### Davette J. Glover, BFA, CSM

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##### PMO Team Leader

**Cross Functional Team Leader | Project Lifecycle Management | Strategic Planning | Scrum Master**

Accomplished, goal-oriented professional with a comprehensive background encompassing the areas of Project/Product/Program Management, Service Delivery, Business Development, Sales, Cyber Security and Technical Support. Demonstrated leadership abilities in managing project management teams, establishing relationships with cross-functional teams, and driving business operations. Excellent communication skills, with expertise in cultivating client partnerships, delivering quality customer support, and training. Hands-on technical proficiency in multiple software applications, tools, and programs.

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# CAREER HIGHLIGHTS

* Demonstrated success in leadership roles such as Implementation and Enablement Manager over PMO
* Leader is SAP and ERP companywide rollouts and implementation.
* Lead Project Manager for over 350 site project.
* With almost 20 years of experience within the technology industry for prominent companies such as AT&T, Verizon, Sprint, Frontier Communications, Comcast, Charter – Spectrum and Netwolves
* Track record of success in managing projects from inception to completion, while ensuring their delivery within time and budgetary constraints.
* Comprehensive knowledge of the technology industry, including industry trends and products.

# Professional Experience

Netwolves – MSP provider, Tampa, FL Jan 2025 – current

Manager of PMO Enablement Team

Managed team of Project Managers and Project Coordinators

* Consistently exemplify leadership skills by overseeing project workflows, coordinating complex projects, and personally managing escalated incidents.
* Leader in implementation of companywide SAP, ERP and CRM creation
* Leader in developing Cross Functional team communication company wide.
* Creating Partner Runbooks and templates
* Involved in Executive level initiatives.
* PMO team and individual career development

Granite Communications and Security, Lutz, FL Sept 2024 – Jan 2025

ISP Manager

Manager of ISP and managed services for startup company

* Managed team consisting of Project Coordinators, engineers, service delivery and technicians.
* Managed VoIP, ISP, Low Voltage, and construction projects
* Developed workflow and Standard Operating Procedures (SOP)
* Collaborated with the Executive team to develop companywide initiatives.

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| **Charter - Spectrum Enterprise, Tampa, FL April 2022 – Aug 2023**  **Senior Project / Project Manager -** Managed Services  Team Lead / Senior Project Manager for Enterprise Gov/Hospitality/Medical Vertical for Managed Services. Including Unified Communications (UC) Voice, Managed Network Edge (MNE), Edge Network (ENE) and underlay transport projects for customers throughout the various order stages to final completion. Oversee all communication with Customers, End-users, and Internal/External partners.   * Team Lead of eleven individuals. * Experienced working large projects * Experienced in Sales process from beginning stages collaborating with stakeholders and cross-functional teams. * Managed ninety plus multi-site locations for Web Ex / Unified Communications for Clients. * Provided Project leadership through entire process which included sales, construction (OSP and ISP), Vendor communication, installation, application implementation and training for Web Ex based services.   **COMCAST, Mt Laurel, NJ Dec 2018- April 2022 Project Manager 2** – Carrier/Enterprise/Federal  Project Manager Enterprise Federal Government Ethernet Services Manage multiple Enterprise/ Fed Gov Retail Ethernet projects for customers throughout the various order stages to final completion. Oversee all communication with Customers, End-users, and Internal/External partners.   * Consistently exemplify leadership skills by overseeing project workflow, coordinating complex projects, and personally managing escalated incidents. * Worked with Enterprise Customers such as Staples, Ford, and others. * Experienced in Sales process from beginning stages working with Sales Agents, Sales Engineers, Vendors and Customers. * Experienced in developing, planning and implementation documentation including reports and briefings with all parties involved in the project. * Member of multiple internal initiatives to improve Business Processes. * Experienced working with Data Centers.   **FRONTIER COMMUNICATIONS, Rochester, NY Jan 2012 – Dec 2018**  **Project Manager** |  |
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* Consistently exemplify leadership skills by overseeing employee workflow, coordinating special construction projects, and personally managing escalated incidents.
* Perform comprehensive testing on Remedy ticketing implementation; serve as a UAT Tester; and meticulously evaluate specialized software and databases.
* Monitor problem solving issues with non-automated orders and troubleshoot problematic incidents by using multiple applications.
* Experienced in Layer2 and Layer 3 provisioning including LAN, LAN/WAN, and various other network configurations.
* Experienced in developing, planning and implementation documentation including reports and briefings with all parties involved in the project.
* Experienced in Construction processes concerning budgeting, permits and vendor relations.

# Education & Certifications

* **Bachelor of Fine Arts** Photography **(Honors Degree)** | State University of New York at New Paltz, New Paltz, NY– 2003
* **CSM (certified scrum master)**
* **Project Management Professional (PMP)**, in progress,
* Managed Services, WAN/LAN IP Implementation, Data Networks, Cyber Security

# technical proficiency

Smartsheets, Microsoft Office, Jira, Remedy, Salesforce, SolarWinds, Cisco, Fortinet, Ciena Network Products