

Chris Fitzgerald

PMP • CISSP • CISM • RCDD/NTS/WD • CCP • CWSP • INFOSEC • MCSE • MOS • MCNE • CCNP* • CCDP* • CCIP* • CCSP*
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SENIOR IT PROJECT MANAGER and NETWORK & SYSTEMS INFRASTRUCTURE ENGINEER

Senior information technology professional uses 23 years of experience, education and professional training to manage programs and projects to a successful completion. Primary focus is delivering project scope within budget and schedule. Challenges and pressures of large-scale enterprise programs and projects with aggressive timelines are normal working conditions. Commitment to continuous professional education maintains knowledge in the latest standards and best practices for information technology and project management used for optimal solution design and efficient project delivery. Detailed and results driven manager oversees projects with enterprise and large geographic scopes requiring extensive technical deliverables and management of associated budgets and staff. Successful team leader integrates client employees, vendor personnel, contractors and consultants into a cohesive project team focused on efficient completion of project deliverables. Satisfaction comes from quickly learning and assimilating new technologies to meet evolving business needs. Practitioner of the principles of integrated IT project management that aligns IT and project management with business management. Experience in:

- ◆ Business Analysis & Requirements Integration
- ◆ Budget Development & Management
- ◆ RFI, RFP, RFQ & Vendor Management
- ◆ PMO Management
- ◆ Change Management
- ◆ Quality Assurance
- ◆ Proposals & Presentations
- ◆ Enterprise Networks
- ◆ Network Management & Operations
- ◆ Security Design, Integration & Testing
- ◆ Operation Procedures Implementation
- ◆ Server Systems (Microsoft, UNIX/Linux, Novell and others) & Virtualization Infrastructure
- ◆ Mainframe/Midrange Systems Connectivity
- ◆ Legacy Systems Migration
- ◆ Data Storage Systems (SAN/NAS/Backup/ATL)
- ◆ Data Center Infrastructure & Facilities
- ◆ Telecommunications Infrastructure/Facilities
- ◆ Structured Cable Plant (Copper/Fiber/Pathways)
- ◆ Telecommunications (LEC/CLEC/IXC)
- ◆ VOIP (IP Telephony)
- ◆ Call Center Technology (ACD/IVR/CTI/PD/IP)
- ◆ Desktop/Client Environment Integration & Management (Windows, Macintosh and Linux)
- ◆ Directory Services
- ◆ Office Information Systems, E-mail Systems & Groupware Systems
- ◆ Escalated 24/7/365 Support & Senior Level Integration Troubleshooting Support
- ◆ Internet/ISP/eCommerce/Web Services
- ◆ Voice, Video & Data Convergence
- ◆ Unified Communications
- ◆ Wireless Networking & Security
- ◆ SaaS, SOA & Web 2.0 Infrastructure

PROJECT HIGHLIGHTS

- Program manager for initial implementation of global financial services network outsourcing project
- Managed design and implementation of \$12M managed internet services data center and IT systems for Telenisus
- Managed 19+ projects (\$150M) for Ameritech including supervising project teams with 375 people and the upgrade and implementation of standardized voice and data infrastructure for 35 call centers supporting 10,000 agents
- Created and managed the Network & Systems Infrastructure (NSI) consulting services group for CompuPros leading 22+ projects for national and international clients focused on telecommunications, ISP and financial markets
- Designed and implemented a \$13M healthcare enterprise multi-protocol network and related IT systems infrastructure with 3,000 nodes, 13 buildings and 39 remote facilities supporting migration from legacy mainframes to distributed client server technology, including deployment of enterprise e-mail and groupware systems

CERTIFICATIONS

- PMI Project Management Professional (PMP)
- (ISC)² Certified Information Systems Security Professional (CISSP)
- ISACA Certified Information Security Manager (CISM)
- BiCSi Registered Communications Distribution Designer (RCDD)
- BiCSi RCDD/NTS (Network Transport Systems Specialist)
- BiCSi RCDD/WD (Wireless Design Specialist)
- ICCP Certified Computing Professional (CCP): IT Management, BASIC, Office Information Systems (OIS), Microcomputing & Networks, Integrated IT Project Management, Systems Security, Communications & Internetworking and Systems Development
- CompTIA: A+, Network+, i-Net+, e-Biz+, Server+, Security+ and IT Project+
- Certified Wireless Security Professional (CWSP)
- Certified Wireless Network Administrator (CWNA)
- NSA/CNSS Information Systems Security (INFOSEC) Professional
- Microsoft Certified Systems Engineer (MCSE w2k): Security
- Microsoft Certified Systems Administrator (MCSA w2k): Messaging
- Microsoft Office Specialist (MOS XP/2002) Master/Expert Certifications: Word, Excel, Outlook, PowerPoint, Access and Project
- Master Certified Novell Engineer (MCNE/CNE/CNA)
- Cisco Certified Security Professional (CCSP) **expired, renewal in progress*
- Cisco Certified Internetwork Professional (CCIP) **expired, renewal in progress*
- Cisco Certified Design Professional (CCDP) **expired, renewal in progress*
- Cisco Certified Network Professional (CCNP) **expired, renewal in progress*
- Cisco Qualified Specialist: Firewall, IDS, VPN, Wireless LAN Design and Wireless LAN Support **expired, renewal in progress*
- Adobe Certified Dreamweaver MX Developer Professional
- Certified NetAnalyst Network Forensic Professional
- Sun Solaris UNIX & SCO Xenix/UNIX Administration

PROFESSIONAL EXPERIENCE

► GLOBALTECH INTEGRATION (formerly FitzGeraldNet Consulting) 2001 – Present
Provides IT network and systems infrastructure and security engineering, integration and project management services
Chief Consultant (Independent Consulting Group)

► COMPUPROS, Chicago, Illinois (serving national and international client locations) 1994 – 2001
Full-service provider of information technology and business analysis services with 250 consultants
Director, Network & Systems Infrastructure Group

- Supervised senior technology consultants as manager of more than 22 client projects
- Program or project manager for numerous large-scale client projects with total budgets in excess of \$450M
- Chief engineer for the design, implementation and integration of network, telecommunications, IT systems, security, desktop environment, e-mail, groupware, call center technologies and other technology-based business solutions

Major Clients

◊ **Society for Worldwide Interbank Financial Telecommunications (S.W.I.F.T.):** *Provider of secure messaging and interface software for 7,000 financial institutions in 198 countries supporting 8M financial transactions daily with 1,500 employees*

- Program management team (PMO) leader for the initial implementation of a \$300M, five-year, global financial services network outsourcing project with 150 project team members

◊ **Telenisus:** *Provider of managed hosting, e-commerce, VPN and secure communications services*

- Program manager/senior engineer for national SAP/POP Design/Implementation Planning Project (\$3.8M)
- Program manager/senior engineer for Managed Web/Application/eCommerce/Security Services Data Center Project (\$12M)

◊ **Ameritech:** *Regional telecommunications service provider with 14M customers and 60,000 employees*

- Program/project manager and chief engineer for 19+ IT systems, network, data center and call center projects (\$150M)
- Managed project teams with over 375 employees, client staff, contractors, consultants and vendor personnel
- Developed voice and data technology infrastructure and implementation standards for 35 call centers and 10,000 agents

► LUTHERAN GENERAL HEALTH SYSTEM (LGHS), Chicago, Illinois 1991 – 1994
Regional healthcare and hospital system with 8,000 employees

Chief Network Engineer and Project Manager

- Provided lead network engineering, design, project management and support services for the Open Systems Architecture (OSA) Project and related infrastructure projects (\$13M, 3,000 workstations and 52 multicampus and remote buildings)
- Provided engineering, integration and project management services for IT projects with numerous medical departments

► FUTURETECH MICRO, Marion, Illinois 1988 – 1990
Network and systems integration vendor serving 100 client companies throughout the Midwest

Director, Operations and Chief Engineer

- Managed Technical Services Operations Group with market focus on Novell and UNIX servers/networks, CAD/CAM, office automation systems and e-mail/groupware systems for medical, government, legal, architectural, manufacturing and educational clients

► LIBERTYVILLE HIGH SCHOOL DISTRICT 128, Libertyville, Illinois 1984 – 1988
Computer Services Coordinator & Technical Services Assistant Coordinator

EDUCATION

Excelsior College, Albany, New York {School of Business and Technology}
 Bachelor of Science, Management Information Systems (MIS), GPA: 4.0, Summa Cum Laude

PROFESSIONAL ORGANIZATIONS

Association for Computing Machinery (ACM)
 Building Industry Consulting Service International (BiCSI)
 Computing Technology Industry Association (CompTIA)
 Information Systems Audit and Control Association (ISACA)
 Information Systems Security Association (ISSA)
 Institute for Certification of Computing Professionals (ICCP)
 Institute for Electrical and Electronics Engineers (IEEE): Communications & Computer Societies (COMSOC & COMPUTER)
 International Information Systems Security Certification Consortium (ISC)²
 Novell Users International (NUI)
 Project Management Institute (PMI)

► See www.fitzgeraldnet.com for additional details ◀