

JASON CYR, MSPM, PMP

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MANAGEMENT: MANAGER, DIRECTOR, PRINCIPAL

Client Services, Product, Program and Project Management

Fourteen years of relevant technology experience with demonstrated competency in relationship, stakeholder and change management. Customer focus-driven leader with strong business knowledge and operational experience who is able to successfully orchestrate complex relationships and work environments.

Career highlights:

- ❖ Working effectively within tight deadlines and defined schedules, architected the service desk, asset tracking, work order and change management solution that serves one client's customers and international end users for secure 24x7 access to customer system information and systems management.
- ❖ Orchestrated the implementation of a remote SSL-based system monitoring application that has been in use for over 5 years resulting in a 20% reduction in system downtime and a 30% increase in customer satisfaction. This solution is currently monitoring over 400 managed systems for this client with plans for expansion.
- ❖ Focusing on understanding the needs of those who depended on my team's services and those who deliver services on which that team depended, assembled the design, procurement and deployment of a managed VPN solution that has become the de facto standard for customer connectivity across one client's worldwide organization of ~200 end users and over 500 managed systems.
- ❖ While guiding staff and colleagues to understand their role in helping the company achieve its vision, I accelerated initiatives to integrate and automate yet another client's enterprise incident management and systems monitoring solutions for greater efficiency resulting in the automated reporting and closure of 35% of all service incidents.
- ❖ Provided leadership for technical solution development toward one of the largest frame relay, client software and remote access contracts signed in company history, valued at \$325,000 per month.
- ❖ Served as a role model, exhibiting ethical behavior and educating staff while championing as Lead Project Manager the most expansive Y2K readiness and software rollout project undertaken for First Union National Bank within a budget of \$1.75 million and successfully executed all project deliverables ahead of schedule, which resulted in the inspection of over 40,000 desktop PCs and over 200,000 devices in total throughout 13 states while managing a team of 11 dedicated field resources.

Strategic Planning | Project Management | Program Development and Execution | Virtual Teaming | Profit and Loss | Communications Management | Large-Scale Technology Implementations | Continuous Process Improvement | Operating Infrastructure | Quality Improvement | Relationship Management | Cost Avoidance | Vendor Management

Professional Experience

City Bicycles of Florida | City Bike Tampa (citybiketampa.com) **2009 - Present**
Specialty Bicycle Retailer (Privately held corporation)

Co-Owner. Researched and architected the business plan, acquired funding, negotiated and leased retail space then built this business from the ground up. Implemented citybiketampa.com and conducted SEO to ensure high rankings across all major search engines. Currently responsible for all retail operations as well as sales, financial management and reporting in addition to vendor relationships with suppliers and manufacturers in the bicycle and retail sporting goods market spaces.

Continued...

EMAGEON (emageon.com)

2003 - 2009

PACS and Healthcare Informatics, (Recently acquired by Amicas | NASDAQ: AMCS).

Progressed through multiple positions of increasing authority, including: Functional Manager, Project Manager, Sr. Project Manager and Program Director. Built career excellence in program management, project management, process re-engineering and vendor selection/management. Championed critical implementations and deployments while adapting to, embracing and leading in a rapidly changing environment.

Program Director – R&D Engineering Release Rollout (2006 – 2009)

Responsible for planning, directing and supervising all **first customer ship** (FCS) program areas directing multiple projects focused on strategically placing the latest releases of Emageon software applications and platform solutions into the customer install base. Provided leadership in communications planning and execution for all aspects of every release FCS. Governed as the primary Engineering interface to Sales and Marketing for FCS activities. Assembled and managed a “Tactics Team” of resources from a host of functional areas including Service Delivery, Engineering, Account Management, Sales and Marketing. Coordinated logical steps forward in progressing releases from FCS to general availability (GA) in a timely manner.

Sr. Project Manager (2004 – 2006)

Enterprise VPN Infrastructure Procurement and Deployment Project; budget: \$250,000. Spearheaded the development and execution of international and domestic end user adoption strategies while simultaneously controlling the deployment of IPSec tunnels throughout the entire customer base, overseeing customer communications and navigating vendor relationships.

Install Base System Monitoring Implementation Project; budget: \$904,500. Researched then defined requirements and analyzed the existing customer base to ascertain current and future needs. Evaluated and qualified vendors then assembled and executed a pilot program followed by a product rollout to the entire customer install base. Defined workflow, produced internal and external user documentation then documented processes and procedures according to company standards.

SDM / CRM Procurement, Installation and Execution Project; budget: \$1.25 Million. Performed the enterprise needs assessment, documented findings, compiled RFP, sourced qualified vendors and managed the vendor selection process, then published final recommendation for the chosen solution based on RFP results and research findings. Championed all initiatives that surrounded the installation, configuration and launch of the chosen SDM/CRM solution (BMC – Magic). Established training programs for +120 end users. Hired, trained and managed administrative staff and outsourced consultants.

Architected and implemented an account classification system that is in current use throughout the enterprise for customer, site and system identification and tracking.

IVANS (ivans.com)

1999 - 2003

Privately held organization focused on strategic consulting, data services and networking services.

Technical Sales Consultant – Major Healthcare Account

Technical sales from a consultative standpoint focused on the development of data networking solutions for major accounts in the insurance and healthcare industries; defined and documented customer requirements through direct customer consultation, then converted customer requirements into detailed sales proposals which included network provisioning specifications, topology diagrams, service descriptions and pricing options. Represented IVANS at industry speaking and educational engagements.

WANG GLOBAL (Bannex Corp. / Getronics / getronics.com)

1997 – 1999

Global corporation focused on workspace management for computer related hardware, applications and network services.

Project Manager - Y2K Readiness at First Union National Bank (now Wachovia-Wells Fargo)

Developed and implemented all work processes for the field service team. Hired, trained, coached and managed a team of field technicians including all HR processes associated with selection, recruitment, development and employee relations. Controlled all project expenses and activities while meeting aggressive timelines for task completion with the highest regard for quality and cost control. Handled and escalated all client issues and worked with the client and team members to achieve resolution. Worked with internal departments at Wang and FUNB to ensure that cooperation and effective communication took place regarding the project's initiative. Concurrently planned and managed other [multi-state] projects.

Education and Credentials

Master of Science Degree in Project Management
Boston University, Boston, MA

Bachelor of Arts Degree in Marketing
University of South Florida, Tampa, FL

Professional Certifications

Certified through the Project Management Institute ([PMI](#)) as a **Project Management Professional (PMP)** since January 2001.
Certified Remote Access Solutions Specialist through **AT&T Global Network Services**.

Training and Development

Advanced Management Practices, **SkillPath**
Foundations of Management, **SkillPath**
High Impact Presentations, **Dale Carnegie**
Customer Care Training, **Dale Carnegie**
Network Security and Firewall Administration, **Global Knowledge**
Secure Communications and Virtual Private Networking, **Global Knowledge**
Internetworking with TCP/IP, **Global Knowledge**
Strategic Sales Presentation Training, **Acclivius**

Computer Applications Proficiencies

MS Project Professional | MS Project Server | MS Office Suite (Word, Excel, PowerPoint, Publisher, Visio, Access) | Adobe Acrobat | Macromedia Dreamweaver 8 | WordPress | Secure Shell / PuTTY | FTP | CPanel | Quickbooks