Group Network Tech III, Tempe, AZ (Volt contractor)   **Oct 03 to Apr 04**
Network Video & High-Speed Installation Technician
- Responsible for installation of digital video equipment and High-Speed Internet, troubleshot poor video quality problems, served as a general contractor performing the job end to end.
- Managing Provisioning of equipment through TURKS
- Consistently achieved top rating based on dependability, performance, and work quality

FXI Communications Field Engineer, Houston, TX (contract)   Jan 03 to Aug 03
Field Network Installing Technician
- Responsibilities: as sole representative for the public image of the company, served as the single customer care provider in the Phoenix area. Often conducted multiple visits to the customer as to provide customer satisfaction.
- Performed independently as the only FXI Engineer in Phoenix with management location in California and support center services base in Houston.
- Independent work process includes Managed and coordinated all orders, received equipment and supplies; wrap around service from end to end on each project. Maintained a high level of customer communication.
- Installed and cut over HDSL systems for customer's data/voice needs.

Qwest Volt Telecom group I.T. Infrastructure, Tempe, AZ. (contract)   Aug 02 to Aug 03
Network Project Manager
- Responsible for managing subcontractors,
- Managing Provisioning of equipment through TURKS
- Tracked all job sites, scheduling crews to job sites, red lining surveys, coordinating city inspectors.
- Tracked performance reports, performing pre-and post job site walks, and maintaining a 24 hour on-call service for arising issues.
- Placed in the Cisco Unified Communication System

Mountain Telecom Incorporated, Mesa, AZ. (contract)   Apr 02 to Jul 02
Central Office Engineer II
- Responsible for day-to-day maintenance, Managing Provisioning of equipment through TURKS, Running and splicing fiber, T-1 testing, acceptance and turn up. Worked with the Qwest High Cap Group, test with outside Tec's to ensure system integrity. Made changes in the DACS and maintenance on the DMS/MTX system. Performed weekly system backups on the DMS, for billing purposes and for disaster recovery. Hung cables, installed, and configured equipment for Mux to DS3 connectivity.

Arizona Public Service, Phoenix, AZ. (contract)   Mar 01 to Aug 01
RF Design Network Engineer II
- Engineer responsible for upgrading the existing radio system. Accomplished by designing circuit pathways and fiber routes with protective relay ability and creating alarm and control routes for warning. Installed and configured base control equipment; handled all logistics for projects, managed and coordinated every aspect of construction, held meetings with all departments involved; performed a cost analysis to find and purchased the best equipment; checked communication routes for propagation loss, and effectiveness. Performed power calculations for the DC load upgrades; and made designs easy to follow and a matter of record, using AutoCAD R14/2000 and Visio.

GST / Time Warner Telecom, Phoenix, AZ. (contract)   Oct 00 to Oct 01
Field Transport Engineer
- Provided the switch maintenance for the DMS 500 Local Switch. Responsibilities include verified orders; installed and programmed channel banks and made daily changes on the Titan and Alcatel DACS 1631 & 1630. Ran back-ups switching dump to SLM tape, monitor & clear switch alarms, replaced switch cards, circuit testing with the T-bird test set. Responsible for test & turn-up of customer's T1 circuits. Verified switch translations, as well as install jumpers at the DSX panel & perform test. Worked with other C-Lech to process customer's orders for DS0, DS1, & DS3's levels; Constructed cables for cross connects and rewired the DACS along with installing telecom equipment in and outside plant and splice fiber where needed.

Alpha Technologies, Phoenix, AZ.   Oct 99 to Oct 00
Field Project Manager
- Project Manager responsible for managing 72 employed subcontractors to perform installations of Alpha Technologies units on time and correct; maintained a 24 hour on call status for correct decision making.
- Responsibilities including oversaw the installation, turn-up, and testing of Alpha Technologies power supplies and ground-mount units in support of Cox Communications' cable customer requirements for houses batteries and generators, up to 5K watts, that serve as junction and routers for residential and commercial cabling and broadband systems. Designed plans for new cabling, (copper & fiber splicing) and implemented those plans; replaced cable when necessary to keep system integrity to correct specifications.   Returned customer calls and brought irritating issues to a resolution.

MCI WorldCom, San Antonio, TX.   **Aug 95 to Sept 99**
Local Network Operations Maintenance Technician

- As a Tec I. I was responsible for verifying and resolving trouble tickets utilizing WorldCom internal network systems, interfacing with the customer and resolving circuit issues and complaints in a timely and professional manner. Proactively escalated and ensured escalation procedures were followed, when necessary, assisted the customer vendor for correct signaling, worked with the Local Exchange Carriers, helped provisioning, and assisted the Implementation Engineers with the correct line coding and translations, switched technician for the DMS 500, Ericsson and 5ESS. Managing Provisioning of equipment through TURKS
Promoted to a Lead Tec II and then to Tec III, I was responsible for supervision and provided leadership experience to local maintenance technician group. Monitored and oversaw progression of workload and trouble ticket resolution time. Resolved and managed all local maintenance escalations. Worked with multiple switches.

Air Force Officer Pilot training   **Dec 96 to Sept 97**
Service in the Air National Guard, Ellington Field Houston TX.
Luke AFB Air Guard   **Sept 97 to Dec 11**

PROFESSTIONAL EDUCATION AND TRAINING PROFILE

- **BSEE Electrical Engineering Degree University of** Texas San Antonio Texas
  Graduated Dec 18th, 1996.

- **CAPM Certificate Associate's Project Manager** George Washington University
  Graduated Apr 7th, 2007.

- **Six Sigma Black Belt** Certificate ID: 1997624 - 2295670
  Completed Nov 18th, 2016.

- **PMP ID** Certified No: 3150857
  Completed on Oct 15th, 2021.

- **Scrum Fundamentals** Certified No: 878207
  Completed Oct 16th, 2021.

- **ITIL-V4** Certified No: GR671426419OB
  Completed August 20th, 2022.

- **Risk-PMI Certified** Certificate No: 3728113
  Completed January 8th, 2024.

- *AWS Cloud Practitioner Essentials* Certified No: AWS04828256
  Completed *December 26th, 2024.*

- **Microsoft Azure AI Solution**
  Completed *March 2nd, 2025*