

FRANK GOULD

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Project Management Professional
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Professional Profile & Portfolio

More than 10 years dedicated experience as Project and Product Manager gathering user requirements, documenting designs, schedule management, managing product development, and releasing major business web-based applications and various computer software and hardware products. Negotiated contracts that ensured quality components for final products and sales.

Extensive experience in manufacturing, computer technologies, requirements, software development, multimedia, customer support, and international marketing. Excellent interpersonal and communication skills resulting in enhanced internal and external customer relationships and loyalty. Proficient in several software programs (listed below) with expert skills to program Microsoft Office products to improve user productivity efficiency.

Skills

- Excellent interpersonal and communication skills resulting in enhanced internal and external customer relationships and loyalty.
- Ability to perform well in fast-paced, competitive, and matrixed environments.
- Accomplished Technical Writer – creates thorough and accurate documentation that clearly communicates very complex concepts and processes
- Applications test completed with high rate of accuracy due in a large part to highly detailed and comprehensive testing, scenarios, and documentation.
- Requires little direction with assignments and is a self-starter.

Professional Experience

Application Manager

Responsible for managing web application products and directing a small development team supporting approximately 1,000 users. Used conflict management skills effectively to resolve issues between IBM, AT&T Management, and teams. Project Manager responsibilities included account leadership, Microsoft Project schedules, change control, communications, process improvements, and release management.

- Negotiated with key AT&T/IBM end users to define enhancements to facilitate process tracking and controls resulting in significant customer satisfaction and 30% improvements in project management.
- Documented business requirements, detailed design specifications, and process workflow maps for developer implementation and user documentation.
- Initiated and developed online training materials resulting in broader training for virtual office users as well as user training via conference calls saving hours and classroom training expenses.
- Created web page prototypes resulting in accurate design requirements for both development and user acceptance.
- Learned JavaScript programming to enable the rapid development of hundreds of user interface web pages that resulted in improved user satisfaction and successful releases on schedule after significant headcount reduction.

Technical Solutions Consultant

Responsible for defining customer platform installation requirements, ordering services, documenting system and network configurations for small to large multi-processor Unix and NT servers.

- Based on outstanding performance, volunteered for Project Management role after achieving accelerated promotion to Technical Solutions Consultant position. PM responsibilities included implementing major platform upgrades and managing approximately 10 resources to meet deadlines.
- Effectively managed multiple integration projects into data centers totaling about \$10 million yearly.

Financial Software Design Analyst / Programmer

Responsible for automating Financial department spreadsheets and data collection applications.

- Managed databases containing software and hardware assets totaling over \$500 million.
- Created financial applications for Windows 95/NT using Visual Basic and Microsoft Excel resulting in increased data processing productivity nearly 50% throughout multiple organizations.
- Modified and supported Headcount Collection and Capacity Costing applications.

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Senior Product Manager

Responsible for determining customer needs in project planning, product design, training, sales, and support solutions. Required Microsoft Project.

- Managed a project team of approximately 15 and championed, positioned, and released NCR Multimedia PCs to support emerging international markets. This was a \$2.5 million project.
- Created spreadsheet for product cost/revenue management resulting in 25% SG&A savings.
- Actively served as the Director on the Multimedia PC Council Board.
- Successfully released major software products to worldwide markets for Windows and Windows 95.
- Negotiated major software contracts with key vendors and customers.
- Attended and staffed major PC exhibitions to promote NCR Multimedia products.

Employment History

Various Movie Projects – Freelance Editor and Assistant	Central Florida	2011-Present
Valencia College – Department Assistant	Orlando, Florida	2009-2011
IBM/AT&T/NCR – Application Manager, Technical Solutions Consultant	Orlando, Florida	1982-2007

Education

Valencia College, AS Degree, Film Production, Orlando, Florida
Wharton School of the University of Pennsylvania, Mini-MBA Finance Certification, Orlando, Florida
Stetson University, BA Degree, English/Business, Deland, Florida

Application Proficiency

Apple Final Cut Pro (7 & X)	Microsoft Project	Microsoft Visual C++	Sony Vegas/DVD Architect
Adobe Dreamweaver	Microsoft SQL Server	Lotus Organizer & Notes	SQL Navigator
Microsoft Access	Microsoft Visio	Paintshop Pro	Visual Studio
Microsoft Office	Microsoft Visual Basic	Pixelmator (Photoshop)	iOS, Unix, Windows

Training & Certification

Project Manager Professional (PMP) Certified, Project Management Institute, 2007-2012

Certified Management Accounting Part I – Economics, Finance, and Management

NCR Product Management and Process Management Certifications

IBM Project Management Orientation, Developing Fundamental Critical Thinking Skills, Competencies for Tomorrow's Managers, Implementing the Coaching Model, and Management Skills for the Diverse Work Force
Production Assistant Bootcamp 2013

Typing speed: 60 words per minute (WPM)

Awards

1st Place Winners - Student Short Movies: Treasure Coast International Film Festival 2012 and Palm Beach International Film Festival 2013, for *Moments Like These* as Editor and Co-Producer.

IBM Bravo award for Project Management and Team Member winner of IBM CEO Award for Client Excellence

AT&T Innovation Awards for Financial Solutions

Volunteer Projects

Earthwatch Institute, videography: Brazil Pantanal and Boston, Massachusetts

Habitat for Humanity: Sanford, Orlando, and São Miguel do Araguaia, Brazil, with videography

ECO-Action Webmaster, Newsletter Writer, former Captain, and Advocate: Central Florida

Images Art Festival, Director Performing Arts: New Smyrna Beach, Florida