

## **Technology, Communication & Project Management**

### **Career Goals**

- Seeking a position to accomplish the mission goals of a company through technology management, electronic publishing and project management expertise
- Through team empowering, adroit project management and astute use of front-edge technology, am seeking a position where excellence in service or product delivery and customer satisfaction are the expectations
- Seeking to use Six Sigma Green Belt training and certification to provide measured and documented improvement toward the company's strategic plan

### **Technical Skills**

- As a Six Sigma Green Belt Project Manager, led a non-profit social services agency in a 90% improvement, saving over \$33,000 in staff overtime and preserving a 1 million dollar contract as well as achieving their Six-Sigma certification and preserve five contracts equaling \$275,000
- Coordinated a successful migration from multiple NT server LANS to a centrally administered WAN
- Managed the RFPs and successful implementation of migration of the server farm to an outsourced data center and a second migration to an in-house-managed data center
- Regularly communicated to project team using *Visio*, *Project* and *Excel* in managing agency event projects, bringing on-time results and reduced or eliminated surprises
- In Adobe *Creative Suite*, produced annual reports, newsletters, ads, interactive websites with video presentations and social media, saving outsourced expenditures and time
- Successfully created a client-focused customer service environment – supporting all users of Microsoft Office in the Citrix environment

### **Production Software Skills**

Windows 03 Server (and Active Directory), MS *Exchange Server* 07, Adobe *Creative Suite* CS5: *Dreamweaver*, *InDesign*, *Photoshop*, *Acrobat Professional*, Microsoft *Word* (Microsoft certified expert), *Project*, *Access*, *Excel*, *PowerPoint*; *Camtasia Studio* and *SnagIt*

### **Education & Training**

- 2011 Health IT (HIT Workforce Training) Certificate from PITT Community College
- 2010 Certification as Six Sigma Green Belt through University of Buffalo's Center for Industrial
- 2009 Certification as Six Sigma Yellow Belt through the United Way
- 2004 Multiple Network Training Courses Completed at Computer Education Services Corporation
- 2001 Web Architecture, FrontPage (At UB's Educational Technology Center); A+ Certification Classes in Computer Hardware & Operating Systems, IKON June & July 2001
- 1995 Lotus Notes Application Development I, System Admin. I, Basic Notes Concepts; Notes Technical user; Presentation Skills Seminar, Novell Groupware; Certified Netware Administrator (CNA) 1/9/95 Candidate ID 216525685 Reg. #: 726DTT0995.
- 1994 Novell Netware 508 Netware 3.1 Admin; Lotus Notes Software "Basic User" & "Technical User."
- 1990 Stowell Data (Marketing) Research Inc.; Seattle WA; training on demographic computer research.
- 1989 Certified Ventura Professional by Xerox (desktop publishing specialist).
- 1987 Xerox Computerized Publishing Specialty Training, three advanced levels at NY, NY and at Arlington, VA.
- 1980 Author of book *Speaking Out For Women* (Valley Forge: Judson Press, 1980).
- 1980 Doctor of Ministry Colgate-Rochester Divinity School (Rochester, NY) NT & Feminist Studies
- 1975 Master of Divinity Gordon-Conwell Theological Seminary (Hamilton, MA)
- 1972 Bachelor of Arts Wheaton College (Wheaton, IL) Literature

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### Professional Experience

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Fly By Night Publishing, Buffalo, NY ~ Owner & Operator • Part time web & print publishing	02–Present
Canopy of Neighbors ~ Interim Executive Director (part time) <ul style="list-style-type: none"><li>Managed operations of the non-profit organization including, Volunteer Coordinator, events, fundraising, billing and correspondence; reporting to the Board of Directors.</li><li>Managed the organization’s website which includes member management, creation and posting of videos and other website content.</li><li>Created and maintained company network on <i>DropBox</i> and supported all computer &amp; software use.</li></ul>	10/13–4/15
Buffalo Intelligent Technology Systems, Buffalo, NY ~ Technical Support Specialist <ul style="list-style-type: none"><li>Technical support for Buffalo Intelligent Technology Systems (BITS) and for Snyder Corporation.</li><li>Setup and maintenance of BITS’s <i>SmarterTrack</i> help desk portal and creation and publication of all supporting <i>Deerfield</i> and <i>MedBatch</i> software documentation for users.</li><li>Served as the first-call 24/7 phone support for supporting Snyder Corporation's MASH Emergent Care clinics around Western New York as well as Snyder Corporation internal departments.</li></ul>	01/13–07/13
Buffalo Urban League, Buffalo, NY ~ Technology & Communications Coordinator <ul style="list-style-type: none"><li>Network Administrator, Technical Support &amp; Project Management: Administrating Windows 2003 File &amp; Print Servers, 2007 Exchange Email, Citrix Servers and thin clients; supporting all Microsoft software and 60 cellular phones</li><li>Project Management and Six Sigma Coordinator of company’s ongoing events</li><li>Company print and web publications such as newsletter, ads, forms, flyers, how-to documentation, the Annual Reports and multiple websites for the League and affiliates</li></ul>	03/03–12/12
BETC (Buffalo Employment and Training Center), Buffalo, NY ~ Part-Time Computer Instructor	02–03
Sprint PCS (Customer Support) through Telespectrum Worldwide, Buffalo, N.Y ~ Customer Help Desk for Cellular Support	02–02
Part-Time Visiting Lecturer and Instructor in Classics Department, University at Buffalo, State University of New York, Amherst, NY	00-01
Buffalo Ford (Stamping Plant), Blasdell, NY ~ Contractor for Project Department	97–97
Barrister Information Systems, Inc., Buffalo, NY ~ Implementation Project Manager	95–96
New Horizons Computer Learning Center, Amherst, NY ~ Microsoft, Lotus and Corel Instructor	94–95
Computer City, Amherst, NY ~ ~ Microsoft, Lotus and Corel Instructor	94–94
Blue Cross ProServ (Pharmacy) Division, Buffalo, NY ~ Contract Publishing & Documentation	93–93
WIVB-TV, Buffalo, NY ~ Marketing Coordinator and Corporate Computer Publications	89–92
PCI, Amherst, NY ~ Director of Marketing & Advertising	88–89
Quest Computer Systems, Amherst, NY ~ Director of Marketing & Advertising	87–88
Served as a Protestant Minister in Various Congregations Wright’s Corners Presbyterian, Lockport, NY; Deerhurst Presbyterian, Kenmore, NY; University Presbyterian, Buffalo, NY; Maryvale Drive Presbyterian, Cheektowaga, NY	75-87, 92-93, 97-02

This document available in multiple formats at: <http://Presented.us/Philip>