

# ALEXANDER R. FITZGERALD

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## IT PROJECT MANAGER

*Poised to contribute unique blend of sales, project-management, and exemplary customer-support skills, along with commitment to excellence, to your firm's value by ensuring that projects support strategic mission and objectives within scope, budget, and schedule*

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### PROFESSIONAL PROFILE

- ◆ Results-driven project-management professional with MBA-level education, project-management certification, and proven track record in increasing productivity, quality, and customer satisfaction.
- ◆ Creative thinker and analytical problem-solver with demonstrated ability to manage projects from planning through execution/completion under the pressure of fast-paced, time-sensitive environments.
- ◆ Exceptional interpersonal communicator who effectively interacts with clients and all levels of management.
- ◆ Decisive, energetic, focused team leader/player who leads high-performing teams through implementing change and improvements.

### AREAS OF EXPERTISE

- ◆ Project methodologies:
  - Project initiation
  - Project planning
  - Project execution
  - Project control
  - Project closing
- ◆ Project tracking/reporting
- ◆ Project communications
- ◆ Achievable development plans and schedules
- ◆ Business assessment
- ◆ Scope/requirements definition
- ◆ Analysis of business problems/needs
- ◆ Full lifecycle development
- ◆ Quality-assurance strategy/process
- ◆ Internal and external client/customer service and support
- ◆ Business process reengineering
- ◆ Process change/improvement
- ◆ Needs analysis
- ◆ Tactical/strategic planning
- ◆ Quality risk
- ◆ Critical thinking
- ◆ Performance management
- ◆ Change management
- ◆ Technology integration
- ◆ Conflict management
- ◆ Problem solving
- ◆ Decision making
- ◆ Negotiation, persuasion and Communication
- ◆ Cross-functional team building and leadership
- ◆ Coaching/mentoring

### PROFESSIONAL EXPERIENCE

**Solutions/Sales Engineer**, *Decision Now International*, Salt Lake City, UT, Oct. 2004 to Present

- ◆ Selected by COO to take on Sales Engineer role based on solid project-management success.
- ◆ Develop and maintain client relationships for major customers of largest supplier of inventory and lease-finance administration software, serving 500+ independent, bank-related, and captive-leasing firms worldwide.
- ◆ Take ownership of project-management role from sales perspective for next-generation software product.
- ◆ Consistently cited by VP of sales as “the best we have” based on understanding of sales process.
- ◆ Recruited by leadership to test new loan product, resulting in enhancements and improved time-to-market.
- ◆ Selected to spearhead cross-functional, multi-level team focused on improving company-wide internal communication, resulting in executive leadership implementing team’s recommendations.
- ◆ Deploy project-management skills to bring projects in under budget, on time, and with superior quality.
- ◆ Attained customer recognition for superior project-management talents.
- ◆ Played key role as project leader in successfully closing significant account sale over No. 1 competitor.

**Support/Business Analyst**, *Decision Now International*, Salt Lake City, UT, 2000 to Oct. 2004

- ◆ Primarily oversaw project completions for four key accounts that increased the expenditures these customers made – ranging from \$135K to \$511K; improved key accounts’ perceptions of company.
- ◆ Implemented project-management methodologies to manage projects through to completion.
- ◆ Consistently enhanced billable time and issue acquisition/handling/resolution; compared to other analysts, handled 33 percent more issues; resolved 40 percent more issues; and billed 15 percent more time.
- ◆ Utilized full-lifecycle development methodologies to manage software integration project that achieved results in half the allocated time and under budget.
- ◆ Converted customer from non-paying and highly dissatisfied to fee-paying, vocal company promoter by resolving issues through leading high-profile project; commended by customer for outstanding achievement.
- ◆ Achieved high degree of customer satisfaction by connecting with customers; helped customers attain achievable development plans, schedules, and project outcomes, ensuring success with difficult IT projects.
- ◆ Recognized as key project contributor whose participation enabled 15 percent faster delivery to market of strategic software product.

**Licensed Realtor, Fenimore Realty, Salt Lake City, UT, Dec. 1999 to Dec. 2001**

- ◆ Earned higher Gross Commission Income than national average for Utah's No. 1 residential real-estate firm.
- ◆ Employed strong communication skills to close sales, thus earning Top Rookie Lister designation in March, April, June, and July 2000, and Top Rookie Seller in March and July 2000.
- ◆ Designed and implemented day-to-day marketing activities.
- ◆ Performed market research to develop target market and business plan.

**Financial Analyst Intern, Fenimore Realty, Salt Lake City, UT, Sept. to Dec. 1999**

- ◆ Analyzed sales associates' commission schedules and use of home services.
- ◆ Effectively presented results of analysis to all levels of management.
- ◆ Analyzed budgeting spreadsheets for accuracy and year-over-year comparisons.

**EDUCATION and TRAINING**

- ◆ Master of Business Administration, University of St. Jude, Salt Lake City, UT, anticipated 2006
- ◆ Bachelor of Science in Business Administration in Finance, University of Utah, Salt Lake City, UT, 1999
- ◆ Graduate, Coaching for Performance, International Decision Systems, 2001
- ◆ Fast Start and Success Corps real-estate sales training, Fenimore Realty University, 2000
- ◆ Graduate, Pro Source for Utah Real Estate License, 1999

**LICENSURE and CERTIFICATIONS**

- ◆ Project Management Certificate, Center for Training and Development, Salt Lake City Community College, Salt Lake City, UT, Dec. 2003
- ◆ Licensed Utah Real Estate Sales Associate, 1999

**PROFESSIONAL AFFILIATIONS**

- ◆ Member, Project Management Institute, since Feb. 2004
- ◆ Member, Project Management Institute – Utah