

# WAYNE GOULDING

43 South 15<sup>TH</sup> Street, San Jose, CA 95112 • Cell: 408.623.5829 Home: 408.295.0917 • Email: wayne\_g@pacbell.net

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## SENIOR DIRECTOR – PROJECT MANAGEMENT OFFICE

VP • Director

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### EXECUTIVE SUMMARY

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Accomplished and skilled **Senior Manager** with an unparalleled record executing complex and high profile programs. Talented in developing and implementing project management processes to ensure highly effective project execution. Drives major projects, programs, and initiatives from planning through tactical execution; mastered advanced methodologies, processes, and technologies and aligned change efforts with business goals. As business executive, consistently delivered continuous improvement in process, cost, quality, and productivity, while propelling operational growth.

### ◆ PROFILE ◆

**20+ years' solid experience** spanning multiple disciplines including Business Development, Program Management, and Operations Management.

**Respected leader and team-player** with very strong vertical and lateral management skills as well as proposal and process development expertise, which routinely facilitates the exchange of ideas and can use relationship networks to strategically accomplish objectives.

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### CORE COMPETENCIES

Project Management	Cost Reduction	Operations Management
Risk Management	Technical Engineering	Requirement Identification
Project Execution	Organizational Development	Project Portfolio Management
Project Management Office	Vendor Management	Relationship Development

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### RECENT EMPLOYMENT EXPERIENCE

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PROJECT MANAGEMENT INSTITUTE, Silicon Valley, CA 1997-Present  
*A Silicon Valley based nonprofit California Corporation with more than 2000 members.*

#### **Chairman / Board of Directors / President / Director of Chapter Development / Founding Member**

Key contributor in the establishment and management of the PMI, Silicon Valley which achieved status as most active PMI component worldwide. Design and implement new plans in effort to boost member participation, measure organizational performance, and establish benefits-based marketing, and business infrastructure expansion.

#### **Key Achievements:**

- Grew membership through development of company expansion strategies from 76 to 1,400, as well as volunteers from 45 to 91 members.
- Led a five-year expansion of initial 10-dinner meetings to 185 topic-based events, annually, located in various venues.
- Recognized with “2000 Chapter of the Year”, “2006 Volunteer of the Year”, “2009 Board of Directors”, and “2009 Outstanding Contribution” awards.
- Served as appointed member of the Board of Directors for five years, providing strategic direction and demonstrating commitment to project management and extraordinary leadership capabilities.

SOFTREACH SERVICES, INC., Morgan Hill, CA

2008-2009

*A privately-owned, small boutique consulting and contracting firm, specializing in services related project management.*

### **Senior Program Manager**

Simultaneously served as Contract Senior Program Manager with oversight of on-shoring Intuit call centers for consumer tax data, as result of change in IRS regulations, and consultant for project process development for Honda/Acura high-performance engines.

#### **Key Achievements:**

- Intuit: Served as lead for the development of two third-party brick-and-mortar call centers and work-from-home call agent program for 400 agents.
- Intuit: Ensured all call centers were online and delivered on tight schedule, including delivery of voice and data circuits, coordinating support teams from Intuit and third party call center vendors, project coordination with major hardware upgrade.
- Honda: Performed comprehensive stakeholder analysis for project portfolio communications needs, with total of 15-categories, 8 groups, and 4 levels, enabling the development of communications tools.
- Honda: Spearheaded development of communications tools which enabled top-to-bottom management of communications and actions to achieve portfolio priorities.

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## **PREVIOUS EMPLOYMENT EXPERIENCE**

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IBM, STORAGE SYSTEMS GROUP, San Jose, CA

**Senior Program Manager / Customer Satisfaction Manager**

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## **EDUCATION AND PROFESSIONAL DEVELOPMENT**

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### **Masters of Business Administration**

Santa Clara University, Santa Clara, CA

### **Masters of Science, Mechanical Engineering**

Carnegie-Mellon University, Pittsburgh, PA

### **Bachelor of Science, Mechanical Engineering**

University of Massachusetts, Amherst, MA

### **Associate in Applied Science, Machine & Tool Design**

Springfield Technical Community College, Springfield, MA

## **CERTIFICATIONS**

### **Project and Program Management Certification**

San Jose State University, Professional Development

**Project Management Professional (PMP), 2001 (34809)**