
ANDREW WAGNER

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QUALIFICATIONS FOR INFORMATION TECHNOLOGY DIRECTOR/PROJECT MANAGER/CONSULTANT

Advanced Network, Data, and Telecommunications Technologies

Results-oriented manager, possesses over 18 years of experience with Fortune 100, 500 and 1000 companies and government agencies performing project management, team leadership, and advanced network-consulting services across a diverse array of vertical markets. Demonstrates a strong combination of technical and management acumen; translates technology to business issues. Duties included day-to-day work direction, vendor management, business case development, project planning, project management, network and application implementation, application performance analysis, and assessing general network health. Establishes strong business and customer relationships that lead to increased product and services sales. Exhibits excellent oral and written communication skills. Proficient using the Microsoft Office Suite, including Project and Visio.

AREAS OF EXPERTISE

Leadership • Management • Business

New Business Development	Training & Development	Process Improvement
Project Planning	Service Offering Development	Requirements Analysis
Market Rollout	Corporate Communications	Project Risk Assessment
Effective Time Management	Equipment Procurement	Project Business Case
Vendor Management	Proposal & "Scope of Work" Development	Team Building
Sarbanes-Oxley IT Controls	Facility Build-out & Management	Merger & Acquisition Analysis

Technology

Network Design, Engineering & Testing	Network Strategy	Application Performance Analysis
Vendor Independent Outlook	Project Documentation	User Guide Development
Leading Network Operating Systems	Incident Management	Protocol Analysis & Troubleshooting

CAREER CONTRIBUTIONS

- Traveled throughout the United States and Canada leading numerous multi-site network deployment and migration projects for Fortune 100, 500, and 1000 clients across a diverse range of business verticals, including financial, manufacturing, and service providers.
- Increased services revenue of a start-up technology venture by \$30K in the first quarter by establishing new client relationships.
- Assisted a large financial institution, during a natural disaster recovery, by acting as a member of their hurricane response team following the devastation in South Florida caused by Hurricane Andrew.
- Reduced overall IT operational expenses by 10% through analyzing vendor relationships and re-negotiating contract "Terms & Conditions".
- Developed comprehensive network/system/project documentation, including proposals, presentations, business cases, project plans, information templates, operational checklists, project questionnaires, configuration guides, end-user manuals, and "as built" specifications.
- Established customer relationships that led to \$200K of incremental product sales revenue.
- Created several network and application analysis packaged service offerings to be sold to customers as a stand-alone project or as part of larger customer consulting engagements.
- Built a technology/management consulting practice and generated over \$1M in consulting revenue during the first year in business.

Resume Continues....

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PROFESSIONAL EXPERIENCE

WINDWARD IT SOLUTIONS

2007-Present

Delivery Manager: Responsible for all aspects of project governance across the services portfolio including; project schedules, resources, budgets, project quality and overall customer satisfaction. Duties include managing day to day delivery of consulting engagements to clients, overseeing the production of quality client deliverables, facilitating process improvement and ensuring the capture of project intellectual property.

Principal Consultant: Worked individually and as part of a team to plan, manage and deliver consulting services to Fortune 100/500/1000 companies and federal government agencies in area of network management tools and strategy including tool selection and deployment. Contributed to the development of; RFP responses, proposals and statements of work to clients. Produced detailed written reports that documented consulting engagements, highlighting observations and recommendations as well as supporting conclusions.

NATIONSBUILDERS INSURANCE SERVICES, INC.

2006-2007

Director, Technology Group: Reported directly to the Executive Vice President of Operations. Responsible for overseeing the entire technology infrastructure of a \$155M company. Supervised ten direct reports, vendors and the day-to-day operations of the technology group. Prepared and managed departmental budgets of over \$5M in accordance with company guidelines. Assisted team leaders in project prioritization. Played a key role in streamlining vendor analysis and selection process and aided in the development of several operational processes which departmental productivity and communication with internal business teams.

- Reduced overall IT operational expenses by 10% through analyzing vendor relationships and re-negotiating contract “Terms & Conditions”.
- Managed multiple technology projects concurrently and provided project status to senior executives. Duties included supervising team members, interfacing with external vendors, managing project budgets, equipment procurement and overseeing project deliverables/risk management.
- Participated the pre-acquisition “due diligence” of the target company’s technology infrastructure and led the \$250K integration of that infrastructure into the corporate technology environment post-acquisition.
- Led the requirements gathering, vendor analysis and vendor selection project phases for the deployment of a new company wide VoIP telephone system. Both internal and outsourced system options were considered.
- Managed the design and build-out of a \$600K on-site data center to provide redundant connectivity for the mission critical server infrastructure. This data center included a complete power plant, an FM-200 fire suppression system and environmental monitoring systems.
- Assisted in the relocation and expansion of a “key” satellite office facility. Participation included; site selection, facility build-out and technology infrastructure design, planning and implementation.
- Managed the design and implementation of a re-architected wide area network (WAN) to accommodate evolving business requirements. This re-architecture included considerations for gaining a 30% increase in availability, reliability and performance of the company’s network, systems and business applications.

BASELINE SOLUTIONS, INC.

2001-2006

Director, Professional Services: Headed all start-up efforts of this professional services company, including establishing a corporate identity, developing marketing and sales plans, and creating the pricing structure. Managed recruitment of consulting and service delivery personnel; supervised daily operations. Developed project proposals and business cases, “statements of work,” operating budgets, and financial reports. Monitored all accounts payable/receivable activities, including payroll and customer invoicing. Coordinated, oversaw, and delivered consulting engagements to clients.

- Generated more than \$1M in consulting revenue within the first year of business by developing solid, strategic customer relations.

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PROFESSIONAL EXPERIENCE – CONTINUED

BASELINE SOLUTIONS, INC.

Continued

- Managed multiple concurrent technology projects for a top-five cable service provider. Duties included supervising team members, interfacing with external vendors, and overseeing project deliverables/risk management. Assisted in managing project budgets and equipment procurement.
- Participated in the design, development, and national deployment of a cross-service (*voice, video, and high-speed Internet*), cross-technology network monitoring and event management architecture for a top-five cable service provider.
- Developed Strategic vendor relationships enabling access to priority product support, shared marketing events and laid the groundwork for increasing company revenue through the ability to resell vendors products.

MICROMUSE, INC.

2000-2001

Product Specialist/Engineer: Supported a top-five cable service provider. Offered product demonstrations and delivered training classes on the Netcool/Precision product for employees, customers, and channel partners. Worked directly with the product development team to ensure product operation and facilitate product enhancement in accordance with client business and functional requirements.

- Served as the technical account manager for top-five cable service provider ensuring that technical issues within the client's environment were properly documented and that appropriate resources were assigned for resolution.

NETPREDICT, INC.

1999-2000

Managing Consultant: Served as the sole company representative on the East Coast for this start-up technology venture. Developed the territory's customer base as well as sales channel partner organizations. Tested the core product and delivered advanced consulting services in the areas of application performance analysis and general network health. Created packaged consulting services and corporate marketing materials.

- Developed and documented a uniform product support process in preparation for the release of the core product.
- Wrote/edited multiple chapters of a product manual; represented the company at industry trade shows.

NETWORK ASSOCIATES, INC.

1996-1999

Manager, Global Professional Services, Southern Region: Reported directly to the Vice President of Professional Services in the Eastern US. Supervised eight direct reports as well as daily operations of the southern region consulting practice. Managed regional P&L statements in accordance with company guidelines. Assisted account managers in developing consulting engagement "scopes of work" and shortening the services sales cycle. Played a key role in streamlining the sales process and interdepartmental communications to shorten the sales cycle. Aided in the development of several standard document templates.

Senior Network Consultant: Provided advanced consulting services to Fortune 100 and Fortune 500 companies in network troubleshooting, performance analysis, and general network health. Produced detailed written reports documenting consulting engagements, making recommendations, and supporting conclusions/observations. Interviewed prospective new consulting team members.

- Generated several thousands of dollars of consulting revenue as a result of customer satisfaction.
- Analyzed/repared multi-vendor networks using the Network General Sniffer® network analyzer.

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PROFESSIONAL EXPERIENCE – CONTINUED

IBM/TECHNOLOGY SERVICE SOLUTIONS 1996

Senior Network Specialist: Recruited by IBM/TSS due to a client's request. Functioned as the hands-on team leader for a long-term network deployment/migration project. Traveled throughout the US to manage/coordinate customer network projects and troubleshoot complex customer networks.

- Led a ten-member network installation team in the build-out of two key call centers housing over 1,500 sales people for a large manufacturing company based in the Southeast.

GE CAPITAL TECHNOLOGY MANAGEMENT SERVICES 1992-1996

Senior Network Analyst: Managed and coordinated regional network implementations and migrations. Performed troubleshooting of complex network problems. Assisted in the streamlining of the customer network support process. Headed multiple projects and participated in several independent teams concurrently.

Network Analyst: Managed and coordinated districtwide network projects and implementations. Led several four- to ten-member network installation, migration, and upgrade teams. Served as a critical escalation point for regional network specialists and network technicians. Extensive experience with Novell Netware and Microsoft Windows NT and 2000.

Network Specialist: Installed and maintained Novell local and wide area networks. Performed end-user application software support and personal customer hardware troubleshooting and repair.

- Received two employee recognition awards for outstanding service in providing client satisfaction.

ACADEMIC CREDENTIALS, CERTIFICATIONS & AFFILIATIONS

Florida State University, B.S., Management

Major: Management Information Systems

Minor: Computer Science

University of Hartford, A.A., General Studies

Bringing Out the Best in People, Aubrey Daniels International

The Leadership Advantage, Dale Carnegie Training

PMP® Certification

ITIL Foundations Certification

CSOX-IT, Sarbanes-Oxley Certification

Netcool Certified Consultant, Precision

Netcool Certified Trainer, Precision

Certified Network Expert, FDDI

Certified Network Expert, Token-Ring

Certified Network Expert, Ethernet

Novell Certified NetWare Engineer

Active "Secret" Security Clearance

Member in Good Standing, Society of Cable Telecommunications Engineers (SCTE)

Member in Good Standing, Institute of Electrical and Electronics Engineers (IEEE)

Member in Good Standing, Project Management Institute (PMI)

Member in Good Standing, SOX Institute