

Mitchell A. Tracy, PMP

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INFORMATION SYSTEMS PROJECT / PROGRAM MANAGER

PROVEN MANAGEMENT AND TECHNICAL EXPERTISE IN A 20+ YEAR CAREER

Highly accomplished professional with diverse IT management experience poised to apply solid background in IT to excel in a management position. Offer outstanding team leadership, project management, and problem solving skills. Business administration training, expertise in coordinating management, cross-functional teams and vendors in the execution of software development, infrastructure management, staff training, and systems support as well as planning, budgeting, testing, and Quality Assurance and deployment. Experienced in working within the strict controls of the Financial and Healthcare industries.

EDUCATION + CERTIFICATIONS

B.A. Business Administration - National University

Project Management Professional (PMP) Certified #1156568

Certified Scrum Master # 48221727446187

Certified Lean Sigma Black Belt #10073

Information Technology Infrastructure Library (ITIL) Certified

Certified MS SQL Server 7.0 / 2000 Admin

Secret Security Clearance (inactive) CPR Certified

CORE COMPETENCIES

Program Management	Project Budgeting	Configuration Management
Project Management	Management Reporting	Cross Functional Coordination
Risk Management	Systems Integration	COTS Configuration Integration
Distributed Team Management	Issue Tracking and Resolution	Quality Assurance

KEY TECHNICAL COMPETENCIES

Microsoft Office	Atlassian / JIRA / Fisheye	Sharepoint / Confluence
Microsoft Project	ClearCase / ClearQuest	Crucible / Code Collaborator
Powerpoint / Visio	Subversion / Git	UNIX / Linux

PROFESSIONAL EXPERIENCE

Sempra Energy / Program Manager

January 2015 – present (short term contract assignment)

Key Achievements:

- Lead over 300 Sempra staff in a core network upgrade impacting all of the over 6,000 Sempra employees, 80 critical application teams, and 1/3rd of the total IT staff. This upgrade required careful coordination to perform a disaster recovery failover of critical systems, manage system shutdown and restart, and physical network upgrade. Critically, communications and risk planning was required to inform senior management and staff before, during, and after the upgrade. This \$20 million project caused a major data center to be shutdown, risking energy delivery to Southern California if not completed to plan. The project was completed without impact to the company, customers, or systems, placing Sempra on a solid footing to never have to schedule outages of this magnitude again.

VMWare / Program Manager / Project Manager

January 2014 – December 2014 (contract assignment)

Financial Systems, Program Management, Project Management**Key Achievements:**

- As program manager, developed policies and procedures to support the definition of complex business programs, and to direct and ensure the outcome of those programs. Managing complex projects and support programs impacting business goals and objectives, Led cross-functional teams and subject matter experts in their development, planning, automation and implementation.
- Worked with teams to define priorities and resources allocated to initiatives or programs. Defined scope and success criteria, plan schedules, drive work efforts, and monitor project/program from inception through delivery. Developed and managed communications with cross-functional team members and senior management in Engineering, Information Security, and Finance, This role maintained awareness of trends, business conditions and internal processes and practices impacting project/program deliverables.

Broadcom / Program Manager / Project Manager

September 2010 – December 2013

Mergers + Acquisitions, Program Management, Project Management, Oracle Knowledge Management (Inqira)**Key Achievements:**

- As program manager, managed multiple engineering software project teams for Broadcom, coordinating project progress, budgets, development, and deployment. Worked with C level management to present, review, and adjust project priority and deployment in coordination with core engineering teams in order to deliver additional capabilities within IC development timelines. Ensured compliance of all projects with the Broadcom Project Management Office (PMO), providing transparency to project progress from the developer level to the CIO.
- Managed the integration of multiple international businesses into the Broadcom company, coordinating the development environments and network communications of businesses from 30 to 1,100 employees with existing Broadcom staff, software and infrastructure. Worked with subject matter experts in disparate fields to accomplish

team integrations under strict guidelines and timeframes without conflicting with scheduled chip releases. Management of intellectual property is an integral part of these projects.

- Managed the integration of Oracle Knowledge Manager (Inquiria) implementation into Broadcom's customer facing portal, integrating OKM into external and internal user use. Managed external vendors and contractors as well as internal IT staff and management.

Childrens Hospital Los Angeles + USC / Project Manager

May 2010 – September 2010 (short term contract assignment)

Project Management, COTS, Business Planning, Process Reengineering

Key Achievements:

- Coordinated selection of the COTS Clinical Trial Management System, including infrastructure, interfaces to CERNER and other related systems, training, and business process mapping and reengineering.
- Worked with over 40 stakeholders throughout the CHLA organization to gather requirements, and create assessment criteria for vendor selection. Managed vendor selection process.
- Managed stakeholders in the Clinical, Radiology, Acute Care, Cardiology, Accounting, and IT departments to coordinate a successful rollout of the software, which allows multiple departments throughout CHLA and USC to and manage clinical trial information entry, management and reporting.

MDS Pharma Services, Inc. / Project Manager

April 2007 – March 2010

Project Management, SDLC, UNIX, Apache, WebLogic, PMBOK, Active Directory, Wintel

Key Achievements:

- Generated project plans, resource requirements, costs, budgeting, schedule, and risk analysis and mitigation plans for mission critical web based company wide COTS system deployment. These plans included software configuration documentation in conformance with FDA regulated systems requirements. Process analysis for the systems required departmental input throughout the company, and ongoing risk assessment and scope management throughout the project.
- Managed in house teams and consultants to debug, QA, deploy, and release HR training and skills tracking software, throughout the organization. This regulated system required a complete re-documentation of all development artifacts from user requirements through to final test acceptance, server configuration, and production deployment. I planned and managed risks associated with system release throughout the US, Canada, and Great Britain. Worked with HR staff to revise processes and the system to increase service and capabilities throughout the organization.
- Managed infrastructure teams to deploy regulated production, test, and QA servers and infrastructure for mission critical Impact! Pharma study systems. All production servers required documentation to be able to pass audits as to the specific hardware, the operating system, and relevant web server versions and configuration.

Ameriquest / Associate Program Manager

July 2004 – March 2007

Change Management, Release Management, Project Management, PMBOK, RUP, UNIX, Apache, Wintel, Active Directory, Sarbanes-Oxley, Security

Key Achievements:

- Managed software configuration and release teams for mission critical web based Loan Genius systems and related system interfaces.
- Managed with both in house developers and consulting groups to coordinate new releases of projects from development to quality assurance to production. Managed scope, budget, and risks throughout entire SDLC for multiple web based projects. Developed policies to coordinate off shore resources in Bangalore, India with Argent staff in Irvine, California to support ongoing change management tasks.
- Managed network security teams from the US and India to ensure appropriate access for offshore resources and security for customer information. Worked closely with teams to design and enforce security policies.
- Worked with upper management to introduce and transition development and change management teams to Rational Clear Case and Clear Quest to project teams in support of Sarbanes-Oxley compliance.
- Managed data center migration of Ameriquest from Orange California to Englewood, Colorado. This entailed working with Ameriquest management, infrastructure team members and India based developers and infrastructure team members to plan, move, and test servers, databases, test environments, and communications. Identified, monitored, and managed risks associated with the project.

Interlink Mortgage Services, Inc. / Systems Architect / Project Manager

January 2003 – June 2004

Project Management, Wintel, Active Directory, MS-SQL, Cost/Benefit analysis

Key Achievements:

- Managed project to securely surface Client required data over a secure web site. Performed project planning and risk analysis and management associated with securely surfacing proprietary real estate information and documentation over the Internet. Worked closely with developers to ensure appropriate security and QA. Worked with infrastructure resources to ensure appropriate web and database server capacity and security.
- Quickly analyzed problems with existing reconveyance system, conferred with end users and management to secure agreement and commitment to the project, and engineered a solution that fulfills the needs of both Interlink and their Clients

Political Data, Inc. / Senior Developer / Project Manager

February 2002 – November 2002

Project Management, Wintel, Active Directory, MS-SQL

Key Achievements:

- Hired and coordinated a team of professionals that worked together to achieve all software development goals within severe time constraints, implementing new functions in a controlled incremental manner to increase productivity without negatively impacting staff workloads.
- Managed abrupt departure of original programmer, and replaced original user hostile programs with efficient and easy to use systems.
- Designed project plans, analyzed and monitored risks to quickly develop, QA, and implement mission critical systems to support non-negotiable deadlines under compressed timelines.

Quest Software / Senior Developer

September 1999 – November 2001

Team Management, Wintel, Active Directory, Oracle

Key Achievements:

- Coordinated programming efforts to successfully reengineer product after management dramatically changed the scope and function of Space Manager.
- Accelerated deployment of space manager product, increasing company revenue by \$2M.
- Participated in coordinating two releases of Space Manager with product management, sales, marketing, and other development groups within Quest Software. This included development groups in Australia, Israel, and the Eastern United States, and allowed selected Space Manager features to be integrated within other critical products without re coding, saving over \$500,000.

Metro-North Commuter Railroad / System Architect / Project Manager

September 1995 – September 1997

Project Management, Wintel, Active Directory, MS-SQL

This project is currently running 24/7/365 at Grand Central Station in New York City.

Key Achievements:

- Worked directly with Metro North management, and staff, from director to train controllers to analyze and deliver projects that were abandoned by previous vendor. Coordinated infrastructure and system interfaces with 3rd party vendors and Metro North for train tracking and control systems.
- Assembled and directed an 8 person programming staff to redesign, expand, and reprogram the failed, mission critical trainsheet project in just 6 months, enabling Metro-North to keep the entire \$20 million train management project on schedule. The original project had been in development for over 2 years.
- Performed project, resource, scope, communications and risk planning and managed project through development, managing team members, coordinating with IT, training, and user management teams, and tracking and managing risks throughout the project to deploy on time and on budget.

Allianz Insurance / Senior Developer

September 1993 – February 1996 (original 2 week contract assignment)

Microsoft SQL-Server 6.5, Triggers, Stored Procedures, Delphi, Visual Basic**Key Achievements:**

- Originally retained for a two week commitment, my contract was extended to over 4 years.
- Took a concept originally sketched out by the manager of IS and expanded it to an integral part of Allianz operations. Saved the company millions in hardware upgrades, programming, and software by designing a modular database system that could handle tens of thousands of records on Intel '386 based equipment, freeing funds for use in other areas.
- Managed and trained a five person team of programmers to maintain, modify, and extend the system, eliminating concerns about staff changes, and freeing upper management resources to build the business.