

Daniel Carroll, PMP
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Summary

- Experienced Project Management professional at managing, analyzing, planning and leading complex projects in an efficient and timely manner to increase overall customer satisfaction and approval for software and infrastructure projects.
- Over 10 years of extensive experience on creating websites, portals, multimedia content in e-commerce, Mobile Apps, entertainment and information technology environment.
- Managed project budgets ranging \$7-10M, spanning a wide variety of technologies included many projects ranging from implementation of e-commerce, web applications, and mobile products.
- Over 10 years in experience in leading projects through the entire SDLC utilizing a variety of methodologies including waterfall, Agile and Scrum and digital and organizational transformation.
- Provided requirements, collaborated with development, conducted and managed user acceptance testing and managed deployment to operations users.
- Experience in developing disaster recovery approach, scope and master project plan for the technical services group.
- Experience in leading large global teams through complex program and project tasks.

Certifications:

Project Management Professional (PMP)
IT Infrastructure Library (ITIL) Foundation
ITIL Practitioner: Release and Control

Education

- Bachelor of Art, University of Maryland, European Division (Heidelberg, Germany)

Southern Company, Atlanta -GA Project Manager

September 2019 - May 2017

- Managed meetings, schedules, and burn rate, bringing the project in underbudget and maintaining strict reporting on project/CR implementation despite multiple significant issues
- Managed \$1.8M in vendor products including digital transformation EMS system and cloud-based vendors.
- Integrated Sharepoint management and project team collaboration.

Delta Airlines, Atlanta -GA Project Manager

June 2017 - June 2019

- Concurrently managed 14 major IT Change Requests valued at \$4.5M for critical business project, allowing smooth implementation of three-cabin aircraft into the Delta Fleet, including infrastructure and applications migration/upgrade
- Managed meetings, schedules, and burn rate, bringing the project in underbudget and maintaining strict reporting on project/CR implementation despite multiple significant issues
- **Managed Digital Transformation delivery of enterprise-wide Dynamic Branding/API Implementation**
- Managed \$5.9M enhancements project portfolio
- Displayed expertise in working with more than 10 different departments across the enterprise to resolve issues, build unified focus, and deliver projects
- Responsible for weekly and monthly scorecards, financial reporting, and status updates
- Recognized for being able to take on and successfully complete complicated and difficult projects

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IDology, Atlanta - GA
Project Manager

Mar 2014 - Nov 2016

- Managed and delivered customer-facing, security-focused software enhancement agile projects for boutique software firm.
- Integration of hybrid agile and waterfall methodologies
- Managed several high priority projects that significantly improved revenue, driving team to achieve customer-focused urgent upgrades
- Organizational Transformation: Advised teams on IT and software architecture and built a high availability, highly scalable software solution meeting the uptime, performance and availability.
- Drove defect/issue resolution and ensures timely resolution to complete testing on schedule.
- Establish, manage, and coordinate SDLC migration and integration testing
- Projects directly impacted the organizations revenue and contributed to a revenue increase of 43% per annum
- Increased number of enhancement projects per year delivered by 66%
- Reduced average project slippage from 6 weeks to on-time delivery
- Drove day to day operations of corporate web sites.
- Build products using Agile Scrum / waterfall development methodologies with Java JEE, JSP technologies and Mobile Apps.
- Project included: creation of mobile-based solution, introduction of new Mobile API functionality, directly enhancing software to meet specific client needs, and adding many proprietary features.
- Managed build out of data center redesign and disaster recovery site.
- Preserve assets by implementing disaster recovery and back-up procedures along with tracked Risks & Issues.
- Other activities include creating all kinds of QA reports, resource utilization, testing budget, report of tools & technologies, Burndown, Release notes, Managing Triage and Merge readiness, defect density, or whatever reports needed.

Home Depot, Atlanta – GA
Project Manager

Aug 2013 – Dec 2013

- Data Warehousing and Business intelligence. Assumed management of three projects in high-paced, demanding environment. Managed BI/EDW deliverables. Technology used: Teradata and MicroStrategy.
- Managed backlog and program deliverables via daily stand up meetings as well as traditional PM activities.
- Managed SDLC using customized methodology which was a blend of Agile and waterfall.
- Worked with the test teams, environment teams, business partners, development team, to ensure successful delivery of the application.

TIAA-Cref, Atlanta - GA/Charlotte – NC
Project Manager

Jun 2011 – Aug 2013

- Oversaw and managed delivery of several data warehouse migration projects. TerraData Upgrade: Through due diligence identified and documented that project was under-scoped and alerted management to risk and reclassify project as a program.
- Oversaw digital transformation programs and distribution of work among project managers. Software migration
- Moved data operations and build out of new data center to accommodate change. Worked with multiple 3rd party vendors and offshore developers.
- Facilitated reviews of Test Plans as provided by Systems Test and Software Quality Assurance to ensure testing would be accomplished in support of the project scope and defined features. (Representatives from all Functional teams in attendance).
- Worked with vendors and internal teams to move stagnant project to delivery digital transformation of ETLs from Informatica to DataStage
- Project executed in stages working with off-shore, outsourced team interacting with in-house development team. (Xerox/ACS).
- Facilitate, coach, and guide the teams on the values and practices of Agile and Scrum.
- Ensured that agile principles and processes are properly implemented and adopted.

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AT&T, Atlanta – GA
Project Manager

Mar 2010 – Jun 2011

- Implementation of phased ATT.com eCommerce and support website consolidation requiring coordination between various groups within AT&T and external vendors. Initial achievement was creating and implementing a pre-production review process that audited requirements and eliminated massive discrepancies in content for ATT.com and reducing content delivery time by 38%. Promoted to Content Producer - managed estimates, schedules, key delivery teams, and coordinated resources for Bi-monthly delivery cycle: team of 8-11 integrating into larger team of approximately 35, budget average \$350K per release
- Responsible for planning, analysis, design and implementation of Test Case Repository website.
- Managing all aspects of software development life cycle (SDLC), from gather requirements through development, testing, delivery, enhancement and production support in Agile / Waterfall environment.

Verizon, Alpharetta – GA
Project Manager

Jul 2007 – Feb 2009

- Coordinated with senior architecture management to revamp communications architecture and other comprehensive systems.
- Made a significant immediate impact and brought to fruition two projects that had been languishing for years.
- Managed and delivered the following high profile projects for Infrastructure in Enterprise Architecture: Governance and Compliance Policy, Standards Management and Process Management