



DAWN HALE, PMP, CSM

Project Manager • Transition Manager • Transition Architect

Profile: Principal Transition Manager

A leader in driving business growth through Transition Management, continual relationship building, service delivery, and process improvement

Senior Transition Manager with over 17 years of expertise in organizing business operations, financial oversight and resource management to achieve a successful outcome for both the service provider and client. Create and manage workflows and procurement of resources including equipment, personnel, and product. Maintain overall contract objectives by adhering to timelines and budget, managing onboarding and delivery team, identifying issues, and providing targeted remediation.

Areas of Expertise

- Infrastructure Deployment
- Data Center Build-out
- Data Center Migration
- Server Deployment
- Data backup and Storage
- Infrastructure Optimization
- Project Planning and Development
- Organizational Development
- Business process Automation
- Leadership
- Risk Management
- Governance
- Mergers and Acquisitions (M&A)
- Digital Workplace Services
- Business and Technology Transformation
- Vendor/Contractor Relations
- Cross-functional Collaboration
- Resource Management
- Lifecycle Services

Noted Skills and Abilities

- Create and implement methodologies for transition and project workflows allowing for optimization of resources and budgetary constraints creating a smooth implementation of deliverables and objectives.
- Transition management and technical expertise that provides an experiential advantage for an end-to-end business focus deployments and on-boarding.
- Managed multi-million-dollar budgets transition budgets meeting aggressive targets for reducing costs and working within established spend levels.
- Skilled in driving the deployment and adoption of new technologies, processes, and best practices to reduce costs, enhance efficiency, and enable growth.
- Recognized ability to identify the demand, define the strategy and approach, and guide the build out of efficient organizational structures, environments, and solutions with strong business value.
- Establish transition onboarding scope, timeline and budget through holistic involvement of key stakeholders, communication, and execution of resources and pilot users to deliver successful projects.



Professional Experience

Compucom Systems, Inc. • 2013 – Present

Project Manager • Transition Manager • Transition Architect

Develop process and procedures to deliver standardized repeatable transitions and projects. Responsible for ensuring the client's needs are satisfied while delivering the project on-time and in scope. Perform in an advisory role to define and develop required project deliverables. Create, implement, and deliver best practices using standardized methodologies and processes to deliver integrated solutions. Develop relationships with vendors and partners to maximize the value delivered to Compucom and the client. Manage customer expectations during the transfer of responsibility by mitigating risks, effectively communicating, creating project plans, reporting project status, and through the timely resolution of critical issues.

- Create budgetary frameworks to deliver services across multiple towers.
- Manage processes and procedures delivering consistent standards for clients, Transition and operational teams
- Develop policies, procedures, and work instructions for managed network projects

Verizon Business/Terramark/Data Return • 2007 – 2013

Project Manager • Implementation Manager

Implement all aspects of core infrastructure systems for Terremark including backup, storage, networking, servers, and cloud. Manage projects to integrate existing Verizon Business data centers into the Terremark Data Center product lines. Define and implemented policies and procedures to align all data centers to common practices. Manage projects for capacity management to install new hardware critical to the growth of Terremark while delivering zero impact to existing production systems. Manage "Continual Process Improvement" projects to verify and validate those current processes being used are the most efficient way to implement new equipment and products that will align to the business roadmap.

- Stood up global data centers in Sao Paulo, Brazil / Virginia, US / Amsterdam – Deployed network, servers, storage and as well as establishing failover links between US data centers.
- Develop policies, procedures, and workflows for integrating the eCloud® product into the Terremark standards for implementation and support.
- Develop training material for Implementation and Support departments delivering consistent standards for clients and operation teams.
- Work with Terremark development team to design/create a proficient user-friendly interface for internal and external users of the eCloud® tool.
- Develop standard processes for entering equipment into the Terremark DigOps® CMS to create consistent and measurable results.

Project Manager (Data Backup and Restore Team) • 2010 – 2011

Responsible for integrating newly purchased companies' products into the corporate standards (M&A). Create procedures, workflows, and policies pertaining to the onboarding of new clients into Terremark. Create migration plans for all existing clients of the new company to onboard into the current support model for Terremark. Managed both internal and client facing resources to facilitate the installation of new clients for both storage and backup solutions. Project tracking within multiple systems (DigitalOps, Salesforce, MS Project) allowing visibility of project status for multiple organizations concurrently.



Project Manager (Managed Hosting) • 2010 – 2011

Managed multiple concurrent projects for new and existing clients. Migrated clients into the Terremark managed hosting environment. Created project governance strategies identifying project success criteria, key project milestones, roles definitions, project risks, and project criteria for successful transition. Managed client expectations throughout the lifecycle of the project by effectively communicating, managing project scope, and reporting project status.

Managed relationships with clients to understand their business needs and exceed their expectations for the implementation of their environment.

Education & Certifications

- Northwest University, Business Administration 1998-2000
- Project Management Professional (PMP)
- Certified Scrum Master