

GLENN VANCE

8008 Forest Trail, Dallas, TX 75238 | (214) 714-4807 | glennvance@gmail.com

PROJECT MANAGEMENT • WEBSITE DEVELOPMENT

10+ Years of Experience in IT Project Management and Web Development and Content Management Roles; Strong Background in Leading Complex Projects from Initial Idea to Completion, Give-and- Take Negotiations w/ Teams and Clients, and Q.A. Testing

Quality-focused, versatile project management professional with the ability to create and deliver solutions tied to business growth and organizational development. Work well in self-managed and team-based projects, as well as in remote environments. Strong communicator, writer and team leader, with background in guiding teams successfully through extensive project lifecycles. Skilled problem identifier and troubleshooter; comfortable operating in a wide range of business environments.

- CMS & HTML-BASED WEBSITE DEVELOPMENT
- WORKFLOW PLANNING & PRIORITIZATION
- PROJECT MANAGEMENT
- COPYWRITING & EDITING
- SKILLED IN WORDPRESS
- NETWORK & SERVER UPTIME
- USER TRAINING

PROFESSIONAL EXPERIENCE

DREAM MARRIAGE INC. — Colleyville, TX — Sept. 2010-Sept. 2011

Project Manager

Manage multiple web development projects simultaneously. Responsible for the usability design, SEO-enhancement, development and maintainability of both CMS (specializing in custom WordPress themes) and HTML-based web sites. Worked with international team of developers and designers to create web sites from concept to completion, including post production site maintenance. Determined architecture and product flow of websites from initial landing through purchase including mapping out all scenarios a website user might think of.

Key Contributions and Accomplishments:

- Training Improvements — Wrote all documentation for all project websites to help in the understanding and workflow of those websites.
- High Volume Projects — Managed a team of 5 web developers, and 2 graphic designers in the development and maintenance of 15 websites in 2011 both in local and international locations.
- Process Streamlining — Developed and integrated processes that streamlined ecommerce solutions and improved sales as a result.

TRUGENIUS MARKETING, INC. — Dallas, TX — Aug. 2008-Sept. 2010

Project Manager, Web Development

Manage multiple web development projects simultaneously. Responsible for the usability design, SEO-enhancement, development and maintainability of both CMS (specializing in custom WordPress themes) and HTML-based web sites. Personally conduct content updates and software upgrades for all Trugenius-hosted client sites. Design and develop web sites from concept to completion, including post production site maintenance.

(continued)

GLENN VANCE

8008 Forest Trail, Dallas, TX 75238 | Home: (214) 341-6144 | Cell: (214) 714-4807 | glennvance@gmail.com

Key Contributions and Accomplishments:

- Client Satisfaction Improvements — Designed, taught and wrote manual for a new WordPress New User Training class which trains clients on how to update their new WordPress site.
- High Volume Projects — Managed a team of 5 web developers, and 2 graphic designers in the development and maintenance of 12 websites and dozens of web-based projects in 2009 both in local and international locations.

SOUTHWESTERN BELL INTERNET / AT&T — Plano, TX — 1999-2008

Progressed through increasingly responsible positions.

UNIX Systems Administrator, DNS Provisioning Group/IP Services Team, 2004-2008

Promoted to direct team for authentication and DNS within a 24x7 rotation for support of small and large customers, including Dreamworks, Wal-Mart, and the California State School System. Lead full cycle of projects, from conception and requirements gathering through development, testing, troubleshooting, and completion. Worked with team of DNS provisioners, monitoring accuracy of DNS changes and providing technical guidance to other groups while reporting revenue and volume metrics monthly to upper management.

Key Contributions and Accomplishments:

- Performance Improvement — Worked as part of a team that implemented DNS changes across the entire AT&T network, contributing to a drop in percentage of network outages to near-zero.
- Process Streamlining — Developed and integrated processes that streamlined server changes and improved productivity as a result.
- Staff Development — Improved capabilities of existing personnel and shortened learning curve for new hires through delivery of training for all team members in DNS and key services.
- Improved Information Sharing — Developed and maintained internal WordPress website for information sharing DNS updates across departments. Duties included design and customization of site using CSS, content creation/updating, user management.
- Performance Recognition — Earned Company-wide Employee of the Month Award for 12/06.

DNS Administrator, DNS Server Support Group, 2001-2004

Promoted to perform DNS Server maintenance (repairs, upgrades, patches) for Sun Solaris 2.8 Servers across multi-state SBC territory, including Texas, Oklahoma, Arkansas, Missouri, and Kansas. Conducted trend analysis and evaluation using proprietary tools. Completed security audits in joint effort with Security team, determining security risks/issues and appropriate corrective action to uphold highest security levels. Collaborated remotely with hardware team on resolution of server issues.

Key Contributions and Accomplishments:

- Server Optimization — Performed testing that led to purchase of load balancing platforms and subsequent increase in response time of servers for customers.

Team Lead / Systems Operations Group, 1999-2001

Directed team of 5 in network management functions, relaying information regarding network-wide server outages (24-state region) through the proper channels.

(continued)

GLENN VANCE

8008 Forest Trail, Dallas, TX 75238 | Home: (214) 341-6144 | Cell: (214) 714-4807 | glennvance@gmail.com

** Prior position as Dial-up Technician for Verio, Inc. Served as 1st-line dial-up technical support for ~40 customers daily. Worked with Windows and Mac users to resolve issues regarding email, connectivity, and authentication. Set up customer connections and ensured customers' proper setting for web access. **

PROFESSIONAL DEVELOPMENT

Bachelor of Science in Telecommunications (Radio/Television/Film)

Baylor University, Waco, TX, 1994

Masters-level Management Information Systems courses

University of Texas at Dallas — 1999

Certified UNIX Systems Administrator

Southern Methodist University, Dallas, TX, 2000

Professional Training

Solaris 10 Features for Experienced System Administrators — 2007

CISCO CCNA Training — 2005

Advanced F5 BigIP Training, Global Knowledge - 2002

CISCO Router Training - 2001

DNS Advanced Training - 2000

Extensive knowledge and training in SUN/Solaris servers/workstations and NT/2000 workstations.

COMPUTER SKILLS

Software - DreamWeaver, WordPress, Photoshop, Acrobat, BIND 8 and 9, MS Office Suite

Internet Technologies - HTML, CSS, JavaScript, Notepad++, WordPress, PayPal, Google Checkout, x-Cart

Hardware - Sun, F5 BigIP

Platforms - UNIX, Sun Solaris, OSX, Windows 7/XP/NT/2000