Samuel Malachowsky, PMP

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Professional Profile

An experienced business results-focused leader specializing in team leadership and communication of complex ideas to diverse audiences. Effective intermediary between the business and Software Engineering world; well-developed soft skills and an understanding of how solution engineering fits into the larger operations of business. A history of seeking to educate and enrich the relationship between people and product/process/technology.

Strengths in:

- Client-Focused Product Development
- Timeline / Scope Management
- Engineering Solutions and Leading Developers
- Team Organization and Execution
- Software and Process Documentation

- Resource/Schedule/Requirements Balance
- Development and Testing Methodologies
- Agile Development Methodologies
- Impact of Software Engineering on Organizations and Customers

Education/Certifications

Masters of Business Administration (MBA) – Medaille College 4.0/4.0
Bachelors of Business Administration (BBA), Concentration in Marketing – SUNY at Buffalo
Project Management Professional (PMP) Certification

Experience

Lecturer, Software Engineering – *Rochester Institute of Technology, Rochester, NY*   *8/2013-Present*
SWEN-256 Software Process & Project Management, SWEN-350 Software Process & Product Quality, SWEN-356 Trends in SE (Agile), SWEN-261 Intro to SE, SWEN-561/2 SE Project (Senior Capstone)
Results
- *Student Feedback* – Instructor related questions: 83% Positive, 94% Neutral or better

Adjunct Professor, Software Engineering – *Rochester Institute of Technology, Rochester, NY*   *11/2011-8/2013*

Technical Project Manager – *Xerox/Genuent Consulting, Rochester, NY*   *1/2009-Present*
Responsible for several projects, including client-facing web portals, specialist technology tools, and team collaboration software, such as SharePoint. Worked to determine and implement vertical and horizontal integration strategies within current projects with the goal of increasing user efficiency, enhancing reporting systems, and lowering overall costs. Lead trainer in product use and skill development.
Results
- *Process Documentation* – Established ISO-friendly documentation for engagement, production planning and rollout, vendor management processes, disaster recovery, and user support strategies.
- *Successful Project Launches* – Launched several projects with documented positive R.O.I.
- *Change Control Development* – Lead person in the development, documentation, and launch of change control procedures for new and legacy systems. Specialized in technology application.
- *Training Series* – Led several skill development series. Most recent: Project Management (PMP) Instruction - Slides and video available at http://samuelm.com/pmp/.

Product Integration Manager – *M&T Bank/Globalquest, Buffalo, NY*   *8/2008-10/2008*
Responsible for systems integration project management. Five separate systems, one new vendor system, and associated decisions, testing, training, and support. Led cross functional team of 8 and managed integration with other related project teams. Heavy emphasis on stakeholder relationships and effective communication of project objectives.

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Lead Project Manager – *RR Donnelley/Ajilon Consulting, Niagara Falls, NY*   *9/2007-6/2008*

Lead PM for client-facing systems development and operations. Responsibilities included daily contact with customer (Fortune 100 company), managing scope, implementing monthly releases and corresponding direct mail/email campaign, user acceptance testing, budget and cost management, and expectation management. Worked directly w/ dozens of stakeholders and vendors (printing facilities, call center, data processing). Development Team of 8, resource budget $1 million+, revenue $2.2 million+.

Results

- *Monthly Production* – Created pre-production objectives / timeline to bring monthly production to match schedule. Increased revenue by 5% compounded monthly.
- *Metrics Improvement* – Increased Service Level Agreement measured results from ~35% to consistent 90+% each month.
- *Process and Morale Improvement* – Analyzed starting process/personnel issued and improved productivity and morale one-on-one instruction as well as department-wide process implementation. Resulted in significant drop in unplanned absence and resource turnover.

Client Project Manager – *Choice One Communications, Buffalo/Rochester, NY*   *9/2005-4/2007*

Interfaced with client to organize and prioritize expectations, deliverables, scope, deadlines, and to provide instruction on product use and configuration. Worked with dedicated and shared resources within the company to exceed client expectations and ensure profitability. Workload of 15-25 simultaneous projects with budgets of $5,000 - $75,000.

Results

- *Driving Projects to Completion* – Completed dozens of projects from start to finish in an industry where projects are often delayed due to inaction by clients, resource conflicts, and changing technology.
- *Client Satisfaction* – Placed continuous emphasis on customer service and how project deliverables might impact the client's objectives, leading to frequent upgrade requests/repeat business.

New Project Manager – *ATT Wireless/Cellventures Inc, Rochester, NY*   *3/2000-5/2004*

Responsible for rollout of projects in which the company had no previous experience. Direct report to VP of Operations. Worked with varies teams in a supervisory or consolatory role. Multiple-project workload.

Results

- *Marketing / Internet Development* – Created/coordinated mail, newspaper, other media, key account manager, created/maintained e-commerce website for client and retail support.
- *Logistics / Sales Support* – Reduced overhead through JIT, created help desk, audited all locations, developed process through creation of companywide forms & procedures.
- *POS Integration and Training* – Installed new POS System, set up maintenance schedule, trained staff, maintained a hotline and after hours support for users.
- *Retail Location-Level Accounting* – Improved store accounting, ledgers, and daily sales reports as well as inventory, ordering, and customer demand speculation through the introduction of spreadsheets and database.

Technical Consultant/ Software Engineer – *More Information Available Upon Request*   *5/1997-Present*

Implemented focused and efficient requirements analysis and software development on a part-time basis.

References – Business, character, and instructional references available upon request.