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| **DOUGLAS** SOKOLOWSKI6045 Walnut Grove Court, Middleville, Michigan 49333 · (M) (269) 908-6141douglassokolowski@gmail.com · [www.linkedin.com/in/douglas-r-sokolowski](http://www.linkedin.com/in/douglas-r-sokolowski) |

# SUMMARY

A leader with over thirty years of information technology experience in government, healthcare, automotive, consulting and insurance industries. My career includes leadership roles in Project Management Offices, Financial Controlling, Human Capital, Customer Service Management and Quality Management. I have demonstrated the ability to define departmental direction in support of corporate strategy within budgetary constraints. During these years I have gathered extensive internal and external customer service experience. As a consultant and senior level executive I have engaged with organizations to deploy IT solutions in support of their core business, including Enterprise Resource Planning packages. My experience as a program manager of quality initiatives provided the opportunity to gain familiarity with a wide range of corporate operations and diverse audiences. Having been a part-time instructor at a college expanded my skills in structuring and communicating complex concepts. In conclusion the opportunities provided during the past thirty years have allowed me to gain competence in many areas.

**Areas of Expertise**

Project/Program Management | Financial Controlling | Customer Service Management

Quality Management | Strategic Planning | Budgetary Management

Training and Development | Risk Mitigation | Performance Measurement and Improvement

# EXPERIENCE

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| May 2022 – PresentTownship Treasurer (part-Time), Irving Township* Member of the Board of Trustees
* Responsible for distribution and collection of township taxes
* Plans and executes all facets of cash management with an annual budget of $739,503 and total cash of $3.7 million.
* Facilitates township hall management and special projects approved by Board of Trustees.
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| January 2017 – APRIL 2021Global ISP Service Level Manager: D.C. Foundations, Zurich Services* Facilitated major ISP outsourcer service performance to local business units
* Developed & Improved metrics tracking and reporting
* Facilitated definition & enhancement of global procedures and processes
* Served as Program Manager for Global Data Center Consolidation, a BOD strategic initiative; reducing global data centers from 70 to 8 and global server rooms from 60 to 6, a $12,000,000 plus program.
* Responsible for Data Center Foundation governance and compliance activities
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| September 2012 – December 2016Global Compliance & Goverance Lead: D.C. Services, Farmers* Responsible for Data Center Foundation governance and compliance activities; including SOW reviews, consolidated status reporting, facilitating weekly and monthly meetings
* Program Manager for addressing all internal and external audit observations for DCS
* Supported / mentored department project managers
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| October 2007 – September 2012NA PMO Lead & Program Manager, Zurich North America* Facilitated the development of operational procedures and metrics, resulting in improved service
* Developed and executed staff coaching initiative
* Project Manager of a Data Center Relocation Project, delivered on-time and 10% under budget, with minimal impact to business, earning a bronze award
* Project Manager of a Data Center Power Outage to permit electrical system preventive maintenance, delivered on-time and within budget
* Established North America PMO for Infrastructure Outsourcing Program
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| October 1999 – October 2007Managing VP, Service & Quality Management, gedasUSA, T-Systems NAOther titles held during tenure: Vice President, Quality and Project Management, Interim Lead Human Capital; Manager, Competence Center Project Management and Controlling; * Established Customer Service Management Best Practices, including defining and implementing a Customer Care Program with a Customer Advisory Panel, in two months improved relationships with customers, resulting in contract renewal and new business totaling $5,000,000. Also improving Customer Satisfaction by 10% in a year.
* Senior Quality Executive deployed SOX and ITIL plus maintain ISO 9001 Certification.
* Mitigated corporate risk reducing aged account receivables and corporate write-offs.
* Integrated T-Systems and gedasUSA processes, creating the combined entity of TSNA
* Developed an approach to achieve ISO certification, partnering with third-party and achieved in 6 months and for one-fifth of the original cost estimates.
* Developed, maintained and disseminated the global gedasUSA project management methodology, g2LEAD resulting in global standardization.
* Developed, and administered a global Project Manager Training course certifying over 500 persons globally in methodology plus 100 PMPs in 8 mths.
* Served as project manager, leading international team, for a Project Management Information System selection.
* Project Manager for Volkswagen’s Parts Depot Addition Project.
* Project Manager for Volkswagen’s Sales District Realignment Project.
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| JUNE 1997 – OCtober 1999Senior Principal consultant, Keane Consulting* Functioned as Engagement Manager for $8,000,000 account overseeing a payroll system implementation project, a logistics system development project, a Y2k remediation project, supplemental staffing and serving as program manager on package selection project.
* Functioned as project manager for the Year 2000 Compliance project at the country's largest cement manufacturer, delivering on schedule, 5% under budget.
* Consistently earned the highest project compliance audit scores within the branch.
* Received 5 Customer Quality Of Service Awards
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| JUNE 1995 – June 1997Project Manager / Systems Specialist, Perot Systems Corporation* Served as Program Manager for QAD MFG/PRO implementation at four plants with a team of twelve consultants from two firms which earned the QAD Rapid Implementation Award. Managing a $15,000,000 budget.
* Designed, developed and implemented an automated check reconciliation system, permitting the customer to reduce their month-end processing time by one week and reduce 1 headcount.
* Designed, developed and implemented an automatic remittance processing system, resulting in a reduction in time for bank reconciliation from 4 days to 2 days. Receiving a Letter of Commendation from the Customer.
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| JUNE 1994 – June 1995Information Technology supervisor, automotive products usa |
| November 1992 – June 1994informix systems manager, Automated media |
| may 1982 – november 1992programmer & System Analyst positions, multiple employers |

# Education

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| MASTER OF SCIENCE in administration, central michigan university |
| bachelor of arts in computer science, madonna university |

# certifications

**Project Management Institute**

Project Manager Professional (PMP)

**National Bureau of Certified Consultants**

Certified Professional Consultant to Management (CPCM)