

# JOSHUA D. ZAPIN, PMP

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## PMP-CERTIFIED INTERNET CONSULTANT

PMP-certified (Project Management Professional) Internet Consultant with over 10 years of experience in leading complex Internet initiatives. Authored many project methodologies and cost-saving procedures. Experienced in Agile software development. Adept in achieving a shared vision within large, geographically dispersed, multidisciplinary teams. Consistently achieves high levels of quality and customer satisfaction.

## ACHIEVEMENTS AND ACCOMPLISHMENTS

- Reduced website management costs for Maxtor, Inc. by over 50% through the implementation of an enterprise-level content management system.
- Delivered over \$5M of interactive projects for Organic, Inc. where my office grew from 75 to over 200 professionals and revenues grew over 65% (\$77.8M to \$128.6M).
- Facilitated collaboration across a 10-person, multidisciplinary, international team for a \$1M Bowne, Inc. project in 1998 that resulted in a 50% timesaving for the project.
- Redefined project methodology for Organic, Inc. that sped deliverable production by 50% (3 weeks to vs. 8 weeks to production) and reduced risk by 20% (3 weeks vs. 4 weeks to mitigate risk issues).
- Produced a Web survey system for The Segal Company that reduced survey management effort over 50% (20 hours to 10 hours) and increased response rate by over 11% (334 to 371 respondents). The return on the investment was realized in the first year.
- Produced two multimedia IBM Aptiva<sup>®</sup> retail demonstrations for Micro Interactive (in 1996 and 1997) that were translated into 7 different languages and earned nearly a 50% margin for the company.
- Implemented a resource management process for the Federal Reserve Bank's \$250M information technology project in 2002 that reduced management time by over 50% (40 hours/week to 15 hours/week).
- Conjured Awards.com's TrophyBuilder<sup>®</sup> system as a Project Manager for Organic, Inc. The database driven system allowed for the customization of over 1M SKUs and the communication with a fulfillment system for real-time ordering.
- Commended by dozens of clients for delivering exemplary work and enabling their own project teams to outperform expectations.

## SKILLS

### REQUISITE

**Distills Complex Technical Visions** – Produces accurate scoping and scheduling of projects leveraging extensive technical aptitude in conjunction with accurate modeling and precise work breakdown structures.

**Facilitates Collaboration** – Enables team cohesion through establishment of distinct roles and responsibilities, minimization of spontaneous meetings, and assurance that only critical team members are included in discussions. "Hands-on" style enables creative solutions.

**Establishes Processes and Procedures** – Institutes numerous developmental methodologies and project procedures that produce better deliverables in less time for less money.

**Produces Timely and Cost-Effective Solutions** – Uses project management software to manage projects to a schedule and budget enabling precise tracking. When possible, will use historical data to establish estimates

**Achieves High Customer Satisfaction** – Through frequent communication and clearly defined project scope, enable clients to stay well informed of project status. This insures that the project does not stray off course and delivers to the needs of the client.

### TECHNICAL

**Platforms** - Windows 98 NT/2000/XP, Macintosh, Unix/Linux

**Systems** – Vignette Content Management System, Vignette Application Portal, Joomla/Mambo

**Applications** - Adobe Photoshop, Adobe Illustrator, Macromedia DreamWeaver, Macromedia Fireworks, Microsoft Access, Microsoft Excel, Microsoft Project, Microsoft Word

**Languages** - C++, Flash, Java, PHP, SQL, SPSS

**EXPERIENCE****Director of Project Management** **texturemedia** [Boulder (CO)] **2006-present**

Managed client relationships for several key customers including Thule and Playground (Intrawest's Real Estate division). Launched 4 projects in the first 6 months. Helping to enhance the project management discipline within the texturemedia culture: Been tasked with improving texturemedia's resource and project management systems.

**Web Producer/PMO Task Force Leader** **Maxtor, Inc.** [Longmont (CO)] **2004-2006**

Managed all aspects of the public facing website (Maxtor.com) for this \$2 Billion dollar global hard-drive manufacturer. Translated website into 6 languages delivering a complete user experience for our international consumers. Integrated web content with Partner Relationship Management system eliminating the need for double-maintenance of content. Lead task force to instill a Project Management Organization (PMO) to improve project management methods and processes. Implemented Microsoft Office Project Server 2003.

**Director of Project Management** **Creation Chamber** [Denver (CO)] **2003-2004**

Simultaneously managing over 25 projects for an award winning web development firm including the Denver Broncos, Einstein Brothers Bagels, MapQuest, and the Denver Public School System. Implemented trafficking and time management system to enable expense tracking and predictable results. Championed a project methodology and workflow process that improved project planning. Participate in all aspects of the sales process.

**Project Management Consultant** **Federal Reserve Bank** [Denver (CO)] **2002-2003**

Consulted on a \$250+ million Information Technology (IT) initiative to standardize the check payment system (CSTAN). Reported to Senior Management. Improved the project management practices of a 90-person Central Implementation Team (CIT) that supported branches through a massive technology conversion.

**Project Management Consultant** **Independent Consultant** [Boulder (CO)] **2001-2002**

Responsible for project management, quality control and team leadership for several websites including a Web search engine start-up. Within 6 weeks, established the site's vision, managed its development, and launched it.

**Senior Project Manager** **Agency.com** [Avon (CO)] **2000-2001**

Managed projects for a global developer of interactive businesses. Provided strategy, branding, and technology services to corporate clients. Managed the development of a website registration system for Incyte Genomics.

**Project Manager** **Organic, Inc.** [New York (NY)] **1999-2000**

Managed groundbreaking projects during the hyper growth phase for this global web developer. Managed the \$2 million Awards.com project: one of the first e-commerce sites featuring customizable products. Project was delivered in under 7-months through well-established roles between my client and my development team. Simultaneously managed the construction of e-commerce sporting goods sites for two nationally recognized brands, The Athlete's Foot and Dunham's Sports. Managed this 6-month project with two 10-person teams.

**Project Manager** **Bowne, Inc.** [New York (NY)] **1998-1999**

Bowne, Inc. the billion dollar financial services firm, merged four separate web development organizations under one roof to reinvent their information management services. Convinced Bowne's Executive Team to spend a \$1 million+ technology investment for the re-launch of Bowne.com. Translated the site into 6 languages (including Japanese). Bowne.com used one of the first web-based translation content management systems.

**Producer** **Micro Interactive (now SBI)** [New York (NY)] **1995-1998**

As Micro's first producer, demonstrated the role's value to this multimedia pioneer by delivering projects faster, with less effort, and greater quality. Responsible for over \$3 million in project revenues. Delivered, in 4 months, the first-ever DVD-quality video based sales system for CBS Sports.

**EDUCATION/ACCREDITATIONS/AFFILIATIONS**

**Cornell University** B.S, 1993: Business Management and Marketing; Dean's List.

Project Management Institute (PMI) 2001; **PMP Certified**

Rocky Mountain Internet Users Group (RMIUG); Committee Member/Meeting Coordinator