

# Robert P. Massoud, PMP, MBA

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A senior-level Information Technology professional with extensive experience in Operations, Customer Service, Training & Education, Project Management and Risk Analysis. Expertise in providing solutions to exceed customer expectations with regard to operational stability and project delivery. Proven ability to bridge technology and business goals to provide productive solutions. Excellent training and verbal and written communications skills. Experienced interfacing with key business units including Operations, Engineering, Customer Service, Risk Management, Human Resources and Manufacturing. Certified as practitioner in several ITIL and ISO20000 disciplines. Certified Project Management Professional since 2005.

## Qualification Highlights

- Training and Education
- Operations Management
- Project Management
- Program Management
- ITIL Service and Support
- ISO20000 Consultant
- Process Improvement
- Resource Management
- Risk Management
- Information Technology
- Client Relationships
- Strategic Development

## Professional Experience

*April 2013 to Present*

*Northeastern University*

### **Adjunct Professor**

Member of the faculty in the College of Professional Studies at Northeastern University. Specifically assigned to teaching project management courses and communications courses

*January 2017 to Present*

*Wentworth Institute of Technology*

### **Adjunct Professor**

Member of the faculty in the College of Professional Continuing Education at Wentworth. Specifically assigned to teaching project management courses

*September 2017 to Present*

*Bristol Community College*

### **Adjunct Professor**

Member of the faculty in the College of Professional Continuing Education at Wentworth. Specifically assigned to teaching project management courses

*January 2018 to Present*

*Bryant University*

### **Adjunct Professor**

Member of the faculty in the Information Services Department at Bryant. Specifically assigned to teaching project management courses. Also teaching Operations Management in the Business school starting in Fall of 2018

*December 2016 to November 2017*

*Charles River Laboratories*

### **Contractor – Project Manager**

Provided project management services to a series of company initiatives, including mergers and acquisitions and process improvements.

*November, 2013 to December, 2016*

*CVS Caremark*

### **Production Support Manager, Minute Clinic**

Manage a team of production support specialists providing incident, problem and change management support to the 1100+ Minute Clinic locations across the country. We also support the internal organizations within CVS corporate that supply services to those clinics.

Specific responsibilities include, but are not limited to:

- Institute a rigorous incident and problem management tracking system to insure production stability.
- Interface with various organizations within CVS Caremark to provide optimum support to clinics from all groups.
- Lead participant in key initiative to replace electronic medical record management system with new product.
- Participate in several enterprise-wide audit and process improvement initiatives.

*March, 2012 to November, 2013*

*CVS Caremark*

#### **Training & Education Manager, Enterprise Project Support Office**

Design and implement a project management training and education for all stakeholders involved in information technology projects, with focus on over 350 internal and contracting project managers.

Specific responsibilities include, but are not limited to:

- Development of an enterprise-wide Education Strategy to be executed over the next 12 months
- Establishment of CVS Caremark as a Registered Education Provider within the global Project Management Institute organization
- Development and delivery of several skill and competency courses related to project management
- Involvement in planning and executing an overall project management strategy for CVS Caremark
- Establish and nurture a partnership between CVS Caremark and Project Management Institute chapters across the country

*March, 2010 to March, 2012*

*Fidelity Corporate Technology Group – Operations*

#### **Incident, Problem, Change and Release Manager**

Implement an ITIL-based problem management discipline to the organization, with focus on training, reporting, and program delivery. Achieved complete organizational compliance within a 4-month period.

My role was expanded to management of the organization's incident, change and release program, where I supervise a team responsible for incident, change and release activity for the organization. This includes, but is not limited to

- Policy and process documentation
- Training
- Metrics reporting
- Project planning and management
- Management of pre-production code migrations
- Production implementations
- Post-installation reviews

*December, 2006 to March, 2010*

*Fidelity Technology Group – Operations*

#### **Senior Project Manager / Principal Technology Risk Analyst**

Provide general project management skills to a variety of programs, with specific focus on a program bringing the service support and service delivery components of our organizations into the ITIL framework.

Played a key leadership role in an organization-wide initiative to earn ISO 20000 certification in service management by the end of 2008. Specific responsibilities included:

- Implementing ITIL policies and processes
- Defining roles, responsibilities and skill sets using the ITIL framework
- Defined SLAs using ITIL Service Level Management process
- Training
- Engagement with business units for requirements
- Peer auditing of various practices
- General communications
- Providing general subject matter expertise from both operations and ITIL perspectives
- Participated in the implementation, training and documentation of new service management tool (HP Service Manager)

Perform technical account coordinator function for change management process as it relates to specific business groups within the company. This role involves reviewing and approving specific change tickets and dialoging with change agents to ensure information is complete and accurate.

*July, 1997 to December, 2006*

*Fidelity Institutional Investment Services Company*

**Senior Production and Applications Infrastructure Manager – July, 2004 to December, 2006**

Provide overall production management of distributed systems environment, encompassing CRM databases, internal and external applications, and other related applications.

Major responsibilities include oversight of PACE incident tracking and problem management, coordinator of production meetings, follow-up on significant production issues, and take lead on major production-related initiatives. Also responsible for representing production implications during product release meetings.

Heavy interaction with several support groups, including all application teams, application and infrastructure services, database engineers, and various FISC support organizations. Also manage a group of 6 Unix and Windows administrators responsible for various levels of support of both production and pre-production (development and test) environments.

**Senior Manager, Production Systems & Environment Services – August, 2002 to July, 2004**

Provide overall planning and management of non-production middleware and back-end environments for development and test organizations within FIIS systems.

Major responsibilities included environment availability scheduling, troubleshooting and problem resolution, process improvement initiatives for environment management and communications of environment issues and status.

Heavy interaction with several groups of both customers – FIIS test and quality assurance team; FIIS UAT group; FIIS development organizations – and suppliers – Fidelity Systems Company; FIIS Application and Infrastructure Support group; various FIIS systems application support groups.

Secondary responsibility for management of production systems.

**Senior Manager, Production Systems & Lead Systems Analyst – August, 1997 to August, 2002**

Responsible for management of production systems, specifically monitoring evening production cycles, escalation procedures, communications, etc. Incident manager, responsible for coordinating problem response team during critical system outage situations.

Included management responsibility for 2nd-3rd shift personnel for ~2 years, as well as matrix management responsibilities of various groups responsible for providing support to production environments (Fidelity Systems Company; development resources; database engineers; test and quality assurance personnel; etc.)

*June, 1996 – July, 1997*

*Fidelity Employer Services Corporation*

**Senior HRIS/Payroll Analyst**

Responsible for functional and business analysis of time and attendance component of payroll and human resources outsourcing services. Involved in vendor selection of rules processing engine, functional requirements and design of Web and IVR data collection systems, accumulation and analysis of customer requirements, documentation (using FSDM methodology) of all time and attendance-related processes.

*December, 1985 – June, 1996*

*Kronos®, Incorporated*

**Operations Manager, Corporate Service Department – 1993 to 1996**

Responsibilities include development and delivery of training courses to corporate and field service support personnel; represent service department on new product development committees, including optimization scheduler, automated time entry module, and Windows® based product; and develop various service-related programs, including customer-installable software, career pathing, and service business plans.

### **Manager, Custom Systems Services / Applications Analyst – 1991 to 1993**

Supervisor and individual contributor to group responsible for providing interface among customers, field sales and service representatives and software development engineers on all aspects of custom system development. Activities included project analysis, specification development, quality assurance verification, and ongoing training and support.

### **Manager, Major Account Marketing – 1988 to 1991**

#### **Major Account Marketing Representative – 1985 to 1986**

Supervisor of group responsible for providing pre-sales support to potential major account customers. Activities included customer visits and systems analysis, specification development, training, pilot test site support, and transition of account to Major Account Field Service organization. Major Accounts supported include Sears, Roebuck and Company, Marriott Corporation, General Electric Corporation, Target Stores, Caldors, Bradlees, Hospital Corporation of America, City of Chicago School System, Roadway Express Company, Albertsons, Inc., and Walgreen's.

### **Product Manager - Time & Attendance Systems – 1986 to 1988**

Responsible for product management of company's highest volume product. Activities included market analysis for new features, development of specifications for next product release, interface between field and engineering during development of new product, monitor of beta test of new products, and new product announcements to field.

### **TEACHER - Bishop Stang High School, North Dartmouth, MA – 1981 to 1985**

Taught following subjects - Algebra, Geometry, Introduction to Accounting, and Introduction to Computers.

Accomplishments include:

- Faculty Representative to Student Government
- Advisor to Junior Class
- Initiated Student to Student Drug Awareness Program with local elementary schools
- Coached Girls Softball and Junior Varsity Soccer

## **EDUCATION**

### **Catholic University of America, Washington, DC**

1979 Bachelor of Arts Degree (Magna Cum Laude) - Religion

1980 Master of Arts Courses - Religious Education

### **Bridgewater State University, Bridgewater, MA & UMass-Dartmouth, North Dartmouth, MA**

1982 to 1985 Continuing Education Courses toward Mathematics Certification

### **Salve Regina University, Newport RI**

2009 Masters of Business Administration (Summa Cum Laude)

## **TECHNICAL EDUCATION**

Earned Project Management Professional (PMP) Certification in September, 2005

Achieved Information Technology Infrastructure Library (ITIL) Foundation Certification in December, 2006

Achieved following ITIL Practitioner Certifications:

Configuration, Change and Release Management (IPRC) – February, 2007

Service Level Management (SLM) – February, 2007

Service Desk, Incident, and Problem Management (IPSR) – July, 2007

Achieved ISO/IEC 20000 Consultant certification – February, 2008

## **SIGNIFICANT VOLUNTEER ACTIVITIES**

Past-President - Ocean State PMI Chapter (January 2011 to present)

Past Vice-President of Communications for Ocean State PMI Chapter (2 years)

Member of the Board of Directors, Rhode Island Academic Decathlon (10 years)

Member of the Leadership Team (Chairman-level) at the Deutsche Bank / Dell Technologies PGA Golf Tournament (16 years)

Past Community Representative on New Bedford Standard Times Editorial Board (6 months)

Past Stage Manager for Fidelity Year-End Entertainment Review Program (9 Years)

Past Member of the Board of Directors, All Children's Theatre, Providence, RI (6 years)

Past Member of Education Leadership & Restructuring Committees, City of New Bedford Public School (11 years)