



I.T. DIRECTOR AND PROJECT MANAGEMENT EXECUTIVE

Information Technologies Director, Project Management Institute (PMI) trained, Six-Sigma Green Belt executive with experience in Environmental Protection, Healthcare, Digital Marketing, Advertising, and Telecommunications industries. Well versed in the full spectrum Software Development Life Cycle (SDLC) and Agile methodologies. Able to integrate stakeholder I.T. project initiatives, with PMI best practices. Effective communicator with all levels of staff, to positively influence and inspire collaborative productivity. Exercises exemplary tact, diplomacy and cultural sensitivity. Skillful in organizing information gathered from a variety of sources and synthesizing them into innovative enterprise wide solutions.

- **I.T. Leadership and Strategy**
- **Project Management Institute (PMI)**
- **Disaster Recovery Planning**
- **Project Planning, Estimating & Staffing**
- **Vendor Engagement & Negotiations**
- **Staff Restructuring & Recruiting**

PROFESSIONAL EXPERIENCE

NJ DEPARTMENT OF ENVIRONMENTAL PROTECTION, (DEP) Trenton, NJ March 2013 – Jan. 2017
Assistant Director, Division of Information Technologies

Energized and led a staff of 32 team members in the daily operations of Network Infrastructure, Desktop and Server support, Help Desk Call Center and Systems Administration for the State of NJ DEP. Served 2,800 employees and 400 consultants, stationed in more than 80 remote locations by supporting approximately 3,400 PCs/laptops, ~250 Help Desk Calls resolved per week and over 700 smartphones. Developed and managed an annual budget of \$9.3 million.

- Championed I.T. software and hardware projects from conception to implementation and identified areas for improvement. Project examples include migrated all users from Windows XP to Windows 7/10, migrated all email users from Microsoft Outlook to Microsoft Office 365, upgraded ~ 30 servers from Microsoft 2003 to Windows 2012 R2, upgraded Help Desk Call Center Telephone system and converted all Blackberry devices to Android or Windows smart phones.
- Ownership for I.T. project portfolio management, project tracking, development, budgeting, testing and status reporting to business stakeholders on delivery of infrastructure improvements, software modernization and improved customer service in compliance with State of NJ and Federal regulations.
- Nurtured vendor relationships of \$6.1 million. Coordinated Request for Proposals (RFPs) vendor engagement, selection, contract review/negotiations, procurement, timelines, annual fees and services.
- Data center comprised of ~110 Dell servers, warehousing ~ 47TB of data, consisting of public health data, such as air quality, radiation levels, water quality and geospatial imagery. Servers running Microsoft Windows 2012 R2, 2008 R2, and Virtual Machine (VM) Infrastructure.
- Optimized 24/7/365 network performance monitoring, network problem resolution, to meet business Service Level Agreements (SLAs) and utilize network metrics to identify areas for improvement.
- Contributed to the Disaster Recovery (DR) and Continuity Of Operational Procedures (COOP) manual. Coordinated shut-down exercises, which were successful and identified areas requiring more detail, predecessors, dependencies and responsible parties.
- Achieved integration strategies in technical design and tactical planning with cross-functional department heads, melding existing systems with cutting edge technologies, to deliver improved end-to-end solutions.
- Expanded technology policies and procedures based on Project Management Institute (PMI) guidelines.
- Leveraged technology such as Microsoft Office 365, Microsoft Office Suite, Business Objects, PowerShell, Enterasys, Cisco, Symantec, Microsoft System Center Configuration Manager (SCCM), Viewfinity Privilege Management, Microsoft SharePoint, Citrix, Heat Help Desk and Websense Enterprise.

VERTIS COMMUNICATIONS, Monroe, NJ

March 2008 – September 2012

Information Technologies Managing Director

Reported directly to the V.P. of Information Systems and worked with the Senior Leadership Team to provide strategic direction in application development, implementation, infrastructure and system maintenance for business-critical operations. Restructured 21 member I.T. department, into three specialized teams focused on New Development, Production Support and Project Management which allowed more efficient utilization of resources and met critical business needs. Created and managed the I.T. annual budget of \$3.2 million.

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VERTIS COMMUNICATIONS (Continued)

- Directed 44 concurrent digital development projects, valued at \$932,000 - generated \$5.3 million profit.
- Formulated knowledge transfer procedures and resource sharing, to minimize single points of failure among key resources, increasing staff productivity by 24%.
- Reduced consultant wage contracts by 12%. Reduced consultant conversion fees from 25% to 10%.
- Established and implemented policies which met or exceeded ISO 9001:2000, HIPAA, Sarbanes-Oxley (SOX) and Health Level 7 (HL7) compliance.
- Managed transaction and XML file processing of Electronic Health Records (EHR) for Medco/Express Scripts Pharmaceutical data to create all Explanation of Benefits (EOBs) and Prescription ID cards.
- Worked with the DBA to procure, design, implement and ETL data into a Customer Relationship Management (CRM) database, mirroring a SalesForce.com environment.
- Developed a Disaster Recovery plan, which was executed, along with 1st and 2nd contingency options.
- Responsible for production environment of 38 WAN and LAN Microsoft Windows Servers, varying from 2000 – 2008 R2 and Virtual Machine (VM) Infrastructure running .Net, ASP.Net, C, C++, SQL Server 2008, 2005 & 2000, Clarity, TFS, SSIS, SSRS, Crystal Reports and SharePoint.

UNITED HEALTHCARE, Basking Ridge, NJ

July 1997 – Feb 2008

Sr. I.T. Project Manager

- Created and implemented a Project Management Office (PMO) that was previously nonexistent.
- Led a staff of 12 Analysts who designed, tested and launched the website – www.MyUHC.com servicing over 6 million registered users.
- Coordinated multi-discipline resources and systems integration initiatives valued at \$8 million, that enabled self-service functions for patients, reduced staff by 250 service representatives and saved \$10 million.
- Managed IBM DB2 mainframe applications (15,000 users) and web-based applications. (9,000 users)
- Acted as Sarbanes-Oxley (SOX) Compliance Knowledge resource.
- Bundled and queued projects into logical scheduled releases, based upon resources and business priorities. Published release notes and user collateral, including training manuals.

EDUCATION

Masters in Information Technology Project Management

The George Washington University, Washington, DC

Bachelor of Science in Business Administration

Management Information Systems (MIS)

Thomas Edison State University, Trenton, NJ

PROFESSIONAL DEVELOPMENT

- FEMA Region II – Cyber Security Continuity Program
- Cyber Security for Law Enforcement and Homeland Security – NJ Regional Intelligence Academy
- Six Sigma DMAIC Green Belt – Pivotal Resources
- Clarity Project Management (hybrid of MS Project)
- HP OpenView Service Delivery & Support software
- PlanView Enterprise Portfolio Management software

PROFESSIONAL AFFILIATIONS

- Project Management Institute, (PMI) National and NJ Chapters ID # 4792345
- American Society for Quality, (ASQ) Member ID # 65570604
- US Computer Emergency Readiness Team, (US-CERT)
- US Department of Homeland Security

COMMUNITY SERVICE

- Celebrity Foundation for Children: www.celebrityfoundation.com
- The Ocean Cleanup Foundation: www.theoceancleanup.com