Darren Nicholson

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IT Project Manager / VP Software Development

An IT project manager and software development executive focused on development and deployment of customer-centric, cutting-edge products that improve processes, optimize performance, drive growth, and increase profitability. Highly effective management style promoting shared vision and positive relationships at all organization levels. Successful in fast-paced, deadline driven environments dedicated to quality. Sharp bottom-line focus. Thriving on challenge to create competitive advantages that achieve corporate goals through expertise in:

- Information Systems / Information Technology
- IT Operations
- Mentoring / Managing High-Functioning Teams

- Project Management
- Sales & Marketing
- Process Improvements

- Leadership & Management
- Risk Management
- Client Engagement

EXECUTIVE EXPERIENCE

Kronos | Washington D.C.   2015 – Present
Project Manager IV
Responsible for managing assigned implementations including complex projects involving multiple locations and federal organizations. Serve as the focal point for all communications with the customer throughout the implementation process. Manage customer relationships, production post implementation support, and work with customers to define additional products and services. Conduct requirements gathering and business analysis relating to the implementation of the product. Provide presales expertise supporting opportunities with federal agencies and system integrators.

Leadership

- 5% escalation in product awareness and organization name accomplished by engaging with clients to expand the Kronos footprint within the client organization.
- Managed 18 to 21 teams ranging from four to six staff members in an agile environment. Oversaw project budgeting.
- Collaborated with product and development managers channeling product feedback to improve products to meet individual client needs.
- Provided technical leadership as well as an understanding of the market to deliver business solutions.

Process Improvements

- Created, established, and improved PMO procedures for project managers and internal stakeholders for more informed clientele and project managers allowing each to see potential risks and issues that threatened to delay projects or cause staffing issues.
- Implemented departmental changes that improved product quality and customer relations and successfully introduced new processes to enhance product delivery.

Project Management

- $83,736+ in additional revenue generated on in-progress projects and $300,000+ projected.
- Interacted and guided c-level management, ensuring on time project deliverables. Established and owned communications between senior leadership, stakeholders, project team, and departments.
- Owned and led multiple, simultaneous large-scale projects including Cloud based projects. Responsible for more than $1 million in employee compensation.
- Increased product reliability and stability for a more consistent development cycle in alignment with software development best practices.
- Developed estimates, cost proposals, and timelines for projects.
- Produced and owned project delivery, upgrade, enhancement, and improvement plans.
- Managed deliverables, schedules, project plans, milestones, and the SDLC to ensure technical success.
- Oversaw internal projects working across departments to eliminate silos.

Nicholson Enterprises | Frederick, MD   2015
Contracted as a Software Engineer for Legal and General America, Frederick, MD
Led business development, contract negotiations, lead generation, marketing, and cost analysis. Assisted clients in determining goals, direction, and action steps to achieve those. Helped clients develop and manage strategic, cultural, and structural changes. Provided personalized processes and support materials that help turn goals into reality. Consulted with organizations to align plans, people, and systems to gain competitive edge.

CGI | Fairfax, VA   2010–2014
Consultant & Team Lead
Oversaw interfacing of multiple software modules used by the U.S. Army for controlling costs, equipment, and issues within the logistics modernization program for a full-range provider of IT services that included consulting, systems integration, and management of IT and business functions serving clients in 40 countries.
- $36,000 in annual savings attained by migrating third party servers with web-based software to in-house servers while incurring minimal issues.
- $21,000 estimated annual project saving reached by utilizing a document management system with potential five times BU-wide saving.
- 40% overall user satisfaction and 15% customer approval increases generated after assuming control of helpdesk management and introducing a new online kiosk system.
- Identified a future business opportunity through forward thinking and market understanding that initiated changes in core products to accommodate the opportunity.
- 10% efficiency improvement realized after developing a product that united functional groups such as customers, analysts, programmers, DBAs, and management.

Layer 8 | Alexandria, VA   2009–2010
Consultant
Contracted for short-term assignment to assess the development process and create a quality assurance plan to improve the product for a software development / consulting firm serving non-profit organizations.
- Participated in migration to a new version of software development language using current best practices.

Stanley Associates | Alexandria, VA   2007–2009
Software Engineer
Ensured adherence to quality data, ease of use specifications, and product standards while monitoring project requirements for a DOD and civilian government supplier of equipment maintenance management software.
- Programmed and provided software developers with code, information, and direction to resolve the customer's application / printer issues enabling an equipment shipment from Iraq to assigned stateside bases.
- Developed and led instruction on current CMMI standards resulting in an outstanding report from DOD.
- Rectified problems between the software system and Zebra printers allowing inventory of equipment to exit Iraq and ship back to stateside bases.

TMW Systems | Durham, NC   2001–2007
Application Developer/Software Engineer
Partnered with customers to determine special needs then design and debug proprietary software for a developer of enterprise management software for surface transportation services industry including logistics, freight, trucking, and heavy-duty repair and maintenance.
- Increased sales potential by designing and developing software product with value-added features.
- Broadened marketability of a rapid application development tool by creating software that enabled other programmers to integrate mapping software into applications, automatically plot vehicle location via satellite, and search given range for business location.
- Created set-it-and-forget-it program for predetermined FTP site that searched for and processed downloadable data into a database with checks and balances.
- Provided new functionality for potential clients by managing the interface of modern-day software with an obsolete mainframe operating system.

Previous Experience: *Team Lead | VisionAIR | Castle Hayne, NC*

EDUCATION
Master of Science in Business Management, Strayer University, Ashburn, VA
Bachelor of Science in Criminal Justice, Mount Olive College, Durham, NC
Associate of Applied Science in Computer Engineering, Cape Fear Community College, Wilmington, NC

SOFTWARE & METHODOLOGIES
JIRA, GIT, Kanban Board, Source Tree, Bit bucket, Confluence, MS Project, MS Word, MS PowerPoint, MS Excel, MS Outlook, MS SQL Server, MS360, IntelliJ, NetBeans, MS Visual Source Safe, Delphi, MS Visual Studio, AngularJS, ExtJS, OneNote, Open Air, SharePoint/Share Point Online, Druva InSync, Skype, HipChat, Google Drive, Scrum, Agile, CMMI, Waterfall, RAD, Paragon

AFFILIATIONS
Project Management Institute | Delphi & Pascal Developers Group | Microsoft Business Intelligence
Sybase DBA Network | Linked .Net Users Group