

Phillip Hamlett, PMP
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CORE COMPETENCIES:

- Twenty-two years of progressive experience as project manager and information technology professional
- Goal-oriented individual possessing extensive project management and strong team leadership experience
- Proven ability to work seamlessly with business and technology teams to implement best-of-breed automation solutions
- Fourteen years of experience as academic professor of information technology and project management
- Extensive experience in the development and execution of formal corporate training and talent recruitment strategies
- Organized, highly motivated, and detail-oriented problem solver

PROFESSIONAL SKILL SETS:

- Structured System Development, DMAIC, DMADV, DFSS, Business Process Engineering
- Enterprise IT Architecture Design
- Interactive Voice Response & Computer Telephony Integration Call Flow Mapping & Implementation
- Multi-platform database design, administration and tuning
- IT Systems Integration
- Change management process design
- Business Continuity Planning

TECHNICAL SKILL SETS:

- Oracle 8, 9i, 10g platforms
- Structured Query Language (DDL/DML), Transact-SQL, SQL-Plus
- Microsoft SQL Server 6.5, 7.0, 2000, 2005 and 2008 platforms
- Extensive procedural language application development experience (FORTRAN, COBOL, C++)
- Expert user of all parts of the Microsoft Office suite (including Visio, Project and Access)
- Avaya G3 Definity Enterprise Communication Server
- Microsoft SharePoint (MOSS 2007, WSS 3.0)

CERTIFICATIONS/CLEARANCES:

- Certified Project Management Professional (**PMP**)
- Certified General Electric Six Sigma Green Belt
- Active Department of Energy (DoE) Q-level security clearance

PROFESSIONAL EXPERIENCE:

Babcock & Wilcox | Lynchburg, Va. | February 2009 - Present

Corporate IT Services Project Manager

Manage a portfolio of eight high-profile technical projects spanning multiple domestic locations in the B&W enterprise. Developed a MS SharePoint-based intranet portal for the purpose of centralizing the project management function for the enterprise IT team. Instituted a formal project review process for the IT leadership team for the purpose of providing continuous visibility into project progress. Coordinate and facilitate regular formal collaboration sessions between IT resources at multiple B&W sites. Utilized Six Sigma techniques for the purposes of analyzing the process flow of IT asset tracking. Conduct post-implementation lessons-learned sessions with IT team members to both assess the effectiveness of recent project work and identify potential areas for future improvement.

Genworth Financial (formerly General Electric Financial) | Lynchburg, Va. | December 1995 – February 2009

Manager, Contact Center Technology Operations

Responsible for direct leadership of eleven member workforce management team specializing in providing timely call center volume forecasting, call team schedule optimization and appropriate data acquisition and mining needs as dictated by the business. Act as primary subject matter expert during rollout of enterprise-wide call center scheduling application, servicing over 750 Genworth associates across four high-volume domestic call centers in the continental United States. Manage all delivery aspects of key business intelligence to contact center leadership through utilization of data mining technologies, web development tools and strategic multi-media applications. Develop strategies and solutions to leverage technology for delivery of real-time call center servicing metrics to appropriate leadership at all domestic call center operations within Genworth.

Six Sigma Black Belt

Successfully execute several enterprise process improvement strategies through utilization of specific Six Sigma tools and methodologies including DMAIC, DMADV and DFSS. Maintain oversight of all project phases and timely reporting of project milestones to members of the operations senior leadership team. Directly responsible for the mentoring, leadership and certification of eight subordinate Six Sigma green belts placed strategically in business areas to implement specific process improvement initiatives. Oversee the formulation and execution of Six Sigma training workshops, and preparing Green Belt certification instructional materials. Led several key initiatives targeted at redesigning workflow for GE's \$45 million GENIUS automated underwriting system. Improvements that were made resulted in 60% productivity lift for life insurance underwriters and case managers.

Director of Recruiting – Genworth Corporate Virginia Tech Recruiting Team

Direct the formulation and execution of Genworth's comprehensive talent recruiting strategy on the campus of Virginia Tech. Maintain all relationships with appropriate University personnel. Perform on-campus recruiting visits and interview sessions as dictated by the needs of the business during the academic year. The Tech team, under my leadership, achieved an overall number one rating among major universities that Genworth performed recruiting activities at during the 2007-2008 academic year, in terms of targeted recruiting needs.

Project Manager

Responsible for all technical aspects of in-sourcing operation to transition Long Term Care post-issue servicing from external vendor to an internal Center of Excellence within the Genworth global call center. Maintain oversight of all aspects of technology appraisals and implementations and sole responsibility for the coordination of all telecommunications and call routing requirements. Support and lead several key strategic improvement initiatives in the Long Term Care business segment, including integration of multiple underwriter requirement vendors and transition of pivotal externally-managed proprietary information to Genworth's technology platforms.

Telecommunications Specialist

Oversee the architecture design of a state-of-the-art Interactive Voice Response (IVR) Platform responsible for diverting call volume of 100,000 per month out of the global call center and servicing a user base of over two and a half million policyholders. Directly involved and retain oversight of all planning and development of call vectoring strategies for the IVR platform and work directly with telecommunications personnel to implement such strategies. Responsible for creation of IVR project plans including resource allocation, cost-benefit analysis, and return-on-investment considerations, as well as management of outsourcing arrangements with VAR's to provide consulting on an as-needed basis.

Database Administrator

Serve as primary DBA for all enterprise SQL Server 6.5 and 7.0-based data stores within Genworth, and backup administrator for Oracle 7.3. Responsible for providing 24/7 support in the areas of tuning, troubleshooting and basic administration tasks. Directly responsible for the maintenance of seven mission-critical production databases, including data warehouses that I architected for IVR data delivery in the client-server environment. Provided several on-shore and off-shore (contract) application development teams with subject matter expertise in the areas of data modeling, database normalization and optimization.

Senior Programmer/Analyst

Lead C++ application developer. Formulated electronic data interchange solutions responsible for gathering stream data collected from an external, proprietary computer networks and have the data fed directly into an existing internal data architecture. These solutions facilitated the need for company general agents to be able to send insurance application data electronically and speed up turnaround times for the approval of such applications. Designed and implemented change management and source code administration processes using PVCS SCM tools. Maintain responsibility for administering all aspects of the source management cycle including security, configuration and standards enforcement. Act as liaison for several outside vendor concerns to define system requirements and prepare functional specifications for outsourcing work.

Central Virginia Community College | Lynchburg, Va. | June 1997 – Present

Adjunct Professor of Information Systems Technology and Project Management

Provide formal classroom instruction in several areas of technical expertise, including database administration and design, web page/web site development and maintenance and Microsoft Office tools. Also serve on numerous college advisory councils aimed at setting curriculums that are focused on the needs of the business community. Provide external training and consulting to local businesses through the college's Center for Workforce Development in the areas of technology implementation and project management.

Babcock & Wilcox, Naval Nuclear Fuel Division | Lynchburg, Va. | May 1989 – December 1995

Programmer/Analyst

Lead programmer for VAX/VMS COBOL-based shop floor data collection system servicing all of the component-moving and tracking needs of the manufacturing floor environment. Designed, programmed and acted as DBA for new system rollout utilizing an RDB relational database acting as a focal point for an entire automated factory floor environment. Developed software which was responsible for tracking all tiers of the product, releasing each tier for use at the next stage of the life cycle, performing complex mathematical algorithms for assembly of the product, and providing statistical reporting capabilities for engineers involved in the process. Regularly performed maintenance and upkeep on personal computer hardware in the client server environment; configured network adapter cards, barcode and slot readers, replaced and upgraded hard disk controllers and disk drives, and changed memory configurations. Acted as user liaison for the human resources department, specializing in defining requirements and designing applications for specific HR-related functions (i.e. training, re-qualifications, personnel profiles). Designed and programmed plant-wide Safety Access Control System which successfully merged cross-platform HR training data maintained in a client-server architecture with security information residing on a VAX 4700 cluster to allow or deny access to controlled manufacturing areas in the plant per Nuclear Regulatory Commission requirements.

EDUCATION:

B.S. Management Science

Concentration: Decision Support Systems
Virginia Polytechnic Inst. & State University
Blacksburg, VA

Master of Administration

Concentration: Personnel Management
Lynchburg College
Lynchburg, VA

