



CHRISTOPHER SCOTT

13 OAK LANE TERRACE • BROOKEVILLE, MD 20833
cscott@gmail.com • 301-555-3906 • CELL: 301-555-8403

CIO ~ INFORMATION TECHNOLOGY EXECUTIVE

Information Resources Management (IRM) | Business Analysis and Quality Assurance | IT Strategic Plans

PROJECT MANAGEMENT: INITIATION, DEFINITION, SCOPE, BUDGETING, PROJECT PLANNING, EXECUTION, CONTROL AND CLOSING

QUALIFICATIONS SUMMARY

- › Senior information leader who consistently demonstrates ability to meet managerial/technical automation requirements and customer needs while developing and implementing effective IRM and project-management solutions in utility, transportation, power-generation, and toxic-waste cleanup industries.
- › Respected professional offering 15+ years of IRM management at both corporate and project level, including such successes as:
 - Centralizing and managing all IRM operations at 4 permanent offices and 5 project offices.
 - Managing all IRM activities on \$600 million nuclear-plant contract.
 - Successfully coordinating company-wide implementation of new information systems and standards.
 - Conducting IRM requirements evaluation for major utility and managing resulting 15 percent reduction of IRM department.

CORE COMPETENCIES

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| › Strategic Planning and Direction | › Project Management |
| › Organizational Planning | › Policy Development |
| › IT Governance | › Quality Assurance |
| › Client and Vendor Relations | › Budget Administration |
| › Team Building/Recruitment | › User Requirements Consulting |
| › Performance Management | |

PROFESSIONAL EXPERIENCE

DEPUTY CHIEF INFORMATION OFFICE, National Contractors, West Friendship, MD, June 2003 to Present

- › Manage CIO operations of 2,000-person, \$600 Superfund Toxic-Dump Cleanup Project.
- › Serve as primary troubleshooter for technical, budget, personnel, and special-project related issues.
- › Prepare, track, and execute IT Strategic Plans; outline both short-term (1-year) and long-term (5-year) goals and objectives (90 percent of goals achieved); monitor plan progress, prepare quarterly reports and deliver updates to CIO and corporate management.
- › Chair corporate-wide Software Configuration Review Board.

DIRECTOR OF INFORMATION MANAGEMENT AND APPLICATION SERVICES, Montgomery County Gas Works, Bethesda, MD, January 2000 to June 2003

- › Recruited to fill Director position as a result of outstanding job performance and timely delivery of initiatives while providing consulting services; implemented processes, standards and quality controls that increased organization's operational maturity; planned and managed \$2M annual budget.
- › Created organizational design and built effective teams; structured and led new Information Management Division, including Business Response Team, Quality Assurance Group, and Application Services Team.
- › Created tracking process to manage 24 projects delivered during last fiscal year.
- › Directed selection, procurement, and implementation of significant IT initiatives.
- › Integrated new Business Analyst team into organization, resulting in improved interaction between IT and its customers and alignment of IT initiatives with departmental goals.
- › Implemented IT cost-allocation model resulting in equitable redistribution of IT costs back through corporation and clearer understanding of departmental technology expenses.

PROJECT MANAGER, INFORMATION SERVICES, EffectiveSoft Corp., West Bethesda, MD, November 1998 to January 2000

- › Managed enterprise-wide implementation of software-development methodology based on Software Engineering Institute's Capability Maturity Model to provide standardization and predictability into software-development process, resulting in uniform approach to project development with well-defined roles and accountabilities for all project participants.
- › Served as key member of Integrated Safety Management Improvement team, tasked with defining, training, mentoring, and implementing procedures and processes to meet stringent Department of Energy safety requirements.
- › Instituted project-management policies and procedures to create PMO model to control projects, resulting in standardized system to define, categorize, and track projects.

PERFORMANCE MANAGER, ComputerConscious, Inc., Baltimore, MD, February 1996 to November 1998

- › Directed on-site activities during cutover of computer systems and business functions on "day-1" of corporate acquisition; coordinated activities to ensure seamless and error-free cutover; gained consensus on critical business decisions.
- › Launched Production Systems Management center dedicated to improved production system integrity and reliability.
- › Oversaw project planning, cost control, client relations, and coordination of activities with other functional and technical support teams.
- › Introduced new Problem Management process focused on defect resolution using severity codes.
- › Established department-wide change-control policy; directed implementation of change-control software to facilitate program control and versioning; led effort to consolidate 17 module repositories into one.
- › Managed team to determine specifications and design of billing application to protect \$43M annual revenue; directed team that designed new intermodal billing application to capture \$400K annual revenue; led team to identify and eliminate 6,000+ non-essential system-generated reports sent to external customers; successfully shut down five billing applications with no residual billing problems.
- › Directed small development organization that set priorities, provided status reports, and ensured on-time performance for team of 29 programmers/analysts.

MANAGER OF OPERATIONS, Breakthrough Information Services, West Bethesda, MD, June 1994 to February 1997

- › Directed 70-person group supporting operation's functions, including local and wide area networks, desktop devices, design and requirement oversight for telephony contractor and data center.
- › Oversaw support for 2,500 internal customers at multiple locations.

MANAGER OF CLIENT SERVICES, Breakthrough Information Services, West Bethesda, MD, July 1993 to June 1994

- › Managed two groups within IRM function, an enterprise-wide help desk handling 20,000+ calls annually and a group of nine senior account managers who served as primary interface between 2,500-person internal client base and 150-person IRM group and oversaw more than 200 IRM projects.

MANAGER OF INFORMATION TECHNOLOGY, Breakthrough Information Services, West Bethesda, MD, July 1990 to July 1993

- › Managed all operations in Information Technology department for 4 permanent and 5 project offices.
- › Supervised 50 IT professionals with annual operating budget of \$5.3 million and \$2.6 million capital budget for customer base of 2,000+ employees.
- › Oversaw outsourcing of desktop and network maintenance and support for two permanent office and directed administration and performance evaluation of \$2.4 million contract.

EDUCATION

Master's Certificate in Project Management
Towson University, Towson, MD, 1997

Bachelor of Arts in Organizational Management
University of Maryland – College Park, MD, 1990