

# BRADLEY RAE JAMES

92 Lillifield Drive, Elgin, SC 29045

Home: (803) 572-3096; Cell: (845) 661-9236; bradleyjames@brjventures.com

---

## IT PROJECT MANAGER PROFILE

***Seeking to Leverage 20+ Years of Experience, Resourceful IT Solutions Development, and Team Leadership Skills in an Technology/Project Management Position. Strong Background in Disaster Recovery Planning, Testing, and Coordination.***

Results-focused manager with a solid track record of working with client and technical staff to deliver projects on time and on budget. Consistent success in meeting both clients' and employers' expectations. Able to drive improvements within technical teams through training and mentoring. Experience in providing Disaster Recovery testing with clients and staff, including 20+ tests with zero failures. Excellent relationship building skills.

### Core Knowledge/Skill Areas

- Solutions Design & Development
- Business Requirements Analysis
- ITIL & ISO 20000 Certification
- C, C++, Visual Basic, AS400
- Application Project Management
- Senior Executive Consultations
- Turnaround Management
- Lean Six Sigma Evaluations
- Technical Troubleshooting
- Systems Design & Integration
- Team Training & Leadership
- Common Operating Environment

## PROFESSIONAL EXPERIENCE

---

---

AFFILIATED COMPUTER SERVICES – Blythewood, SC – 2006-Present

### Senior Project Manager

Support 2 key financial clients (Genworth, SunLife of Canada), translating all client requests into work orders and planning activities for implementation within tight schedule. Work jointly with client and employee team members to ensure adherence to standards and goals, including implementation of software upgrades and disaster recovery tests. Focused efforts on maintaining ITIL standards and utilizing Lean Six Sigma methodologies. Oversee audits for ITIL and ISO 2000 requirements. Supervised and mentored teams of 5-20, with ~9 projects running concurrently.

### *Selected Accomplishments:*

- **Completed the 1<sup>st</sup> Disaster Recovery testing for both clients and managed the upgrade for both clients to a more recent operating system version.**
- **Provided accounting tracking on a monthly basis for the client and weekly tracking for all projects, including timelines and schedules, to ensure on-time fulfillment.**
- **Recommended use of ITIL and ISO 2000 standards across client/data center; reworked all Help Desk processing to include daily activity and reporting relationships.**

ACS / LOCKHEED IMS – Tarrytown, NY – 1986-2006

### Information Systems Director

Initially hired as Manager of Technical Services and earned subsequent promotion to Director of Distributed Services. Scope of responsibility included leading technical teams within operating systems area, implementing technology solutions for various projects, and performing disaster recovery activities. Supervised teams of 10-15 on average, with project teams ranging up to 35.

*(Continued)*

## **BRADLEY RAE JAMES – PAGE 2**

Home: (803) 572-3096; Cell: (845) 661-9236; bradleyjames@brjventures.com

---

### **Information Systems Director, continued**

#### *Selected Accomplishments:*

- **Wrote and created the company's 1<sup>st</sup>-ever Disaster Recovery Plan, leading to significant** improvements in error reduction and business continuity; managed 7 upgrades for the company's O/S.
- **Created systems for traffic enforcement for Met Police in London and the Haag (respectively),** using AS400 technology; introduced technical solution for mainframe traffic system in Melbourne, Australia.
- **Contributed to 60% reduction in error handling for major client through development and** implementation of Lean Six Sigma solution.
- **Implemented mini-platform technical response for the trucking industry, overseeing** implementation within various state governments.
- **Assisted in technical writing activities for various state and local government RFPs.**

### **PRIOR POSITIONS:**

Manager, Technical Services – Pitney-Bowes

Led the introduction of the PRIME hardware and software within 109 regional locations, managing the entire technical process and meeting all deadlines. Oversaw process to bring the 1<sup>st</sup> super mainframe from IBM for engineering processing while replacing the PRIME equipment. Developed procedures for implementing software across multiple platforms.

Manager, Technical Services – GK Technologies

Managed technical staff of 4. Reduced daily stock distribution processing run from 8 hours to 3 hours by analyzing and replacing redundant steps (generating cost savings as an additional result). Provided technical expertise for implementation of Burroughs 5500 within the data collection process. Created system to interface with Sears and input data daily as opposed to weekly, reducing processing cycle by weeks for overall processing of cables and other Sears-supported items.

## **EDUCATION & CREDENTIALS**

---

### **Master of Business Administration in Computer Science**

Georgia Tech, Atlanta, GA

### **Bachelor of Arts in English & Math**

Martha Berry College, Rome, GA

### **Professional Development Courses**

Multiple AMA Management Courses Throughout Career

Workshops/Seminars: ITIL Workshop, Lean Six Sigma Workshop, Internal & External Auditing Workshop