



# MALCOLM CHANCE, PMP, CSM

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## PROFESSIONAL SUMMARY

Results-driven and hardworking Program Manager, bringing over 25 years of project management experience and a diligent, resourceful nature. Adaptable and responsive professional with expertise in the IT industry, ranging from detailed design, development and launch of data services, to project management of systems and network development projects. Articulate, self-motivated and attentive with the desire to pursue a growth-oriented position with a progressive and growing team. PMP and Scrum Master certified, familiar with both, waterfall and agile, project methodologies.

## SKILLS

- **Network Protocols** : TCP/IP, Ethernet Switching and Bridging, PPP, OSPF, SNMP, MPLS, VPN, Dial Access, Internet Security, Physical Cyber Security, including Modbus.
- **Network Equipment** : Mobility Management Entity, Cisco Routers and FR/ATM Switches.
- **Programming Languages** : Python, Java, C, C++, C#, Visual Basic, Perl, PHP, HTML.
- **Operating Systems** : Linux, Mac OS, Windows, Cisco IOS.

## WORK HISTORY

### PROGRAM MANAGER

04/2019 to CURRENT

#### AT&T Consulting | Sacramento, CA

- Program managed the design and implementation of LA County's Network and Security Architecture build to support its Voting Solutions for All People (Electronic Voting) in the March 2020 Primary Elections.
- Collaborated with the engineering teams to design infrastructure solutions to resolve business issues and improve delivery processes.
- Provided program reporting, governance and control of this multi-faceted initiative, which included site survey and evaluation of over 2,000 vote center candidate locations.
- Program managed the Fresno County's Vote Center site evaluation in preparation for the March 2020 Primary Elections.
- Managed LA Police Department (LAPD) project: rollout of 7,000 smart phone migrations from Sprint to AT&T.

### PRINCIPAL PROJECT MANAGER

01/2015 to 04/2019

#### AT&T Inc. | Sacramento, CA

- Managed AT&T's Mobility infrastructure migrations, upgrades and deployments.
- Delivered core software releases in preparation for the deployment of AT&T's 5G network.
- Project managed the lab certification, field trial and deployment of Mobility Management Entity (MME) software releases to the core of AT&T's mobility network.
- Managed vendor relationships with Ericsson, Alcatel Lucent and Nokia.

- Managed the successful launch of a very competitive timeline for AT&T's 5G Evo indicator.
- Developed and managed technical project plans to completion within time, cost and resource constraints.
- Managed multiple, interrelated projects concurrently.
- Led and developed cross functional project teams.

### **SENIOR PROJECT MANAGER**

*01/2010 to 01/2015*

#### **AT&T Inc. | Sacramento, CA**

- Responsible for Project Management of AT&T Mobility Infrastructure Migrations, Upgrades and Deployments.
- Project managed the implementation of a multi- million dollar, strategic project to introduce a new Ericsson hardware platform (MkVIII MME) by leading a cross-organizational project team, including the Ericsson Design team, AT&T Labs, Network Planning and Field Engineering teams.
- Managed multiple software upgrades to AT&T Mobility's core, including SGSNs and MMEs (Ericsson and Alcatel Lucent), which included Lab Certification, First Field Implementation and Deployment.

### **PROJECT MANAGER**

*08/2005 to 12/2009*

#### **AT&T Inc. | San Jose, CA**

- Responsible for Project Management of AT&T Network Data Switch, Capacity and Control Plane Deployments in the US, Canada, Argentina, Brazil, Germany, Switzerland, the UK, Australia and India, from equipment purchase to device enablement.

### **PROJECT MANAGER**

*04/2002 to 08/2005*

#### **AT&T Inc. | San Jose, CA**

- Responsible for Project Management of AT&T Network Data Core Migration from ATM to MPLS/IP. Led the project team through concept, feasibility, definition, testing, controlled introduction and implementation.

### **VENDOR MANAGER**

*04/1999 to 03/2002*

#### **Concert Communications Services | San Jose, CA**

- Responsible for Technical Vendor Management with Cisco. Built a strong working relationship with the vendor, fostering a team approach to problem resolution.

### **PROJECT MANAGER**

*04/1997 to 04/1999*

#### **Concert Communications Services | San Jose, CA**

- Responsible for Global Deployment of Concert's Customer Ordering System. Project Management requirements, development, test, training and deployment of this global Y2K project.

### **TECHNICAL PROJECT MANAGER**

*07/1996 to 04/1997*

#### **Cisco Systems Inc. | San Jose, CA**

- Responsible for the Deployment of Cisco's internal ISDN Telecommuting Service.

### **SENIOR DESIGNER / PROJECT MANAGER**

*01/1992 to 07/1996*

#### **British Telecommunications Plc | London, England**

- Responsible for Supplier Management and Development of National Dial data services in the UK.

## EDUCATION

**Master of Science** | Computer Science 2020

**Georgia Institute of Technology, Atlanta, GA**

Computer Science with minor in Machine Learning. Current GPA 4.0, Expected graduation date 12/2020.

**Bachelor of Science** | Electrical Engineering 1989

**City University, London, England**

Electrical Engineering degree, graduated First Class Honours. Member of Eta Kappa Nu (Electrical Engineers Honor Society).

## CERTIFICATIONS

Project Management Professional (PMP)

Certified Scrum Master (CSM)