



LEONARD (LEN) VERRETT, MBA, PMP, CSM

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SUMMARY:

Len thrives on being a change initiator, bringing order to chaos on transformational initiatives.

Len has 25+ years of IT experience. Len has led teams in tech support, quality assurance, software development, and technical platforms. Len's prior roles include enterprise architect and infrastructure manager. Len combined his passion for transformation and process excellence with his wide IT background into project management, as a senior project manager, program manager, PMO portfolio manager, and currently as senior program manager in Cyber Security Technology with Entergy Corporation.

Len is seeking a leadership role where he can drive execution and process excellence on a large scale.

EDUCATION/OTHER:

- **PMP Certified**, PMP in good standing (Project Management Professional) Number 437615. Active in the Project Management Institute Houston chapter. I attend the PMI conference annually and have taken 60 hours of training each cycle since my certification in 2006.
- **CSM (Agile Certified Scrum Master)**. Scrum Alliance certification # 154215. I consider myself a subject matter expert in project management processes and techniques, including Waterfall and Agile.
- **M.B.A.**, Colorado State University, Ft. Collins, GPA 3.75. Master's Degree in Business Administration. I chose a General emphasis to get a solid foundation in all business knowledge areas.
- **B.A., Psychology**, University of Colorado, Boulder, GPA 3.53. I chose a Psychology degree followed with an MBA because understanding, motivating, and developing people is essential to leadership.
- **Dale Carnegie Course in Public Speaking and Human Relations**. I was fortunate to take the prestigious Carnegie training in sharpening presentation skills and relating to people in business.
- **Treasurer & Board Member of Guitar Houston Inc.** I am a semi-professional classical guitarist. I have served Guitar Houston, a 501c(3) non-profit organization, as a volunteer since its founding in 1997 and currently serve on the Board of Directors as Treasurer, handling accounting and filings. We host concerts with major international artists, and promote community outreach activities for the classical guitar. I founded and host our web site "GuitarHouston.org".
- **Early Romantic Guitar**. I manage a popular web site with information about the 19th century guitar.
- **Advisory Committee Member, McKenzie Park HOA**. I represent my section of the subdivision on the committee and participate in key decisions affecting our subdivision and larger community. I have applied to the Board of Directors, for November election. It has been a great leadership experience.
- **Volunteer**. I have volunteered at the Houston Food Bank and Habitat for Humanity.
- **SCUBA Certified**. PADI open-water certified diver.

Overall I am goal-driven and focused, consistently able to juggle family, work, and outside interests.

PROFESSIONAL EXPERIENCE:

Entergy Corporation. The Woodlands, TX. June 2012 – Present.

Entergy is an integrated energy company engaged primarily in electric power production and retail distribution operations. Entergy is ranked #261 on the 2013 Fortune 500, serves 2.8 million utility customers and is one of the nation's leading nuclear power generators.

Senior IT Program Manager.

- Directed a transformational and complex Access Management program. Replaced the core identity management system: implemented provisioning and password synch interfaces to hundreds of applications in near real-time for corporate systems, Lenel physical badge access, and new compliance features for Critical Infrastructure Protection (NERC-CIP). Responded to audit requests. Drove Organizational Change Management campaigns and training.
- Took over troubled projects with Board-level visibility; successfully completed Multi-Factor Authentication and Privileged Access Management. Directed projects such as VPN replacement, corporate firewall and router replacements, and the Ping Federate Single Sign-On re-platform.
- Led the National Institute of Standards and Technology Cybersecurity Framework roadmap initiative to achieve target 5-year maturity by aligning projects and identifying future projects.
- Led a transformational program for Unified Communications. Replaced existing systems with WebEx meetings and audio conferencing, Jabber instant messaging, Call Manager PBX upgrades, and Cisco video conferencing. Deployed to 20,000 devices and 18,000 end users, including Organizational Change Management and training. Created a multi-year roadmap.
- Managed the IT BU-CIO capital portfolio: Budget, Present Estimates, Actuals, Variance, and change requests by segment. Reported to the CIO weekly. Responded to audit requests.
- Led 5-Year Capital Planning for Operational Technology. Authored and shepherded business cases and proposed IT roadmaps to the steering committee and CIO.
- Led the transformation to common best practices and standards to consolidate Nuclear IT into Operations IT. Defined project management process gaps and a change management roadmap.
- Defined project manager best practices, Roles & Responsibilities, processes and standards. Led PM training sessions for all IT project managers and evaluated PM performance.

El Paso Corporation. Houston, TX. August 2008 – May 2012. The nation's largest interstate natural gas pipeline network. Acquired by Kinder-Morgan in 2012.

Collaboration and Quality Assurance Platforms Manager. March 2011-May 2012.

- Manager of a new QA program for EP's largest IT project to consolidate 4 core pipeline systems. Led the rollout of advanced tools and processes for development and testing: Microsoft Team Foundation Server (requirement traceability, testing, Agile work tracking, change management, build version control); and Microsoft Lab Manager for dynamic virtual test environments.
- Manager of the project and operations team for SharePoint and MS-Project Enterprise collaboration platforms. Rolled out phased upgrades of SharePoint and MS-Project.

Portfolio Manager, Pipelines – Information Technology Project Management Office.

Jan 2010-March 2011. IT PMO Portfolio Manager for the Pipeline Business Unit.

- Oversight of project managers and PMO processes for ensuring successful execution of a portfolio of 40 active projects (75 per year), including issue & risk management, governance, standardization, metrics, and cross-project dependencies.
- Partnered with business unit executives to identify strategy, priorities, and future projects. Steered business teams through the business case approval process. Led Steering Committees.
- Raised the profile of the PMO by presenting road shows to different business unit audiences. Led the effort to bring the pipeline division IT projects into the IT-PMO with a unified IT process.
- Analyzed and reported portfolio financial results, capital budgets, and cost management metrics. Authorized project phase gates, intervened in slippages, and held lessons learned.
- Interviewed project managers and provided performance feedback. Planned and assigned PM resourcing. Developed staff through 1 on 1 coaching, training, on-boarding, and mentorship.

Principal Project Manager – Information Technology Project Management Office.

August 2008-Dec 2010.

- Received the CEO's "ACE Award" for excellence in managing the Data Center Migration project for the pipeline divisions. This led to my promotion as Pipeline Portfolio Manager.
- Managed strategic projects in a PMO; responsible for scope, schedule, resources, and budget. Led enterprise-level projects including data backup, VM-Ware enterprise virtualization, data center capacity expansion, Enterprise Server & Database Refresh, and Open Wells Drilling.

Hewlett-Packard / Compaq Computer Corp. Houston, TX. Sept. 1999 – August 2008 and May 1997-March 1999. HP is a Fortune 10 global information technology company.

Infrastructure Manager & Data Center Consolidation (DCC) Program Manager – Global Data Services (GDS) Global Business Intelligence (GBI). Dec. 2005-August 2008.

- Program Manager: led a complex effort to align application roadmaps to data center closure dates (300 applications on 1,000 servers in 135 global data centers). Engaged application portfolios to finalize each Plan Of Record to retire, migrate, or consolidate.
- GBI Infrastructure Solution Architects Team Lead: collected infrastructure requirements and rationalized requests for cost effectiveness and standardization by utilizing stacking, capacity planning, and shared services to reduce overall platform costs and increase supportability.
- Architect: led GBI Project Architecture Reviews. Documented current state design, defined & approved future state design with app teams & tower leads (security, web, platform, database, etc.). Assured alignment to Enterprise, Security, & Domain Architecture standards. Managed standards exceptions & remediation plans. Ordered hardware and shared services.

Project Manager, Team Lead, Infrastructure Architect – Supply Chain, Customer Knowledge Management (CKM). May 2003-December 2005.

- CKM Technology Framework and QA Team Lead. Managed resources, priorities, and activities to apply and define standards, and reduce infrastructure costs by 40% with shared platforms.
- Infrastructure Architect. Drove approval for Business Objects and Siebel Analytics as company-wide standards. Led a company-wide assessment of assets, support, licensing and cost/benefit.
- Project manager for World-Wide Compaq Information Warehouse (WWCIW) retirement and migration, and BuyPower global procurement and Corporate Accounts Reporting re-platform.

Development, Testing, and Support Lead – Enterprise Data Warehouse. Sept. 1999-May 2003.
Testing Team Lead – Enterprise Data Warehouse. May 1997-March 1999. (Returned to ATR).

- Directed application development and design, moves to production, test plans, infrastructure, technology migration, and high availability upgrades for the global SAP data collection and reporting application supporting enterprise data warehousing and supply chain.
- Responsible for administration and rollout of ETL tools for the enterprise reporting platform.
- Testing team lead, SAP enterprise data warehouse. Trained in SAP, Oracle PL/SQL, HP-UX.

Applied Training Resources, Inc. (ATR), (www.atrco.com). Houston, TX.

May 1996-May 1997, March 1999 – Sept. 1999. Integrated compliance, procedure, MSDS, and certification software for the refinery, chemical processing, and oil & gas industries.

Technical Services Manager / Software Quality Assurance Team Leader

- Manager of support, software releases, and testing. Hired, trained and led a technical team. Utilized testing tools. Design, technical configuration and testing of Power Builder client/server applications in Oracle, SQL Server and Sybase. Wrote installation programs and documentation.

FormAtion Technologies Inc. (FTI) Denver, Colorado. (Sold to Harland Co. in 1994).

March 1993-May 1996. FormAtion provided form automation and loan / deposit software to banks.

- **Technical Support Team Leader:** supported technical & compliance issues for banking software on Novell networks. Promoted to team lead with 10 analysts. Taught classroom software classes and developed materials as subject matter expert. Tested new software versions and installation programs. Coded PC to mainframe upload interfaces.

Early career & college student (1993 and earlier part-time & internship positions):

- Produced sales quotes and handled back-office computer upgrades and accounting for **International Magnaproducts, Inc.**, a manufacturer's rep for industrial magnets.
 - Calculated demand forecasts, analyzed price/revenue product bundles, and handled computer upgrades for the marketing department for **Precision Visuals Inc.**
 - Analyzed and graphed Plutonium weight modeling data; Los Alamos/**Ft. Lewis College.**
 - Supervised safety procedures, tested radioactive samples; **Chem-Nuclear Systems, Inc.**
 - Research assistant; **Joint Center for Energy Management.**
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