

CHARLES J. GREER

Project Management Office
University of California, Santa Cruz
1156 High Street Santa Cruz, CA 95060
cjgreer@ucsc.edu

- UC SANTA CRUZ -

09-07 to Present

Technical Project Manager

Portfolio Management Group

- School of Engineering Yi Zhang's tecWAVE Project – Lead mixed team of PhD., masters students, and developers in researching and building out a web application to assist English language learning students.
- University Relations Online Community Project – Complete upgrade of Alumni, Online Community, Events and Online Giving web presence. Coordinating UR committees and vendor for site design, database exports, site build-out, promotion and release of new web site.
- ITS Data Center Capacity Planning – Ongoing; assist in coordinating meetings, planning for new ITS Data Center
- Dark Fiber – Current Project; Implementation/installation of fiber optic cable on campus connecting to CENIC Point of Presence in Sunnyvale, CA. Coordinating with contractors, in-house team and CENIC.
- Ericsson Switch Upgrade - Current Project; Implementation, coordination and management of Core Technologies Team, Ericsson and VAR
- 2300 Delaware VAV Box Replacement – Work with Physical Plant to move 2300 Delaware Employees for HVAC project
- Instructor for ITS Project Management (PM) – Teach “Managing Small Projects” to UC Santa Cruz staff

09-05 to 09-07

Technical Project Manager

Core Technologies

- Decommissioning legacy IBM systems within ITS Data Center
- Preliminary documentation for Data Center Outage Control Plan (pre-ITIL)
- Move Printing Out Of Data Center Project
- Internal Audit – Data Center Responses
- Data Center Monitoring – Initial Groundwork Implementation
- Astrophysics Provisioning - provisioning the ITS Data Center for high performance computing cluster
- Maintain content for Core Technologies ITS web site.
- Data Center Printer Upgrade Project – Purchase new equipment and transfer all services
- Silicon Valley Center Network Upgrade – Move to upgraded VPN network
- Dark Fiber – Preliminary research and planning
- Data Center Capacity Planning - Preliminary research and planning for development of 2300 Delaware Building C

<p>07-04 to 09-05 Santa Cruz, CA</p>	
<p>Interim Data Center Manager Distributed Computing Group (DCG) 50% Assignment</p>	
<ul style="list-style-type: none"> • Responsible for the planning, coordination, and communication processes associated with projects primarily related to ITS Data Center operations: <ul style="list-style-type: none"> ○ Managing Operations personnel ○ Assisted with UPS/Generator project as necessary ○ Clearing Paper Room for UPS/Generator construction ○ Coordinating the provisioning of cabinets & overhead cable trays ○ Decommission and removal of legacy Citrix systems and Symmetra UPS ○ Coordinating removal of extraneous cable from underneath Data Center floor ○ Maintain timelines, goals and objectives, deliverables and milestones. ○ Identify and coordinate resources that are critical to task completion, including those throughout the technical organization, Data Center customers and management. ○ Chair weekly Data Center status meetings ○ Develop documentation for the Data Center and other projects as required. 	
<p>Technical Project Manager Graduate Admissions Review Process (GARP) 50% Assignment</p>	
<ul style="list-style-type: none"> • Project/Technical Lead in re-development of the Graduate Admissions Review Process (GARP) web based software application for the UCSC Graduate Division. Responsible for leading team of engineers in re-design, and development of GARP v.2.0. • Coordinated set-up of GARP system in accordance with Academic Information Systems (AIS) standards including maintenance plans, back-up procedures and publishing processes. • Defined guidelines and manage development of documentation and specifications for the system. • Solicit, interview, hire and manage contractors/consultants for development. • Produce regular status reports on progress by milestones and emerging issues. • Successfully concluded project with hand-off to Academic Information Systems (AIS) 03/05 	

- UC GATEWAYS -	
<p>6-02 to 7-04: University of California Technical Project Manager, Santa Cruz, CA http://www.ucgateways.org</p>	<p>8-99 to 6/02: The Igneous Group Project Manager, Santa Cruz, CA http://www.igneous.com</p>
<ul style="list-style-type: none"> • Project/Technical Lead in development of the UC Gateways student tracking system (web application) for the University of California. • Responsible for leading engineering team in development, publication, maintenance and support of all features (software, hardware and network connectivity) for the Gateways site. • Develop user documentation and specifications for the system. • Build and Train Project Team from scratch • Develop and/or review Feature Requests • Project quality management, code review and communications management • Maintain equipment and system documentation for entire code base. 	
<ul style="list-style-type: none"> • Successfully lead team of contract engineers in re-design, and development of Gateways v.2.0. • Architected system configuration for 9 servers Alpha, CF Beta cluster, Live cluster, Application Server, Bug Reporting Server, two Database Servers • Solicit, interview, hire and manage contractors/consultants for development 	<ul style="list-style-type: none"> • Liaise with representatives from each UC program (EAOP, UCCP, MESA) using the system. • Achieved 90% of production goals according to set deadlines over life of project. • Spearheaded development of company bug tracking system and intranet • Bid each feature as submitted by client including documentation, level of effort, testing and project implementation

- INDEPENDENT CONTRACTOR -
<p>9-95 to 3-99: THE AVOCADO Owner, Walnut Creek, CA http://www.theavocado.com</p>
<ul style="list-style-type: none"> • Contracted as Consultant and Web Developer to companies in the San Francisco Bay Area. • Developed and deployed commercial web-sites with custom applications (ColdFusion, PHP, MySQL and Perl/CGI) under prescribed deadlines. • Consulted with clients on software, hardware, corporate site content, and the best use of the media given specific company goals and needs. • Trained management and employees in use of Web Browsers, HTML, FTP, and basic Internet concepts. • Coordinated project schedules and logistics with Development Team and Executive Management. • Each contract required bid analysis, project estimates and scope of work. • Responsible for creating, driving, tracking and maintaining project plans, schedules, and production requirements. • Managed and created documentation for department operational procedures. • Administered commercial statistics tools (WebTrends, LinkBot) and developed tools using Perl and JavaScript to assist in extracting user traffic information from log files and form response files.

- CONTRACTS -	
<p>4-99 to 7-99: Tapestry.Net Webmaster, Santa Cruz, CA http://www.tapestry.net</p>	<p>7-98 to 3-99: OnRadio (Formerly ElectricVillage) Internet Engineer, Santa Cruz, CA http://www.onradio.com</p>
<p>2-98 to 6-98: Northern Telecom - Nortel Web Web Developer Communications Tools, Santa Clara, CA http://www.nortel.com/webcom</p>	<p>11-97 to 1-98: Adobe Systems, Inc. Web Developer Web Marketing Division, San Jose, CA http://www.adobe.com</p>
<p>8-97 to 11-97: Informix, Inc. Web Developer MIS Web Services, Menlo Park, CA</p>	<p>1-97 to 8-97: IMS-Net Corporation/American Harmony International Producer San Ramon, CA</p>

- EDUCATION-	
<p>GENERAL University of California at Davis - 1985 http://www.ucd.edu BS in Agricultural and Managerial Economics. Major subjects included Economics and Business Administration with emphasis on Marketing, Finance and Management.</p>	
PROJECT MANAGEMENT	NETWORKING & COMPUTER SCIENCE
<p>2004/2005 University of California at Santa Cruz Extension Certificate Program in Project and Program Management (ETA 2008)</p> <ul style="list-style-type: none"> • Required Courses <ul style="list-style-type: none"> ○ Role of the Project Manager ○ Project Leadership and Communication ○ Project Integration and Risk Management Computer • Elective Courses <ul style="list-style-type: none"> ○ Project Management Negotiation Principles and Techniques <p>2006 - Present UC Santa Cruz Training & Development</p> <ul style="list-style-type: none"> • Covey 7 Habits of Highly Effective People • Leading & Managing Seminar Series • Leading Effective Meetings • ITS Project Management (PM): Managing Small Projects • Client Relationship Management: An Introduction to UCSC ITS Guiding Principles • ITIL (IT Infrastructure Library) Overview 	<p>University of California at Santa Cruz Extension - 2/98 Certificate Program in Network Engineering</p> <ul style="list-style-type: none"> • Computer Networks: Architectures and Protocols • Web Systems Architectures and Protocols • Internet Infrastructures and Web Access Technologies • Introduction to SQL-92 <p>1995 – 1997 Diablo Valley College http://www.dvc.edu</p> <ul style="list-style-type: none"> • Beginning UNIX • Introduction to C Programming • Survey of Java Programming