

Linda Ballard  
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May 17, 2006

Human Resources Manager  
Merrell Communications Corporation  
481 Bay Boulevard  
Baltimore, Maryland 20890

Dear Human Resources Manager:

I am writing in response to your company's Budgeting & Planning Project Manager position announcement that appeared in the May 14 edition of The Baltimore Sun.

As your announcement stated, you are seeking an experienced project manager in budgeting and IT investment strategies and processes. In reviewing my resume, you will see that I have both of these skills.

At my present job, I am responsible for annual and quarterly budget preparation, and in previous positions I have held responsibility for budgeting and database development and operations. My IT experience has been strengthened not only in relation to database development, but also by the successful completion of tasks related to supporting the Systems Lead in the analysis of various IT development projects, which led to the creation of a Systems Architecture diagram that mapped all the Systems across SoftCell as the company prepared for the Wireless Number Portability Program.

The position announcement also noted the requirement for government contracting experience. As operations manager at FoodServ USA, I developed proposals to obtain government contracts and managed operations in relation to the sale of perishable goods to federal and state entities.

On management experience, you will see in my resume that throughout my career, I have successfully interacted with a range of employees. Presently, I am managing a staff of 40 branch employees and several other people in our central office.

Thank you in advance for your review of my resume. I hope that we can meet for an interview to discuss my qualifications for the Budgeting & Planning Project Manager position.

Sincerely,

Linda Ballard

# RESUME

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## Objective:

To obtain a mid-level position in the program, public, service or project management industry in the Baltimore, Maryland area.

## **Work Experience:**

### Operations Manager

Dec '05 – May '06

Clean Sweep Housekeeping

- Direct, monitor and motivate a staff of forty branch employees to provide quality service to all customers in a timely manner.
- Supervise and administer the office management and the service department of the branch.
- Facilitate the regional manager in creating the yearly regional budgets and ensure quarterly budgets are met in a timely and profitable manner.
- Provide continuing, up-to-date training of the branch service and sales personnel.
- Inspect termite and pest control work sold and done by the branch personnel to ensure compliance with company standards.
- Interview and hire management, sales and service.
- Represent the company at job fairs and identify potential management, sales, and service.
- Maintain current awareness of number of customers remaining to be serviced in the month.
- Conduct and preside on daily meetings with other management staff to ensure smooth operation of the branch.
- Work hand-in-hand with the Quality Assurance department on issues like customer satisfaction and provide feedback to analysts in the preparation of customer surveys.

### Operations Manager

Oct '01 – Nov '05

FoodServ USA

- Supervise the operation of a Food Distribution company with yearly sales in excess of 20 million.
- Negotiate and acquire wholesale contracts from various food vendors.
- Bid on various government contracts for perishable goods, including local and state prisons, using a government procurement website used by industries top competitors.
- Operate and control the company DBMS that consist of Customer, Vendor, Accounts Receivable, Accounts Payable, Sales & Purchase Management, Inventory Control and Commission information.
- Predict and forecast purchase requirements for the company based on daily sales orders and the current conditions of the food industry.
- Manage the financial cash flow of the company using QuickBooks Pro 2005.
- Provide accounting services to the company by managing the A/R and A/P data.
- Interview potential candidates for job openings within the company.

- Administer the company's network architecture that consist of 4 Windows based servers, 16 workstations running Windows XP and 6 HP and Brother high definition printers.
- Conduct weekly back-ups and updates on the company network for integrity of information.
- Prepare and conduct weekly status report meetings with the VP and partners of the company.

Business Analyst, Wireless Number Portability Program Office

Jan '01 – Sept '01

SoftCell Solutions, Inc.

- Deployed to large client site to conduct requirements analysis and documentation during critical project phase.
- Met objectives and provided sell-through value to extend original engagement by 17 months.
- Using discovery methodology, rapidly obtained requirements and client conditions of satisfaction for implementation of a Wireless Number Portability (WNP) Program at SoftCell.
- Worked with local project management to meet tight deadlines for requirements documents. Followed through during development and implementation phases to ensure minimal scope creep.
- Analyzed the Operational Support Systems (OSS) for impacts, and recommended projects, to support the WNP Federal Communications Commission requirements for November 2002.
- Supported the Systems Lead in the analysis of various IT development projects and produced a Systems Architecture diagram that mapped all the Systems across SoftCell affected by WNP.
- Conducted analysis of business roles and ownership within SoftCell and provided documentation to show responsibilities and gaps within support organizations utilizing RACI methodology.
- Administrated change control process to document, analyze and estimate changes to original requirement documents. Provided communication tools for clients and their customers to facilitate dialogue.
- Initiated internal change within SoftCell to ensure that WNP would be considered a commercial product and that internal resources could be utilized before federally mandated deadline.
- Facilitated the PMO Architect in creating a project plan with timelines and milestones for Wireless Number Portability (WNP) implementation using MS Project.
- Produced high-level project planning assumptions for Business, Process, Network and IT projects.
- Created a series of high-level requirements for SoftCell vendors, vendors providing hardware for WNP implementation, using the SME's (Subject Matter Experts) and workshop approach.
- Performed risk and continuity analysis and produced project risks with a probability ratio for each defined risk.
- Created weekly status reports for client meetings and administered the issue's log for network, engineering and E2E (end-to-end) testing.
- Populated SoftCell's Corporate Repository with WNP project issues, risks and changes to the SOW (Statement of Work).

Assistant Manager

Mar '97 – Jul '00

Blacksburg Family Fun and Fitness Center

- Managed the operations of a fitness athletic club with 1,200 members and 25 employees.
- Operated and controlled the gym's DBMS that consists of member information.
- Managed the financial cash flow of the club.
- Sold memberships and provided orientation of the club to new members.

**Education:**

Virginia Polytechnic Institute and State University  
School of Business

Major: Decision and Information Systems, B.S.  
Honor Roll, all four years  
Cumulative GPA: 3.5, Major GPA: 3.65

**Computer Skills:**

Applications/Databases & Spreadsheets: Entrée, QuickBooks Pro 2005, SureSELL 2000, Mission, MS Office Suite, MS Project  
Environments/Operating Systems: Windows NT, Windows 98/00/XP

**Leadership/Activities:**

Project Leader for Information Systems Project on US ROTC Services  
Residence Hall Associate, VPI  
Coordinator for the undergraduate geometry tutoring program  
Fluent in English, Spanish and Korean