

# TODD PLATT

Project Manager | Technical Program Management | Team Leadership

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## PROFESSIONAL SUMMARY

Results-driven Project Manager with 25+ years of IT and operations experience delivering complex technology initiatives across global teams. Proven track record managing \$500K+ projects from inception through deployment while maintaining stakeholder alignment and driving measurable business outcomes. Expertise in leading cross-functional teams, optimizing processes, and implementing cloud-based solutions. Strong background in contact center operations and enterprise technology platforms, bringing unique domain knowledge to project delivery and client engagement.

## CORE COMPETENCIES

- Project Lifecycle Management (Initiation through Closure)
- Cross-Functional Team Leadership & Development
- Stakeholder Management & Executive Communication
- Agile, Scrum, and Waterfall Methodologies
- Budget Management & Resource Allocation
- Risk Management & Issue Resolution
- Vendor Management & Third-Party Coordination
- Process Improvement & Change Management
- Technical Program Management (Cloud, Enterprise Software)
- SLA Management & Performance Metrics
- Contact Center Platforms: Twilio, Amazon Connect, Five9
- Cloud Technologies: AWS (Lambda, Connect, S3), Azure

## PROFESSIONAL EXPERIENCE

### Project Manager

*Perficient | December 2023 – Present*

- Lead end-to-end project delivery for cloud-based enterprise solutions supporting 2,000+ users across multiple business units and global locations.
- Manage cross-functional team of 11+ engineers, support specialists, and technical consultants across distributed time zones, ensuring project timelines and deliverables are met.
- Oversee resource planning, scheduling, and allocation including on-call rotations, holiday coverage, and PTO/FTO coordination to maintain project continuity.
- Serve as primary escalation point for project issues and client concerns, conducting real-time triage and deploying appropriate resources to resolve critical blockers.
- Monitor and analyze project metrics including ticket volume trends (30-170/month per client), resource utilization, and performance KPIs to inform strategic planning and forecasting.
- Maintain 100% SLA compliance across all project deliverables, consistently meeting first-response and resolution time commitments.
- Drive client satisfaction initiatives resulting in consistent 5-star CSAT scores through proactive communication, issue resolution, and continuous process improvement.
- Collaborate with executive stakeholders and business leaders to align project objectives with organizational goals and customer experience requirements.

- Implement process improvements and automation strategies leveraging platforms such as Salesforce, ServiceNow, and ticketing systems to enhance operational efficiency.
- Manage omnichannel technology implementations including IVR, chat, email, and SMS solutions using Twilio and Amazon Connect platforms.

### **Senior Product Engineering Manager**

*Perficient | March 2023 – December 2023*

- Led global team of 11 engineers and support specialists delivering enterprise contact center solutions for Fortune 500 clients.
- Managed project portfolio of 10+ concurrent initiatives valued at \$500K+ each, ensuring on-time delivery and stakeholder satisfaction.
- Defined strategic roadmaps, project timelines, and performance goals to increase team efficiency and project success rates.
- Partnered cross-functionally with product, engineering, and business teams to align technical execution with business objectives.
- Served as senior escalation point for complex technical and project-related issues, maintaining operational excellence and SLA compliance.

### **Product Support Manager**

*Perficient | June 2020 – March 2023*

- Managed operations for distributed support teams including workforce planning, shift coverage, and resource deployment across multiple projects.
- Coached and developed team members to optimize performance, resulting in measurable improvements in project delivery times and client satisfaction scores.
- Implemented process improvements and standardization initiatives that enhanced project efficiency and reduced delivery variability.
- Facilitated communication between technical teams, project stakeholders, and clients to ensure alignment and successful project outcomes.

### **Senior Technical Consultant**

*Perficient | March 2018 – June 2020*

- Provided technical consulting and project support for enterprise solution deployments and technology implementations.
- Supported project delivery phases including planning, deployment, monitoring, and troubleshooting across multiple client environments.
- Contributed to continuous improvement initiatives for project workflows, client communication, and delivery processes.

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

### **University of Louisiana at Lafayette**

Coursework in History and Criminal Justice

*25+ years of progressive IT and project management experience*

## **TECHNICAL PROFICIENCIES**

**Project Management Tools:** Jira, Confluence, Microsoft Project, Asana, Monday.com

**Methodologies:** Agile, Scrum, Waterfall, Kanban, ITIL

**Cloud Platforms:** AWS (Lambda, Connect, S3, EC2), Microsoft Azure

**Enterprise Systems:** Salesforce, ServiceNow, Zendesk, Freshdesk

**Contact Center Platforms:** Amazon Connect, Twilio, RingCentral, Genesys, Avaya

## **REFERENCES**

Available upon request