

**William J. Cook**  
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**Key Skills**

- ✓ Project Management – Waterfall, Spiral, Agile, Test Driven
- ✓ Senior Management Consulting (C-Level)
- ✓ Enterprise-class Testing
- ✓ Business Process Development and Re-engineering
- ✓ Thought Leadership

<b>02/2018 – 10/2018</b>	<p><b>Winxnet, Portland, ME</b>  <b>UAT Project Manager - State of Maine – Business Rules Engine replacement project</b></p> <ul style="list-style-type: none"> <li>• Led team of 18 Policy and Eligibility specialists to test the major welfare systems which were rearchitected in Oracle Policy Automation (OPA) and the Oracle Service Oriented Architecture (SOA) Suite</li> <li>• Large scale test of over 4000 test cases spanning six state welfare programs</li> <li>• Developed sophisticated testing metrics tracking system</li> <li>• Utilized Jira for issue tracking and resolution, Confluence for document management, and MS Project for resource and schedule planning</li> </ul>
<b>04/2017 – 02/2018</b>	<p><b>Relational IT, Portsmouth, NH</b>  <b>Project Management / PMO Consultant – Health Leads, Boston</b></p> <ul style="list-style-type: none"> <li>• Instituted PM Framework in SharePoint to improve task management, document management, issue tracking, and status reporting</li> <li>• Provided PM consulting and direct project management on Splunk, Samanage ITSM, Salesforce, Tableau initiatives</li> <li>• Mentored five junior PMs</li> </ul>
<b>05/2015 – 11/2016</b>	<p><b>Relational IT, Portsmouth, NH</b>  <b>IT Project Manager – FairPoint Communications</b></p> <ul style="list-style-type: none"> <li>• Implemented ServiceNow ITSM package and managed self-service cultural change for 3300 employees</li> <li>• Managed XP to Windows 7 migration and deployment for 1500 workstations</li> </ul>
<b>08/2014 – 01/2015</b>	<p><b>WorldWide Computer Solutions, Keene, NH</b>  <b>IT Project Manager – Liberty Mutual</b></p> <ul style="list-style-type: none"> <li>• Led team of 15 developers and testers using Agile methods on IBM Rational Team Concert for website upgrade. Project was to enhance the flexibility of making information table driven.</li> </ul>

<b>03/2014 – 08/2014</b>	<b>Procom, Portland, ME</b> <b>Senior Project Manager Consultant – TD Bank</b> <ul style="list-style-type: none"> <li>Led effort to plan, resource, and budget enterprise-wide upgrade the application versions of DB and ETL software to current supported versions on the TD standards for infrastructure, DB and OS. This was in support of the REAP (Rapid Enterprise Architecture Planning) effort. Plan was then transferred to a TD Bank project management employee to execute.</li> </ul>
<b>08/2012 – 12/2013</b>	<b>NTT Data, Portland, ME</b> <b>Project Leader – Unum</b> <ul style="list-style-type: none"> <li>Managed Cisco phone system upgrade (12k end-points)</li> <li>Managed ITIL upgrades for Problem and Change Management modules in IBM SCCD</li> <li>Managed multiple MS Server 2008 R2 to MS Server 2012 R2 upgrades</li> <li>Managed SCCM 2007 to SCCM 2012 upgrade enterprise wide</li> </ul> <b>Senior Project Manager – TD Bank</b> <ul style="list-style-type: none"> <li>Managed distributed group of 20 FTEs in large-scale mainframe capacity and performance test</li> </ul>

	<b>IBM, Portland ME</b> <b>Senior Project Manager</b> <b>Please find below a listing of the dates and projects I worked on while at IBM in the Global Business Services practice.</b>
<b>8/2011 – 7/2012</b>	<b>Spirit AeroSystems – Wichita, KS</b> <ul style="list-style-type: none"> <li>Led team of ten engineers from IBM and Spirit to upgrade Exchange 2003 to Exchange 2010, also implemented email archiving (Enterprise Vault), MS Lync Live Meeting, Instant Messaging, associated network, database, infrastructure upgrades and server consolidation at a single datacenter for 15,000 end users</li> </ul>
<b>11/2010 – 5/2011</b>	<b>Westcon - Tarrytown, NY</b> <ul style="list-style-type: none"> <li>Led team of ten B2B eCommerce website designers, business analysts, and user experience experts to develop use cases, wireframes, and detailed micro-design artifacts. Development was in Sharepoint Web Services using Web Parts utilizing IBM offshore application services</li> </ul>
<b>06/2010 – 10/2010</b>	<b>Citibank - New York, NY</b> <ul style="list-style-type: none"> <li>Provided project planning and management for the deployment of a performance test environment, test planning, and test execution planning</li> </ul>
<b>01/2010 – 06/2010</b>	<b>State Street – Boston, MA</b> <ul style="list-style-type: none"> <li>Commissioned to initiate a major upgrade in project management practice and performance for an Investment Management middle-office migration team integrating nine projects using MS Project Server</li> </ul>
<b>08/2007 – 12/2009</b>	<b>Merrill Lynch – Jacksonville, FL</b> <ul style="list-style-type: none"> <li>Managed implementation of custom PMO structure to manage upgrade Variable Annuity portfolio business</li> <li>Designed and managed large-scale system testing and defect management process</li> <li>Assisted in strategic planning for the organization</li> </ul>
<b>5/2007 - 07/2007</b>	<b>Prudential Insurance – Parsippany, NJ</b> <ul style="list-style-type: none"> <li>Managed team of architects and technical specialists to provide recommendation stabilizing various systems on multiple platforms and languages.</li> </ul>

<b>10/2006 - 02/2007</b>	<b>Mutual of Omaha – Omaha, NE</b> <ul style="list-style-type: none"> <li>Developed and implemented phased delivery methodology combined with defect management and correction capabilities. Mentored project management team to build trust, competence, and to enhance the project managers' leadership capabilities.</li> </ul>
<b>07/2001 - 06/2006</b>	<b>AscendantOne / ISO (AQS) – Nashua, NH</b> <b>Engagement Manager</b> <ul style="list-style-type: none"> <li>Senior Project Manager and System Integration Leader providing oversight and responsibility for all phases of customer engagements including planning, gathering complex requirements to perform build-out of the customer product lines. Responsible for performing customer visits to provide product installation, configuration, tuning, and training.</li> </ul>
<b>12/1999 - 04/2001</b>	<b>Kana, Internet Knowledgebase Company, Natick, MA</b> <b>Principal Consultant</b> <ul style="list-style-type: none"> <li>Principal Consultant providing Engagement and Project Management, while also serving as Director of Systems Integration and Director of Training</li> </ul>
<b>07/1998 - 12/1999</b>	<b>CTA, Federal Sector Professional Services Firm, Bethesda, MD</b> <b>Managing Consultant</b> <ul style="list-style-type: none"> <li>Subject Matter Expert on Practice Development and Project Management</li> </ul>
<b>02/1997 - 07/1998</b>	<b>IBM Global Services, New York, NY, US</b> <b>Project Executive</b> <ul style="list-style-type: none"> <li>Subject Matter Expert – Year 2000 Center of Excellence</li> </ul>
<b>06/1995 - 02/1997</b>	<b>Sybase, Database Software Company, Atlanta, GA</b> <b>Project Manager, Developer</b> <ul style="list-style-type: none"> <li>OOP Developer of Video On Demand / Set top box menuing system</li> <li>Strategic Program Manager - Year 2000 Services</li> <li>PM for capacity testing</li> </ul>
<b>02/1986 - 06/1995</b>	<b>Unum, Life and LTD Insurance Company, Portland, ME</b> <b>Senior Programmer / Analyst</b> <ul style="list-style-type: none"> <li>Re-engineering Specialist / Development Center Expert</li> <li>Application developer for group enrollment and confirmation systems on mainframe and distributed systems</li> </ul>
<b>07/1983 - 02/1986</b>	<b>Aetna, Life and P&amp;C Insurance Carrier, Hartford, CT</b> <b>Programmer / Analyst</b> <ul style="list-style-type: none"> <li>Expert in System Platform Migrations</li> </ul>
<b>Education</b> Bachelor of Arts in Criminal Justice University of Hartford, USA	