MARK WITCZAK

witczak@acm.org   (571) 205-9582

EXPERTISE

- Program Management
- Financial Management
- Customer Relationship Building
- Product Development

- Global Outsourcing
- Enterprise Architecture
- Emerging Technologies
- Account Management

PROJECT MANAGER, 3TI   11/2012—PRESENT

- Leading multiple development teams in the implementation of financial management applications.
- Managing Technical Operations, Change Management, and Independent Verification and Validation Services in the process of release management.
- Responsible for setting program direction and reporting status of progress to CIO and executive level management.

OWNER-CONSULTANT, OUT OF NOWHERE   12/2006—PRESENT

- Led the development of tools, organization, and implementation of IT Risk Analysis and Mitigation strategies.
- Directed the development hardware and software products.
- Speaker at industry forums and conferences.
- Directed the implementation and management of an Operations & Maintenance (O&M) organization.
- Program Manager for enterprise CRM software development project.

PROGRAM MANAGER, DIT   5/2011—7/2012

- Directed a portfolio of application development initiatives for the Federal Government.
- Cultivated positive relationship with customer as Account Manager.
- Managed teams in providing operations and maintenance support for an IT datacenter, COTS and custom enterprise applications, and desktop systems.
- The systems supported were critical to the organizations ability to manage physical and financial assets.

PROGRAM MANAGER, METRON AVIATION   3/2007—8/2009

- Directed a portfolio of software development initiatives critical to the operation of the National Air Space for the FAA.
- Instituted a strategy to migrate to a Rapid Application Development methodology reducing the number of customer change requests and increase customer satisfaction.

SENIOR PROGRAM MANAGER, NEXTEL   8/2003—12/2006

- Led multiple projects to implement PeopleSoft CRM and Sales modules.
- Managed the implementation of the data architecture conversion for all ecommerce applications.
- Managed teams of off shore software development and testing teams.
- Received numerous CIO commendations and management for quality and consistently producing results that surpassed expectations.
- Spearheaded the strategic establishment of the Agile development methodology.

SENIOR MANAGER, FOCAL COMMUNICATIONS   8/2000—8/2003

- Managed the construction of an IT development and O&M organization for the newly launched Data Services Division.
- Organized teams to develop and implement operation support system (OSS), BPM, and customer facing applications.
- Represented IT during executive management meetings where customer product planning occurred.

MANAGER, IDEA INTEGRATION   6/1999—8/2000

- Successfully launched the ERP Consulting Service vertical, responsible for hiring, business development, vendor relationship management, and customer relationships.
- Managed project teams involved in the development of BI applications, CMMI certification, and developing consumer products for South American banks.

PRINCIPAL CONSULTANT, PRICEWATERHOUSECOOPERS   4/1994—6/1999

- Led multiple PeopleSoft Financial and HR initiatives in banking and manufacturing industries.
- Founded the PricewaterhouseCoopers Southeast Region SAP Technology Center, the steering committee responsible for strategic alliances with vendors.
- Recognized as an IT planning and implementation Subject Matter Expert and called upon to advise project teams on innovative technology.

SOFTWARE DEVELOPMENT ENGINEER, IBM   1/1993—4/1994

- Developer of high speed data networking device firmware.

EDUCATION

M.B.A., Finance, George Washington University

B.S., Computer Science Engineering, Michigan State University