

# Joe Wilson

3202 W Knights Avenue ♦ Tampa, FL 33611 ♦ (813) 902-8000 ♦ wilsonjoea@gmail.com

## Objective

---

Position utilizing my established organization, customer service, communication, and project coordination skills proven by 10 years successfully administering teams in major product development efforts.

## Profile

---

Motivated, pleasant professional with a successful 10-year track record managing software development and security integration teams. Aptitude for quickly mastering new technology and processes.

Diplomatic and tactful working with cross-functional, geographically diverse people of all levels.

Acknowledged history of handling sensitive, confidential projects and concepts.

Flexible and versatile – I understand that other people have many of the same skills. What makes me different is that I am really good at what I do. I do what it takes to get the job done. I work well with others and I develop great relationships with team members so that they want to help projects succeed.

## Skills Summary

---

- |                                 |                    |                              |
|---------------------------------|--------------------|------------------------------|
| ♦ Project Management            | ♦ Computer Savvy   | ♦ Meeting Facilitation       |
| ♦ Report Preparation            | ♦ Customer Service | ♦ Project Planning           |
| ♦ Written Correspondence        | ♦ Scheduling /     | ♦ Front-Office Operations    |
| ♦ Proficient in MS Office Suite | Tracking           | ♦ Professional Presentations |
|                                 | ♦ Communication    |                              |

## Professional Experience

---

### COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY

- ♦ Prepare complex project management reports to insure budget, scope and deadlines are on schedule.
- ♦ Conduct daily meetings with teams to track progress and issues.
- ♦ Coordinated multiple projects deploying systems across the organization's footprint to centrally manage global trade including import and export compliance and trade agreement management.
- ♦ Managed software development teams in the database and portal rearchitecture of a premier customer facing web portal gateway for a company's enterprise customers.
- ♦ Author professional executive management reports and presentations for internal and external customers and vendors.
- ♦ Advanced user of Microsoft Office Suite of programs (Excel, Project, Word, PowerPoint, Visio). Rapidly learn and master varied computer software programs including in-house developed software programs.

### CUSTOMER SERVICE & MARKETING

- ♦ Oversee front-office operations and provide impeccable customer service increasing customer referrals.
- ♦ Communicate the value of company's brand to customers and peers alike, promoting satisfaction outside and within the organization.
- ♦ Create special promotions, write/design advertising copy for print
- ♦ Designed and Developed website and managed social media content.

### DETAIL MASTERY & ORGANIZATION

- ♦ Coordinated all aspects of day-to-day operations for Security Lock Systems.:

# Joe Wilson

- Profitably oversaw projects from the initiation stage through completion and closeout.
- Maintained excellent customer communication throughout all stages of the project.
- Administered manpower requirements for each project and scheduled installation labor.
- Negotiated vendor pricing to find best value before purchasing materials for projects.
- Scheduled material deliveries with vendors to maximize resources and reduce costs.
- Effectively appraised employee's work for productivity, quality and completion.
- Made recommendations to Operations Manager regarding staff assignments.
- Accurately forecasted job costing revenue for each project.

## Employment History

---

SAPPHIRE TECHNOLOGIES, Tampa, Florida  
Consultant/Project Manager – Syniverse Technologies  
October 2010-July 2011

SAPPHIRE TECHNOLOGIES, Tampa, Florida  
Consultant/Project Manager - Verizon Business  
August 2008-August 2010

SECURITY LOCK SYSTEMS, Tampa, Florida  
Consultant/Project Coordinator  
July 2007-August 2008

CIBER, Tampa, Florida  
Consultant/Project Manager - Verizon Business  
February 2005-July 2007

## Education

---

- ◆ Bachelor Of Arts In Business/Photography, Brooks Institute Of Photography, Santa Barbara, California
- ◆ Arizona Western College, Yuma, Arizona
- ◆ Northern Arizona University, Flagstaff, Arizona
- ◆ How To Capture Requirements (RGT) And Develop Project Scope
- ◆ Joint Application Development (JAD)
- ◆ Project Management Institute (PMP) Preparation
- ◆ Management Development
- ◆ Training For Instructors

## Awards

---

- ◆ Charles J. Knight Award from Florida West Coast Chapter ASIS International (Webmaster [www.Asistampabay.org](http://www.Asistampabay.org))
- ◆ Selected as participant in Verizon's Information Systems Orientation Program (ISOP), a career development program for high-potential IT employees.
- ◆ Lead Billing Program Manager selected to direct 50+ employees in top-secret project designed to integrate Verizon name on 15-million former GTE customer bills and related communications and reports. Nominated for Verizon Corporate Excellence Award and received Team Excellence Award for this effort.