

# Tom Milner, PMP

9103 Riggs Lane  
Overland Park, KS 66212

913-221-8563  
rtmilner@kc.rr.com

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## Qualification Summary

Certified project manager and team leader with experience in financial, manufacturing, software, and telecommunication organizations. Strong communication and problem-solving skills with the ability to resolve difficult situations under adverse conditions. Thrives in fast-paced environment.

- IT project manager
  - PMP certified since 2000
  - Project Management Office
  - Team leader
  - Classroom instructor
  - Business Process Consultant
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**Bank of America, Kansas City, MO**

**2009 - 2010**

**Technical Project Manager** on contract through Genesis10.

- Manage end-to-end Information Technology projects with international teams.
  - Merge large data centers from Merrill Lynch and Countrywide Mortgage with new parent company Bank of America.
  - Follow Six Sigma DMAIC process.
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**Sprint, Overland Park, KS**

**2003 - 2009**

**Project Manager** for a Fortune 100 telecommunications company.

- Developed high-energy project teams of development and infrastructure experts.
- Successfully completed IT projects in excess of \$10 Million by managing requirements, schedules, costs, and risks.
- Reduced capital expenses \$3 Million by driving enterprise resource leveling to prevent schedule overruns.

**Project Management Trainer** in the Program Management Office.

- Managed training of project management processes and software applications.
  - Developed and delivered in-house PMP exam preparation course. Saved 90% of training costs, with 95% passing rate.
  - Implemented a maturity model for project management. Improved group's maturity level 20% in six months.
  - Championed improvements in project management processes. Improved company culture and effectiveness by hosting a monthly forum known as Sharpen the Saw.
  - Facilitated After Action Reviews following major projects, including telecom network recovery from Hurricane Katrina.
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**Apex Innovations**, Kansas City, MO

**2002**

**Business Consultant/ Trainer** for a firm implementing a web-based program management system for the Kansas City, MO government.

- Conducted customer-specific classroom training sessions.
  - Interviewed project managers to gather training requirements and streamline processes for capital projects.
  - Wrote and illustrated classroom training materials using Information Mapping.
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**Sprint**, Overland Park, KS

**1998-2002**

**Project Manager** for Sprint Enterprise Information Services

- Managed the planning, development, and implementation of technology projects to build the Sprint World Headquarters Campus.
- Compiled numerous procedures into one document to consolidate IT server and desktop operations from three separate divisions.

**Lead Technical Writer** in Network Operations Center training department.

- Wrote and illustrated step-by-step process documents, using Information Mapping.
  - Facilitated sessions to design process flow charts and network diagrams.
  - Reduced training development time from 4 months to 5 weeks by installing Cisco 8850 hubs in training lab, writing procedures for installation and circuit provisioning, and preparing class materials.
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**AlliedSignal Aerospace**, Olathe & Lawrence, KS

**1990 - 1997**

**Project Manager** for a Fortune 100 manufacturer of aircraft cockpit instruments.

- Member of Government Programs Department. Developed RFP responses to military agencies and aircraft manufacturers.
- Won a \$20 Million government contract in just three days.

**Technical Publications Manager** for manufacturer of portable communication equipment for federal and state agencies.

- Published software manuals, user guides, and service manuals. Managed procurement of printing services. Reduced cost of manuals 45% while improving customer satisfaction 30%.
  - Improved factory productivity by leading 4-day seminars in Total Quality Leadership. Mentored production teams developing solutions for quality improvements.
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## Teaching Experience

**Adjunct Faculty** for evening courses in the classroom and online.

- American College of Technology, St. Joseph, MO 2009  
Information Technology Project Management
- University of Phoenix, Kansas City, MO 2002 – 2008  
Project Management, Strategic Implementation & Alignment, Organizational Behavior, Organizational Leadership & Change Management.
- Baker University, Overland Park, KS 1994 to 2003  
Project Management, Information Systems Management

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## Education

**MBA**, Baker University 1993

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## Certification

**Project Management Professional (PMP)**, Project Management Institute 2000

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