

Oscar Brown Jr.

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SENIOR LEVEL PROJECT MANAGER

IT Program and Change Manager with over 18 years of leadership experience and 25 years of technical expertise across engineering, enterprise technology, and strategic project execution. Proven success in directing cross-functional teams through the planning, budgeting, and implementation of capital improvement programs, including infrastructure modernization and system upgrades, while ensuring alignment with business goals and financial oversight. Known for mentoring high-performing teams and establishing credibility with stakeholders and executive leadership. Excels in managing high-pressure environments with demanding timelines and dynamic stakeholder requirements. A results-oriented executive with a strong foundation in strategic planning, cross-functional integration, and client-facing delivery. Demonstrated ability to drive business transformation and growth through targeted initiatives, product planning, and tailored solutions that address customer and enterprise needs. Brings extensive experience in ERP systems and CRM, coupled with recognized expertise in Cybersecurity, Change Management, and Risk Management. Offers hands-on leadership in data governance, regulatory compliance, risk mitigation, and end-to-end accountability, ensuring new technologies and processes are delivered within structured governance frameworks.

KEY SKILLS & QUALIFICATIONS

- Project Management
- Leadership & Operations
- Change Management
- Waterfall/Agile/IT-Risk
- Data Governance
- 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 Jun 2025

Responsible For:

At **PwC**, I Served as a Scrum Master in an Agile environment and as an IT Project Change Manager, with responsibility for cultivating and sustaining strong, trust-based relationships with client leadership and cross-functional project teams. Focused on driving alignment, transparency, and collaboration across all phases of strategic initiatives, including a high-impact, enterprise-wide AI transformation. Ensured consistent Agile delivery practices and stakeholder engagement throughout project lifecycles. Brought forward experience with ERP systems and CRM platforms to support integration, streamline workflows, and enhance business outcomes across organizational functions. Which included:

- Established a structured organizational management framework to support the implementation of AI at scale, incorporating data governance principles to ensure the integrity, privacy, and compliance of enterprise data assets.
- Collaborated with senior client stakeholders across multiple workstreams, fostering organizational alignment and ensuring delivery of high-impact results; while Facilitated communication across business leaders, and all.
- Attended, the Change Advisory Board (CAB) meetings to ensure all network compliance requirements were met for VMware upgrades along with AI project delivery timelines. Ensuring Cybersecurity Teams (Red/Blue) are satisfied.

At **Humana**, I Served as an IT Change Project Manager overseeing Agile teams for the State of Indiana Medicaid enterprise-wide delivery of software and application solutions within the complex landscape of healthcare information technology. The role demanded deep cross-functional expertise across clinical systems, pharmacy, IT enrollment services, finance, legal/HR, and provider operations, while leveraging experience with ERP systems and CRM to ensure seamless integration, process optimization, and stakeholder alignment across all delivery streams. My responsibilities and achievements included:

- Led end-to-end project delivery for enterprise applications, aligning technology initiatives with strategic healthcare goals while ensuring regulatory and operational compliance.
- Facilitated project meetings, team development, and cross-functional collaboration, promoting alignment, accountability, and high-performance teams into action.
- Oversaw critical phases of the project lifecycle, including risk management, change order governance, and the successful execution of Go-Live documentation and readiness reviews.
- Managed the complete testing lifecycle—including System Integration Testing (SIT), User Acceptance Testing (UAT), and Quality Assurance (QA)—to ensure solutions met all business (MVP) and technical requirements.

My approach emphasized strong governance, accountability, and communication, ensuring that new technologies were implemented securely, efficiently, and in alignment with Humana's enterprise data strategy and compliance standards.

For Verizon, As an IT Change Release Manager at Verizon, I was responsible for overseeing the end-to-end release lifecycle across multiple Agile teams, supporting mobile devices and enterprise-wide hardware/software products within Verizon's global network ecosystem. My scope included smartphones, tablets, IoT hardware, and managed enterprise solutions, ensuring seamless coordination across teams. I attended Change Advisory Board (CAB) meetings to confirm full Network compliance and governance alignment. Additionally, I leveraged experience with CRM platforms to enhance release tracking, improve stakeholder communication, and support integrated product delivery. Key responsibilities included:

- Led the full release lifecycle, from planning and testing to deployment and post-release support, ensuring seamless integration across both consumer and enterprise environments.
- Managed cross-functional coordination with Agile and Waterfall program teams, aligning release milestones with strategic business goals and operational timelines.
- Implementation of Verizon's release management framework, integrating on/offshore data center requirements, while deploying mission critical applications across the enterprise.
- Oversaw comprehensive testing and release tracking, ensuring regulatory compliance, security protocols, and customer experience readiness were achieved across all deployments.
- Delivered multiple large-scale, global network releases, significantly enhancing Verizon's service capabilities.
- Ensuring proper data classification, retention, and access controls for all data managed or transferred during releases.
- Collaborating with information security, compliance, and risk teams to enforce data privacy, auditability, and regulatory alignment, especially in deployments involving customers or operational data.
- Monitoring and maintaining data integrity and traceability across interconnected systems, aligning releases with Verizon's broader data governance and digital strategy.

Through effective leadership and structured governance, I enabled Verizon to consistently deliver secure, compliant, and high-quality technology solutions throughout their Global Network.

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:

As an IT Change Project Manager, I lead the end-to-end delivery of data center integration initiatives, aligning technology through the agile landscape. Providing solutions with business objectives through proactive risk management, schedule control, and structured change governance. I have Attending Change Advisory Board (CAB) meetings to ensure Network compliance has been met. Using dashboards and a standardized operating model to track progress, optimize resource utilization, and deliver results on time and within budget—while effectively managing stakeholder expectations. I was Response for:

- Led the configuration and deployment of essential infrastructure components, including VPNs, VLANs, port activations, in support of VMWare environments upgrades, and enterprise-wide software replacements.
- Successfully deployed the Next-Generation Active Directory platform across all Bank of America (BOA) data centers, strengthening security, access controls, and system standardization.
- Spearheaded the enterprise-wide implementation of AWS Cloud infrastructure, enhancing global scalability and optimizing network utilization across Bank of America ecosystem.
- Directed Incident-Based Reporting (IBR) team, establishing a centralized change control process for team synergy
- Enforced data classification, access control, and compliance during infrastructure transitions & cloud migrations.
- Integrated data integrity and lineage protocols into Active Directory and cloud systems to ensure traceability and audit readiness.
- Collaborated closely with security, compliance, and governance teams to align project execution with internal policies and regulatory standards for secure and compliant data handling.

Smart Source Technical Staffing Solution, (Consult)

Sept 2018 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 & Manage SLAs.

Pro-Em Event Management Service Manager (Consult)**Sept 2016 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 staff. Lastly, I ensured that the client terms have been met and satisfied.

Rush Courier of Arizona Night Operations Manager (Consult)**Nov 2016 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)**

As an Infrastructure IT Project and Service Manager supporting the Western Region, I provided end-to-end project leadership for Telehealth initiatives, with a specialized focus on Datacenter network communication systems devices. I successfully managed remote, cross-functional teams across the U.S., serving as the Single Point of Contact (SPOC) for all project-related communications and execution. I was responsible for Agile teams and directing:

- Directed full project lifecycles, overseeing planning, execution, and delivery across geographically dispersed teams, while ensuring alignment with organizational goals and customer expectations.
- Managed resource allocation and vendor coordination, often deploying vendors on short notice to meet critical project milestones and resolve field challenges.
- Acted as a strategic advisor to clients, influencing procurement and decision-making processes through value-driven communication and business insight.
- Led the prioritization of workstreams, ensuring timely delivery and responsiveness in a dynamic, multi-project environment.
- Oversaw essential project functions, including receivables, invoicing, inventory control, SOW management, process documentation, and technical coordination through structured conference calls and stakeholder engagements.
- Embedded data governance practices into project operations by maintaining data accuracy and compliance across all inventories, work orders, and system-of-records.
- Ensured secure handling of Telehealth-related data and communications infrastructure, aligning project delivery with HIPAA and industry compliance standards.
- Facilitated collaboration with internal compliance and IT governance teams to support audit readiness, traceability, and risk mitigation throughout service delivery.

Air Force Officer Pilot Training**Dec 96 to Sept 97****Air National Guard, Ellington Field Houston TX.****Sept 97 to Oct 06****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.

CORE KNOWLEDGE & COMPETENCIES:

Project Management | Leadership & Supervision | Operations & Efficiencies | Waterfall & Agile | Agile/Scrum/ITSM/ITIL | Kanban/ Scrum | Jira/Confluence | Smart Sheets | Share Point| HPC/High Throughput Computing | Cloud/AWS/Datacenter | Dev-Ops/IT Infrastructure | Applications consulting: Python, Azure DevOps, Google Docs, Microsoft Office, Java, Oracle, C, COBOL, Snowflake, Databricks, Storage | Daily Standup | Road mapping | Service Ticketing | ITSM Systems | ServiceNow aka SNOW | ADO |

PROFESSIONAL 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** Certified No: B0FBDB-D14ALF
Completed March 2nd, 2025
- **Scrum Master** Certified No: 1080281
Completed July 7th, 2025