

VITO ALTAMURA

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SUMMARY

Technical Line Manager, who provided strategy and vision in the voice, data and firewall technologies with a proven track record to lead teams, manage resources, and processes to achieve company goals and customer satisfaction. Led teams to implement complex projects to successful completion, within budget and on time deliver which resulted in high customer satisfaction.

EDUCATION

BS / Business Management Fairleigh Dickinson University, Teaneck, NJ
United States Navy, 3rd Class Yeoman, Honorable Discharge New London, CT

Leader Manager Cost Control	Business Developer VoIP Telephony Sales	Negotiator Network Integration International Experience	Firewall Security WAN/LAN Purchasing
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PROFESSIONAL EXPERIENCE

VOLVO INFORMATION TECHNOLOGY, Greensboro, NC **1998 - 2009**
Corporate Technical Planning / Service Manager

Provided effective direction, leadership, and management to a team of 30 technical professionals in the WAN, LAN, Wireless LAN, Firewall Security, IP Telephony, IP Contact Center, Cell Phones, PBXs and communications invoicing. Consistently met the strategic objectives, goals and action plans of the Volvo Group.

- Led the effort to implement ITIL best practices and integrated the Data Center support teams to handle the Voice, Data and Firewall infrastructure along with the server teams to provide seamless services to our customers. This resulted in providing high availability of LAN, WAN, Security Zones, IP Telephony, Server and Application Services.
- Implemented two diverse Internet DS-3 connections to support the Firewall Security Zones which were established in order to create privacy and protection of customer information in a common area. The Checkpoint firewall complex provided the ability to separate the intranet, internet, extranet and hosting servers for the Volvo Group of North America.
- Managed 565 WAN connections for Volvo locations in North America with 99.9% availability. Weekly reviewed and analyzed operational statistics to understand the root cause of system issues/problems and developed proactive solutions.
- Researched and implemented the first Cisco IP Contact Center in the United States for Volvo Action Services. This resulted in 99.999% availability and a cost savings of \$1MM annually.
- Implemented an off site disaster recovery data center and business continuity plan for strategic applications in North America.
- Developed supplier relationships, contract negotiations, Request for Proposals and invoicing review resulting in a \$2MM annual savings.
- Implemented Sonet Rings for critical data centers and maintained 99.9999% availability on local connectivity.
- Developed a new service that controlled cell phones costs which resulted in a \$25K per month savings. Realized additional savings of \$48K per year.
- Worked on global committees and teams to cooperatively develop global voice, data and security services for the Volvo Group.
- Successfully prepared, met and evaluated variances of the operating and capital budget of \$14MM and exceeded sales contributions to \$1.5MM annually.

PROFESSIONAL EXPERIENCE (cont'd).**SPRINT COMMUNICATIONS, Greensboro, NC****1990 – 1998****Area Technical Support Manager**

Managed 14 professionals with diverse functions who provided timely data, local and long distance service resulting in high customer satisfaction.

- Supported sales managers who competed for data, local and long distance services to customers in North and South Carolina which resulted in an \$3.3MM increased revenue for the area.
- Provided pre sales support to new and existing customers which included presenting products, implementation plans and invoice management.
- Provided post sales support to over 50 customers with \$10MM in monthly revenue which resulted in outstanding customer satisfaction.
- Met order quality, implementation and customer want date objectives for Sprint's voice and data products. Recognized for leading the Southeast Region for on time service deliveries and high customer satisfaction.
- Successfully responded to the Volvo car dealership frame relay Request for Proposal. Awarded a three year contract worth \$1.3MM a year.

ITT/COMM SVS, INC., (CSI), Secaucus, NJ**1985 – 1990****Manager, Switch Network Coordination**

Managed 7 professionals in the ordering, coordinating and implementing of network facilities.

- Identified and implemented a process that reduced implementation intervals from 90 days to 45 days.
- Researched new fiber providers throughout the United States and project managed the implementation of broadband, DS-1 and DS-3 services which resulted in exceeding a \$4MM savings on an annual basis.
- Augmented the microwave network and provided the additional capacity to compete in the long distance market.

PROFESSIONAL DEVELOPMENT

Holden Sales Training

Versatile Sales Person

Leadership Training

Diversity Awareness

Problem Solving

Convergence of Technology

Network Engineering

ITIL Certified

Creating WEB Pages (HTML)

Seven Habits of Highly Effective People