

# MARIA MILLER

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## CAREER SUMMARY

Results-oriented and versatile **Senior IT Coordinator** with more than 20 years experience in development of complex hardware and software systems in both telecommunications and facilities management industries. Skilled in techniques and processes of developing new concepts to realize successful products that meet strategic plans in a cost-conscious environment. An effective leader and team builder with creative management style and proven success record in technical and managerial problem solving that consistently resulted in substantial and annual cost savings.

**Selected Accomplishment: Solely responsible for cost savings of nearly 2M at Westlake Management Services.**

## AREAS OF EXPERTISE

- Strategic and Operational Planning
- Process Development and Coordination
- Budgeting and Financial Accountability
- Cross-Functional Team Leadership
- Internal/External Partnerships
- Private, Public and International Management
- New Technology Implementation and Transition
- Marketing and Education of Products

## TECHNICAL SKILLS

- Meridian 1 Option 11C, CallPilot, ICD, TM, OTM Billing Manager
- Meridian 1 Option 61 PBX, Meridian Voicemail System, Forte
- BCM 50, NorStar Key System, StarTalk Voicemail System
- IPC TRADENET MX
- Schlage Electronic Security Card Access System

**Software:** Nortel Telecom Manager and Billing Manager, Microsoft Office

## PROFESSIONAL EXPERIENCE

**WESTLAKE MANAGEMENT SERVICES, INC., Houston, TX**

**2000 – 2009**

### Senior Coordinator IT Services & Support

Managed projects and IT facility operations including departmental relocation, space planning, contract negotiations, disaster recovery plans, and telecommunications.

- Worked closely with Information Technology Director and key IT personnel in coordinating installation of WAN circuits and related services that resulted in 170K annual savings. This included supervising, installation of circuits, service and equipment, placing orders, supervising cable and equipment installation, overseeing testing, and administration after cutover.
- Enhanced end user productivity with user friendly systems as Project Manager for design, selection and installation of Westlake's Meridian 11C, Call Pilot, OTM, VoIP, and ICD telecommunication system for Houston Corporate Office.
- Provided traveling executives with VoIP soft phones that also reduced corporate telephone calling costs allowing increased productivity. Standardized the selection of telecommunication/voice systems for all 18 US plants.
- Managed IT auditing project through negotiation, review, auditing and analysis of contracts and billing, resulting in a first year savings in excess of \$1MM savings annual, in addition resulting in \$425,000 (2007 and 2008) and \$190,000 (2009) ongoing annual savings for company-wide land and wireless systems.
- Negotiated, reviewed, and analyzed telecommunications equipment, telecom services (local, LD, audio/web conferencing and wireless services/equipment, contracts, and charges that resulted in reduced ongoing costs and improved quality of service.
- Oversaw review, analysis, and implementation of IT related services providing recommendations on optimizing performance, business analysis, and active cost reductions

**WESTLAKE MANAGEMENT SERVICES, INC. (Continued)**

- Determined need for Disaster Recovery Team to senior management in development of disaster recovery solutions which resulted in its implementation. Created the Virtual PBX, alternative sites, satellite communications, and alternative methods of communications. Consistently provided senior management with successful resolutions to matters that had never been visited before.
- Completed all installations and technology upgrade projects at facilities in timely basis meeting budget or below originally budgeted costs.
- Oversaw the daily voice, data, and wireless functions for Westlake's Houston Corporate Office and its US sites.
- Reduced need for outside technical assistance for adds, moves, and changes utilizing telephone software application to perform tasks that technicians in past perform. This addition made in-house staff relocations simpler and reduced costs.
- Developed equipment and wireless device standards and specifications of company guidelines for corporate offices and plants with IT Senior Management.
- Managed and trained 450+ users in use of telecommunications applications: Option 11C –M3904 features, VoIP Sets & Features, Fax on Demand, Unified Messaging, and CallPilot.

**COMMUNICATION SCIENCES, INC., Edison, NJ****1999 – 2000****Telecommunications and Facilities Consultant**

Contracted to National Bank of Canada to manage Telephony projects and facilities operations including: branch relocations and renovations, building maintenance, space planning, fire and security protection, contract negotiations, disaster recovery plans, and telecommunications.

- Managed Long Distance contract renegotiations resulting in 20% discount for US Offices for annual savings \$80,000.

**NATIONAL BANK OF CANADA, New York, NY****1988 – 1999****US Facilities Operations Manager**

Managed day to day facilities operations including: branch relocations and renovations, maintenance, space planning, fire and security protection, contract negotiations, disaster recovery plans, and telecommunication activities.

- Designed, procured, and managed installation of a Meridian 1 Option 61 400 node PBX, and Meridian Voicemail system for Corporate US Headquarters and standardized telephony systems for 22 satellite offices.
- Developed and managed; electronic security, fire/life systems, facility maintenance contracts, resulting in \$40,000 annual cost reduction, and Bank relocation projects some in excess of \$20 million.
- Established new Bank maintenance and purchasing standards resulting in uniform vendor compliance, annually reduced office supplies costs by 40% annually.

**EDUCATION**

Certificate, Telecommunications Management, New York University, New York, NY

**PROFESSIONAL DEVELOPMENT**

Global Knowledge/Nortel affiliate: Various telecommunications training classes and seminars

CCMI: Wireless Devices – Tips and Survival Strategies for Telecom Managers; Communications Contract Negotiation; Restructuring Communications Contracts, CCMI: How VoIP Changes Everything About Buying a PBX

**CERTIFICATIONS**

Succession 4.0, CallPilot, Telephony Manager (TM) & Billing, X11 Feature Administration

X11 Familiarization Systems Meridian Mail Release 11, Meridian Mail

**AFFILIATIONS**

American Management Association

International SL1 Users Organization – INNA since 1990

International Facilities Manager Association – since 1988