Wayne Walcott

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**Process Manager / Operations Manager**

**Accomplished IT professional possessing a blend of process, development and technical support management with over 25 yrs experience providing solutions in a dynamic and demanding environment. Adept at utilizing available resources to accomplish goals. Effectively interfaces and communicates with all levels of professionals.**

**Process Management**

Expert in development, implementation and improvements in system and business processes utilizing process flow analysis, documentation, communication and training. Adept at building stability into a process, and identifying potential improvements once stabilized. Promote consistent documentation with proper document controls and availability. Enforce HIPAA / HIPPA compliance regarding information privacy when data may contain confidential information.

**Crisis Management**

Spearheaded resolution of critical operational issues by identifying affected areas, coordinating available resources and quickly creating a plan to deal with the situation. Proactively communicate with affected groups and upper management, providing up-to-date information and acting as the focal point for inter-operational efforts. Once problem resolution achieved, perform review of cause and resolution process to build “best practices” knowledge.

**Analysis / Problem Solving**

Consistently involved in analyzing, isolating and resolving computing related issues. Evaluate situational needs and requirements to determine options and select best to implement. Analyze historical data to identify trends. Review results from attempted solutions to determine “next steps” if required.

**Effective Customer Support**

Dedicated to delivering consistent world class service and solutions by paying attention to the user community, with the goal of giving them what they need to do their job well. “Communication and listening are key elements to having satisfied users, pay attention to the details”.

**Professional Experience**

Froggy Factoring, Pahrump, NV 2008 to Present

*Freight transportation facilitator*

**IT Operations Executive** – **Contract Consultant**

Defined processes used to manage contracted work between shippers, drivers and Froggy Factoring. Advised client regarding hardware and software needed for business operations. Provide feedback on employee selection and provided training as required to enable employees to perform required tasks.

Saddle West Hotel and Casino, Pahrump, NV 2007 to 2008

*Casino, Hotel, Restaurant, Theatre and RV Park*

**Manager – IT Operations**

Oversaw all computing, communications, POS systems, audio visual and theater projections system and managed a staff of 5 direct reports. Budgetary control of the IT portion of the operation as well as compliance with state regulations for a gaming property.

**Challenge: Lead efforts to create or improve processes for business as well save money by proactively identifying ways to leverage existing resources to solve problems and save money.**

*Creative/Innovative*: Created a ticketing system for theater sales utilizing Excel that saved the casino over $75,000.

*Cost Reduction/Avoidance:* Kept in operation a 35 year old telephone system allowing the casino to postpone system replacement and saving over $120,000

*Operational Staff Development:*  Trained staff on new equipment and implemented procedures to ensure consistent performance and job cross-training.

Desert View Regional Medical Center, Pahrump, NV 2006 to 2007

*Hospital for the town of Pahrump*

**IT Manager**

Provided startup hospital with all aspects of computing support as well as interfaced with software vendor to implement and correct medical programs they were developing.

**Challenge: Provide all departments with system support for hardware and proprietary medical and record keeping applications as well as all on premises communications 24x7 while managing medical staff / technical vendor relations.**

*Technology Solutions*: Learned new systems and interfaces required by each department**.** Developed and documented new processes, system and application anomalies and installed field changes as provided by the various vendors. Created utilities for managing scheduled modifications as well as performance assessments. Conducted frequent monitoring of critical systems and implemented corrective actions as required.

*Policy and Procedure Standardization:* Adapted policies and procedures from other health care facilities with similar functions and created tools to manage and control the documentation process for those policies and procedures. Coordinated efforts with other departments to ensure compliance with all state regulations regarding authoritative document control.

*Inventory Management:* Worked with the accounting department and supply vendors to keep accurate records of all purchases and logged subsequent consumption of inventory. Devised and implemented a plan to keep each department stocked with expendable inventory in a “just-in-time” supply schedule eliminating wasted time and overstocking of inventory.

Quality Towing, Las Vegas, NV 2004 to 2006

*Towing and long haul transportation company*

**IT Manager**

Multiple location company covering Nevada, California and Texas. Control of communications, tracking, dispatch, and customer service are critical to company success. Served on senior management team with budget responsibility and department interests.

**Challenge: Existing infrastructure old, new locations being established and integrated. Operating costs need to be brought under control.**

*Service Improvement*: Rebuilt Server room, and wiring infrastructure. **Maintenance time reduced 50%, OSHA safety inspections passed.**

*Cost Containment:* Consolidated vendors and related contracts while upgrading service and reliability

*Technology Solutions:* Created software tools to manage vehicle maintenance. Managed staff charged with vehicle tracking application development and deployment.

The Boeing Company, Seattle, WA 1990 to 2003

*Aerospace manufacturing company, building passenger, cargo, and defense aircraft.*

**Work Group Manager – Problem Restoration**

One of the nation’s major aerospace manufactures with international customers and the world’s largest private phone system. Oversaw multiple functions within Computing Operations, including End User Support, Logistics and Procurement Support.

**Challenge: Manage to expectations of user community, provide system availability and reliability approaching 100%.**

*Service Improvement*: Changed measurement of service to reflect what impacted user community and planned projects around divisional needs resulting in an **increase in satisfaction rating from approximately 35% to 90%.**

*Staff Performance:* Established work team metrics, performance targets and training opportunities along with employee feedback for process improvements and improved staff utilization.

**Web / Development Manager – Internal Applications**

Lead application development team to produce both discrete applications as well as web accessible applications within the Boeing WAN.

**Challenge: Make available detailed information regarding project status. Provide controlled access to “as-built” aircraft information for all planes built-to-date. Safeguard proprietary information.**

*Technology Solutions*: Developed method for selection and retrieval of sensitive information with strict controls for use by internal groups only. Allowed for better analysis by engineering and marketing groups.

*Process Improvement:* Assessed manufacturing processes and implemented modifications to existing applications reducing time to build and on-hand inventory.

**Computing Services Manager – Network Infrastructure**

Oversaw new plant network cabling installation, connectivity and testing. Managed maintenance of all networks through active monitoring and testing.

**Challenge: Respond quickly and decisively to potential and realized network outages. Identify areas of impact and coordinate support efforts. Communicate with affected business areas till resolution achieved.**

*Problem Resolution*: Established critical systems and business lists with dependant business lists. Mapped relationships for fast communications and created a process and protocol for staff. Able to respond within minutes with detailed information regarding symptom, source, and isolation efforts. Kept communication links open during outages and performed post-resolution debriefing, documenting details of incident.

*Service Enhancement:* Directed efforts to improve performance of network to company acceptable criteria based on proper support of critical divisional groups. Monitored and balanced capacity and fail-over capability for critical locations.

**Education**

Pursuing SQL certification 2009

Masters Certificate in Project Management – George Washington University 2002

Bachelors in Professional Management – Henry Cogswell College 2001

25 credit hours in Telecommunications course work – Seattle Pacific University 1998

65 credit hours toward a Computer Science degree – City University

Boeing Provided Training:

Management and Leadership

Change Management

Lean Manufacturing concepts

Six Sigma

ITIL