

# HOWARD STONE

## Summary

IT Project Manager with 25+ years of experience delivering enterprise technology initiatives for Fortune 500 companies. Skilled in Agile, Waterfall, and hybrid methodologies, with a proven record of reducing project timelines by 30% and raising customer satisfaction by 75%. Expert at leading cross-functional teams, managing multimillion-dollar projects, and aligning executives, vendors, and stakeholders to deliver on time and within budget. Recognized for driving organizational transformation, building high-performing teams, and implementing scalable, compliant solutions.

## Certifications and Certificates

- BVOP Project Manager (BVOP PM)
- Google Project Management Professional
- IBM & Johns Hopkins University – Project Management with AI
- Vanderbilt University – Project Management with ChatGPT Prompting
- University of Colorado Boulder – Project Management
- Google IT Professional Certificate
- Google Workspace Administrator
- IBM Artificial Intelligence Fundamentals
- CAPM (Certified Associate in Project Management) – Expected Spring 2026

## Core Competencies

- **Project Management:** Agile (Scrum/SAFe), Waterfall, Hybrid, ITIL, Risk Management
- **Cloud & Security:** Azure, Microsoft 365, Google Workspace, Microsoft Purview, Application Security, SNPR
- **Incident & Service Delivery:** Major/Minor Incident Management, Escalation, SOPs, ISO 9001
- **Leadership:** Team Building, Executive Reporting, Vendor Management, Change Management
- **Collaboration & Communication:** Stakeholder Alignment, Executive Presentations, Cross-Functional Coordination
- **Business & Process Improvement:** Workflow Optimization, Compliance Management, Knowledge Base Development

## Technical Tools

- **Project Tools:** JIRA, MS Project, Asana, ServiceNow, Confluence, LucidChart, Visio, Atlassian
- **Productivity & Collaboration:** Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote), Google Workspace

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## Professional Experience

**ABACUS GROUP LLC | Sept. 2025 – Present**

### **Incident Response Project Manager**

- Lead end-to-end incident response engagements for enterprise clients, coordinating technical teams, vendors, and client stakeholders during security and availability incidents.
- Own incident scope, timelines, and communications, ensuring containment, remediation, and recovery activities meet contractual SLAs and regulatory expectations.
- Serve as the central coordination point between security engineering, IT operations, executive leadership, and third-party providers throughout the incident lifecycle.
- Develop and maintain incident response project plans, task tracking, and executive-level status reporting.
- Facilitate post-incident reviews, lessons learned, and remediation planning to reduce recurrence and improve client security posture.
- Support continuous improvement of incident response processes, documentation, and escalation workflows.

**PROD44 – Dallas, TX (Contract, Part-Time) | Jan. 2025 – Oct. 2025**

### **Video Streaming Technician**

- Ensured uninterrupted delivery of live hockey broadcasts by validating stream performance in real time.
- Monitored and cross-checked event schedules, resolving discrepancies to maintain broadcast accuracy.
- Coordinated with venue staff to align operations and troubleshoot issues under tight deadlines.

**Securonix – Addison, TX | 2021 – 2022**

### **Application Security Engineer**

- Supported secure application development across enterprise environments, aligning with HIPAA/PII requirements.
- Partnered with engineering teams to validate system integrity and strengthen data protection.

### **Project Manager**

- Started, built, and led the QA department, cutting incident escalations by 60% and improving support consistency by 45%.
- Defined SOPs and KPIs, raising customer satisfaction by 75% and keeping 95% of change initiatives on schedule.
- Created a centralized knowledge base and improved customer communication protocols, streamlining incident response and onboarding.

### **Critical and Major Incident Manager**

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- Directed critical and major incident response, restoring services under strict SLAs and improving escalation protocols.
- Drove a 20% compliance boost in 90 days through organization-wide change management initiatives.

## **Microsoft – Irving, TX | 2019-2020**

### **Project Manager / Cloud Security Engineer (Contract)**

- Led full-scope cloud security migrations (Microsoft Purview, DLP, HIPAA/PII compliance) for enterprise clients, achieving 98%+ customer satisfaction.
- Managed end-to-end delivery of secure cloud infrastructure, serving as the primary liaison between engineering teams, executives, and client stakeholders.
- Ensured compliance with regulatory standards while driving on-time delivery of multimillion-dollar projects.
- Oversaw multiple concurrent initiatives, managing as many as 15 projects at a time while ensuring on-time delivery and compliance with security standards.

## **GTS Technology Solutions – Dallas, TX | 2018 – 2019**

### **IT Project Manager**

- Led enterprise refresh projects, overseeing large-scale hardware and software upgrades across City of Dallas departments.
- Directed a malware remediation project, coordinating technical teams to restore secure operations while minimizing downtime.
- Delivered all projects on time and within scope, consistently exceeding performance targets.

### **Desktop Support Manager**

- Managed a 25-person support team delivering daily IT services to city departments under strict SLAs.
- Standardized support processes by creating SOPs and aligning documentation with ISO 9001 and ITIL requirements.
- Mentored and developed staff into high-performing teams, improving efficiency and service delivery.

## **DXC Technology – Plano, TX | 2010 – 2018**

### **Service Desk Agent → SME → Service Desk Manager**

- Advanced from frontline agent to global team manager of 60+, improving SLA compliance and incident response.
- Created SOPs and standardized escalation procedures, reducing repeat incidents and improving resolution times.

### **Level 2 Agent → Project Manager → Training Project Manager → Level 2 Manager**

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- Delivered enterprise software rollouts and upgrade projects, coordinating change windows and stakeholder communication.
- Designed and led Level 2 training programs and onboarding guides for ServiceNow, SOPs, and troubleshooting workflows.
- Promoted to Level 2 Manager, directing global operations, aligning with ITIL/ISO 9001 standards, and mentoring staff into leadership roles.

## Education

Southern New Hampshire University

Bachelor of Science in Information Technology – Project Management

GPA: 4.0 | Expected Graduation: October 2026

## Closing Highlights

- Excellent communication skills demonstrated through executive reporting, stakeholder alignment, and customer engagement.
- Thrive in high-pressure, client-facing environments, ensuring consistent on-time project delivery.
- Skilled at building knowledge-sharing programs, mentoring staff, and developing collaborative, high-performing teams.