

# Mark A. Ceely

727.560.3822  
me@markceely.com

**Business Professional with 19+ years of combined project management, business management, leadership, and technical experience in multiple industries.**

## SUMMARY OF QUALIFICATIONS

- Proven executive managing multiple distributed teams with effective communication.
- Pro-active and results-oriented to alignment with business needs.
- Proven Project/Program Management and Leadership skills.
- Strong Business Process and technical ability across varied industries.
- Outstanding analytical, communication, and presentation skills.
- Proficiency in Netcool, Tivoli, SharePoint, MS Project, Excel, and PowerPoint.

## PROFESSIONAL EXPERIENCE

### Infosys Limited

2015 – Present

#### Principal – Enterprise Applications

- Anchor the engagement effort for assignments, all the way from business process consulting and problem definition to solution design, development and deployment.
- Pivotal to problem definition and discovery of the overall solution and guide teams on project processes, deliverables.
- Key advisor to architecture and design reviews.
- Anchor business pursuit initiatives, client training, in-house capability building.
- Shape value-adding consulting solutions that enable clients to meet the changing needs of the global landscape.

#### Principal – Enterprise Applications

2001 – Present

- Prepare Business Process Application Recommendations
- IBM Tivoli Netcool Administrator
- IBM Tivoli Netcool OMNibus / WebGUI
- IBM Tivoli Netcool Impact
- EIF, SNMP, Ping Probes
- Alcatel, Ciena, Cisco, Syslog, TL1, and Nortel Probes
- IBM Tivoli Enterprise Console
- IBM Tivoli Manager - ITM6
- IBM Tivoli Network Manager

### ARTECH INFORMATION SYSTEMS – Contract

2011 – 2015

#### IBM Automation Distributed Services - Netcool and Tivoli Management for IBM

- IBM Tivoli Netcool Administrator.
- Security and Compliance for Event Management.
- IBM Tivoli Netcool OMNibus, WebGUI, Impact, EIF Probe, SNMP Probe, Ping Probe.
- IBM Tivoli Enterprise Console.
- Install, Upgrade, Migrate and Support shared and dedicated accounts.
- Performed upgrade to Health Net IBM service agents.
- IBM Tivoli Service Request Manager.
- ITM5 to ITM6 transition.
- Developed (BPAR's) Business Process Application Reviews for numerous IBM applications.
- L4/Technical Lead support for Shared IBM Tivoli Manager Hubs.
- Performed upgrade to Health Net IBM service agents.
- Global System Management Architecture (GSMA) methodology.
- ITCS104 and ITCS300 security policy.
- CIRATs compliance issues, HIPPA, ITAR and FDA security compliance.

- INSIGHT GLOBAL – Contract** **2014 – 2015**  
**IBM Tivoli Administrator for HP**
- IBM Tivoli Administrator.
  - IBM Tivoli Netcool OMNibus, WebGUI, Impact, Probes.
  - IBM Tivoli Enterprise Console.
  - IBM Tivoli Manager (ITM6).
  - Remedy Ticketing.
- COLUMBUS COMMUNICATIONS, INC.** **2008 – 2011**  
**Network Management Systems Manager / Project Manager**
- Manage network management systems installation, maintenance and support.
  - IBM Tivoli Network Manager Administrator.
  - IBM Tivoli Manager Administrator.
  - IBM Tivoli Configuration Manager Administrator.
  - Tivoli Service Request Manager Administrator.
  - Netcool Webtop/Omnibus Administrator.
  - ServAssure Enterprise (SAE) Administrator.
  - SharePoint Administrator.
  - Develop disaster recovery plans and procedures.
  - Development of operational support processes for Columbus subsidiaries.
  - Establishing NMS security standards, policies, and configuration.
- ARRIS / C-COR** **2006 – 2008**  
**Project Manager / Program Manager**
- Managed ServAssure Enterprise (SAE) deployments.
  - Managed ServAssure Advanced (SAA) deployments.
  - Performed business process analysis.
  - Have signed more than 15 million in revenue.
  - Have completed projects under budget in excess of 450k.
  - Prepare Scopes of Work.
  - Prepare project plans utilizing MS Project.
  - Prepare project budgets.
  - Prepare customer presentations.
  - Perform customer training on SAE.
- WINSTAR COMMUNICATIONS** **2000 – 2001**  
**Project Manager / Buildout Engineer**
- Managed Wireless LAN and WAN site development in Central and North Florida.
  - Managed and planned over 30 projects at any given time.
  - Prepare MOPs and Scopes of Work utilizing, MS Office, MS Project, Forms Engine, Workflow.
  - Perform quality assurance checks and verify all redlines on scopes and network layouts.
  - Perform site surveys, site acquisition, equipment ordering, provisioning and certifications.
  - Build Circuit Layout Records (CLRs) through TBS system.
- P-COM NETWORK SERVICES** **1999 – 2000**  
**Project Manager / Network Installation Manager**
- Managed Wireless LAN and WAN site development in Central and North Florida.
  - Perform quality assurance checks and verify all redlines on scopes and network layouts.
  - Implement training for over 200 technicians.
  - Proficient in TCP/IP, DNS, DHCP, WIN 95/98/NT 4.0/2000 Server and Professional.
  - Install and program switch to End User switches, routers and mux systems.
- US ARMY** **1998 – 1999**  
**Multi-channel Communications Specialist**
- Microwave Communications
  - Secret Security Clearance

## **EDUCATION and TRAINING**

<b>University Of Central Florida</b>	<b>1996</b>
<b>St. Petersburg College Associate in Arts Degree</b>	<b>1995</b>
<b>GTE Resident School, U.S. Army Multi-channel Communications</b>	<b>1998</b>
<b>New Horizons Computer Learning Centers</b>	<b>2003</b>