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**Peter M. Brunone**

**Servant Leader, Innovator**

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**SUMMARY**

**SKILLS**

Adaptable, creative, people-focused team builder with a demonstrated ability to transform functional needs into technical solutions with business value.

Quick learner who asks the necessary questions to identify your true need.

Technical: Trello, JIRA, SharePoint, MS CRM, InfoPath, ASP.NET, jQuery, MS Office, C#, VB.NET, JavaScript, VBScript, HTML, CSS, XML, SQL Server

Personal: Adaptability, team spirit, empathy, excellent communication, and a keen eye for detail.

PSM (Professional Scrum Master)

Microsoft MVP (ASP.NET, 2001-2007)

MCP, MCTS (SharePoint)

**AWARDS &**

**CERTIFICATIONS**

**RECENT PROFESSIONAL EXPERIENCE**

**Improving Enterprises (Addison, TX) — 6/2008 – present**

*Principal Consultant, Scrum Master, Trainer*

Shepherded a successful proposal effort to bring in the company’s largest contract ever ($7 million) with a major federal agency. Responsibilities include coaching, facilitating, interviewing, relationship management, technical mentoring, development, UX design, and occasional front-end development.

**1st Global –** Coordinated a software team to support 30+ homegrown applications. Implemented continuous improvement with Kanban. Managed vendors on several key infrastructure upgrade projects, and led the effort to map and decouple the company’s backbone CRM system in preparation for replacement.

* **Reduced average support resolution time from 3 weeks to 1 week.**
* **Rebuilt relationships between business units and Technology Services, leading to quicker, more honest feedback and greater productivity**

**GameStop –** Scrum Master/QA role, front end SharePoint development as needed

* **Led a seven-member team to create an ASP.NET report delivery system used daily by over 15,000 GameStop employees.**
* **Led the technical design and development of a SharePoint portal for GameStop Canada (EB Games), providing 300 stores with on-demand product information and real-time feedback to Regional Directors**

Additional clients included Verizon, Callaway Golf, Gladney Center for Adoption, Texans Credit Union, Jack Henry ProfitStars, Kellogg Supply, Teleflora, Ascend Marketing, One Technologies, Penson Financial, and American Airlines.

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**Catapult Systems (Irving, TX) – 3/2007 – 5/2008**

*Senior Consultant*

Installed, configured, and developed Microsoft SharePoint solutions for various clients including Plains Capital Bank, Turner Construction, TPG Capital, and Idearc Media. Used SharePoint Designer, InfoPath Forms Services, and C# ASP.NET web services to manipulate Active Directory and SharePoint APIs.

**NewData Strategies (Addison, TX) – 2/2001 - 3/2007**

*Senior Consultant*

**AEGON Direct Marketing --** Maintained/enhanced affiliate websites. Gathered user feedback, created customer-facing web applications with Visual Studio and SQL Server.

**Hilton HHonors –** Created TrainStation, a web-based automated training system for CSRs. Also createdSearch Central, a 4-tier web application for Hilton HHonors agents to provide real-time reward and promotion information to customers (these applications were cited by the Executive team when the call center received an excellence award from JD Power & Associates in 2005).

Technical mentor for Hilton’s real-time blackout date solicitation app, which eliminated the need for fax and manual data entry. On-site C# developer for Hotel Ops, enabling a more agile response to field requests.

**JCPenney --** Provided technical direction for the 7-member team developing a web-based Event Planning system (ASP.NET/SQL Server).Collaborated with users to develop/maintain reporting applications for JCPenney's Infovision website (ASP, JavaScript/DHTML, SQL Server, and DB2 on AS400).

***EARLY CAREER EXPERIENCE***

* ***Stonebridge Technologies (Addison, TX) -*** *Consultant, Web Developer (2/1999-2/2001)*
* *Developed GTE’s first DSL provisioning workflow system, to cut processing times by 70%.*
* *Automated Verizon’s Marketing List Request process with a nationally accessible web application.*
* ***Lamp Technologies, LLC (Dallas, TX)*** *- Web Developer/Server Admin (6/1998-2/1999)*
* *Developed a real-time worldwide reporting system for a well-known banking firm*
* ***AGT, Inc (Fort Worth, TX)*** *- Engineer/Web Developer (5/1997-6/1998)*
* *Web development; software training for clients; hydraulic model creation using AutoCAD, Access, and proprietary tools; technical documentation*
* ***Harris County Flood Control (Houston, TX)*** *- Engineering Intern (summer 1996)*
* *Installation, maintenance, training, and support on 400-user network*

**EDUCATION**

Texas A&M University – Bachelor of Science in Engineering, May 1997

Professional Scrum Master Certification (Scrum.org), June 2012