

SCOTT A. ROBERTS

AN EXPERIENCED, ACCOMPLISHED IT PROFESSIONAL & LEADER

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EXECUTIVE SUMMARY

An experienced, driven, and accomplished IT professional and leader, with a wealth of experience while working for many leading, high-profile companies.

SUMMARY OF QUALIFICATIONS

- Has more than twenty years of top experience, holding positions of increasing scope and responsibility.
- Strong background in many areas including information technology program management, strategic planning, team building and leading, staff training and development, project management, vendor sourcing and negotiation, new technology evaluation and recommendation, and client relations.
- Hard-working and driven, while highly-experienced in all aspects of information technology work, and is thoroughly familiar with IT products, practices, standards, and protocols.
- Adept in development and deployment of systems and processes which meet with consistent success, and consistently meet all organization and project expectations.

PROFESSIONAL EXPERIENCE

WYNDHAM DESTINATIONS

Senior IT Manager Infrastructure Service (2018-Present)

Directly responsible for managing firm's day to day infrastructure service operations, training and supervision of data center engineering team, workflow coordination, new program and process implementation, escalation management, staff performance evaluation, and handling a wide variety of special projects.

Selected Accomplishments, Projects, and Initiatives:

- Has managed an infrastructure service operation which has consistently met all companywide expectations.
- Oversees team of data center engineers who support multiple collocated data center locations.
- Manages team of UNIX and Windows administrators, who support 20,000 users.

WYNDHAM WORLDWIDE CORPORATE IT

Senior IT Manager (2009-2018)

Responsible for managing daily IT operations, staff training and supervision, project management, making supply connectivity recommendations, vendor contract negotiation, new technology and hardware selection, providing network monitoring tools, monitoring vendor performance, and other IT management-related functions. Managed data connectivity deployment at Wyndham core brand hotels and WVO resort locations.

Selected Accomplishments, Projects and Initiatives:

- Managed terrestrial, wireless, and satellite vendors, who provided data connectivity to 7,500 hotels.
- Supervised network deployment engineers, and ensured optimal personnel performance.
- Made and implemented supply connectivity recommendations for Wyndham hotels, resorts, and timeshares.
- Managed successful transition from VSAT satellite terminals to broadband terrestrial connectivity solutions.
- Ensured strict network and vendor PCI compliance through annual audits.
- Supervised on-site maintenance vendors, with support team placing 1,153 service calls in 2016.

WYNDHAM HOTELS/CENDANT CORPORATION

Project Manager – Network Deployment (2002-2009)

Responsible for project management, team leading and supervision, developing technical documentation and installation specifications, test plan development, preparing trainings course materials, project escalation management, and staff performance evaluations. Managed rollout of 6,500 VSAT terminals to Cendant-franchise hotels, providing hotels with high-speed Internet and central reservations access.

Selected Accomplishments, Projects and Initiatives:

- Managed team of eight technicians, and saw team to its peak productivity.
- Technical documentation and installation specifications ensured smooth transition from dial-up to persistent CRS communications.
- Initiative was recognized as one of the most successful VSAT rollouts in the industry (3,500 installations over a 10-month period), averaging 350 installations per month.

CENDANT CORPORATION

Lead Project Coordinator (2000-2002)

Responsible for project management, project timeline development, resource planning, making hardware research and recommendations, conducting impact analysis, escalation management, and managing relations with hardware and software vendors. Oversaw the development, configuration, and deployment of property management systems for Cendant's 6,500 hotels. Was instrumental in planning and development of VSAT (satellite) network deployed to 4,500 properties.

Additional Experience:

- *Lead Quality Control Analyst, Cyntergy Corporation (1998-2000)*
- *Chain Sales Representative, Arizona Beverage Distributing Company (1997)*

EDUCATION

- Bachelor of Science in Agribusiness, Arizona State University
- Graduate-Level Coursework in Business Marketing and Business Management, Arizona State University

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