

AL GUIMARAES PMP, PMI-ACP

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IT DIRECTOR / TECHNICAL PROJECT MANAGER / CONSULTANT

Dedicated and driven fiscally responsible Director of Information Technology focused on efficiently meeting business objectives. Results-oriented team builder and motivator of technical personnel and cross-functional teams. Strong hands-on technical skills history and background including experience in all aspects of the application development lifecycle; prescriptive and Agile project management and Program Management Office (PMO) methodologies; systems analysis, integration & implementation; database administration; network and Cloud and traditional datacenter design. Excellent interpersonal and written communication skills. Expert analysis, research, and problem-solving abilities with distinct ability to quickly translate between technical and business perspectives. Proactive. Accountable. Entertaining.

CAREER ACHIEVEMENTS

- Managed portfolio offering development initiatives leading to market offerings for Azure, Dynamics 365, Security, AMDM, Microsoft Cloud Service Provider (CSP).
- Developed, executed, strategic vision for Service Delivery aligning teams to meet expected metrics with Managed Services Center of Excellence.
- Set global Managed Services Transition strategy developing standard approach, detailing activities while managing portfolio of Service Transition projects and risks
- Established a UK Managed Services Delivery Center for personnel, infrastructure, tools, and processes to support largest deployment of Microsoft Exchange system (1.5 million seats).
- Managed deployment team, by creating all processes and documentation.
- Managed Build/Test/Development teams to ensure readiness of production ITSM/Automation tools.

PROFESSIONAL EXPERIENCE

AVANADE CORPORATION | REMOTE & Seattle, WA 08/2020 – 11/2023

Director, Cloud Managed Services Strategic Initiatives

- Established Managed Service Delivery Centers in Europe, Canada, Brazil and Australia built upon ISO 27001 & SOC2 compliant ITIL process.
- Stood up Avanade's Microsoft Cloud Service Provider (CSP) program.
- Merged Dynamics CRM and ERP offerings to create consistent go to market approach.
- Lead efforts defining delivery structure of Azure Managed Services.

CLOUD MANAGED SERVICE DIRECTOR | REMOTE & Seattle, WA 08/2018 – 08/2020

Service Delivery & Client Portfolio Lead

- Drove Client satisfaction surveys to ensure continuous service improvement plans were developed and executed.
- Mentored individuals against their career goals motivating high performance.

CLOUD MANAGED SERVICES | REMOTE & Seattle, WA 03/2016 – 08/2018

Director, Service Transition Lead

- Defined/executed strategy, creating structured process for mobilization and transition.
- Created tools for estimation, production service readiness, and transition portfolio reporting.
- Managed client projects onboarding through matrixed reporting structures.

Director

- Onboarded and directed new staff establishing training, transition, service readiness plans.
- Interfaced Accenture Service Delivery team and Newcastle Delivery Center leadership.
- Reviewed Contract and Requirements Traceability Matrix for impact creating RACI.

Group Manager

- Managed and hands-on participated with technical team of 8. Disciplines including SharePoint, SQL, DPM, Cisco Networking, F5 Load Balancing, NetApp Storage, IBM Hardware & Server OS
- Redesigned infrastructure to account for sizing/usage changes creating all logical and physical drawings.
- Designed, Implemented, and tested full Global Disaster Recovery system.

EDUCATION & ACHIEVEMENTS

The CATHOLIC UNIVERSITY of AMERICA | Washington, DC
Bachelor of Arts, Economics/Financial Management
Cum Laude

PMI - **A**gile **C**ertified **P**ractitioner
PMI - **P**roject **M**anagement **P**rofessional