Peter M. Brunone

Servant Leader, Innovator

1203 MEADOWBEND COURT ▪ ALLEN, TEXAS 75002 ▪ PETER@BRUNONE.COM ▪ 214-417–7648

SUMMARY

Versatile, people-focused team builder with a demonstrated ability to address people, process, and technology.

Quick learner. Asker of useful questions, willing to listen.

SKILLS

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

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

AWARDS & CERTIFICATIONS

PSM (Professional Scrum Master, Scrum.org)

Microsoft MVP (ASP.NET, 2001-2007)

MCP, MCTS (SharePoint)

RECENT PROFESSIONAL EXPERIENCE

Improving Enterprises (Addison, TX) — 6/2008 – present
Principal Consultant, Scrum Master, Trainer
Responsibilities include coaching, maintenance of requirements and scope, facilitation, interviewing, engagement management, mentoring, documentation, training, UX design, and occasional front-end development. Excel at helping diverse teams manage both productivity and morale, thereby quickening team effectiveness, managing stages of development, and attaining desired results.

1st Global – Coordinated a software team to support 30+ homegrown applications. Implemented continuous improvement with Kanban. Managed vendor relationships 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 by 67% from 3 weeks to 1 week.
- Rebuilt critical relationships by creating more clearly defined shared purpose and establishing trust, leading to higher performance and 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 supplying real-time feedback to Regional Directors

Callaway Golf – Migrated Callaway's SharePoint intranet from SharePoint 2003 to 2013. Evaluated/selected tools, managed client and vendor relationships, and collaborated with Callaway's infrastructure team to perform all aspects of the migration.

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

Catapult Systems (Irving, TX) – 3/2007 – 5/2008
Senior Consultant
Collaborated with users and stakeholders to determine requirements and steer scope. Designed, developed, and documented Microsoft SharePoint solutions for various clients including Plains Capital Bank, Turner Construction, TPG Capital, and Idearc Media.

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 – Worked with executives and customer service to create TrainStation, a web-based automated training system for CSRs. Also created Search 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; AutoCAD hydraulic modeling; 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