DEREK LEYDIG

Director Client Engagement Lead/ Project Manager

📍 State College, PA

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Core Competencies

- Leadership
- Client relationship management
- Customer Service
- Training & Development
- Technology transfer
- Employee Development
- User Development
- Systems Engineering
- Process Identification
- Process Creation
- Process Evaluation
- Process Implementation
- Communications
- Strategic Decision Making
- Analytic thinking
- Roadmap Development

Technical Summary

Leadership Skills

- Staff recruitment
- Staff development
- Leadership
- Strategic planning
- Continuous Improvement
- Mentoring

Program/Project Management

- MS Project
- JIRA
- Agile Development
- Confluence
- CRM
- Project Planning
- Risk analysis
- Cost analysis

Summary

Technical Leader with extensive experience leading diverse technical teams and working with a wide range of clients. Most recently led team that encompassed all range and disciplines of Penn State High-Performance Computing (HPC) research to assist in the delivery of resources and solutions to enable, enhance, and grow Penn State research. Provide leadership and direction for staff and ICS resources in support of Penn State research. Developed relationships and worked with clients from all backgrounds of technical capabilities and have led teams of internal staff for the past 15 years. I am responsible for all aspects of service delivery, reporting of status and risk analysis. Develop and implemented project processes to ensure repeatable delivery and developed work plans for new staff and strategies for hiring and training of staff members. I have an excellent track record of delivering results and completing projects on time and within budget. I am currently leading a staff of technical research professionals with Ph.D. qualifications supporting over 4,000 Penn State researchers. I am very adept at analyzing situations and determining needs and implementing processes to achieve results. I provide guidance and leadership to my team and believe in feedback and improvement as part of our ongoing plan to improve. I have excellent communication and client engagement skills and am seeking a position which allows me to utilize these skills.

Work experience

2016 - present

Director Client Engagement /IT Project Manager

The Pennsylvania State University

- Institute for Cyberscience (ICS) Leadership Team responsible for setting strategic direction and priorities for ICS and Penn Stat'es $65M investment in High Performance Computing (HPC) and research
- Develop Roadmap for ICS projects, set priority, and schedule
- Developed and implemented a Knowledge-based center (i-ASK) for client interaction and support for over 4,000 ICS clients
- Developed a comprehensive training strategy and implemented new training materials for clients and staff that includes workshops, videos, and written documentation
- Engage with faculty clients to understand their research needs and develop solutions based on their requirements
- Lead faculty and staff governance model for providing input and clients to help set the strategic direction for ICS
- Developed and hired a staff of technical Ph.D. support specialists to support client issues and provide technical services for ICS clients
- Developed Project Management track for managing ICS deliverables and providing a repeatable methodology for ICS deliverables

2014 - 2016

IT Project Manager

The Pennsylvania State University

- Developed Project plans for the rollout of ICS resources and services
- Communicate project status and risks to ICS Leadership
- Work with internal ICS teams to provide schedule and delivery estimates for ICS
- Develop project plans, status reports and track progress for communication with Leadership team
- Developed project delivery process for streamlining delivery of HPC projects for ICS

2013 - 2014

Project Manager

TekSystems

- Contracted to work for The Pennsylvania State Unviersity Institute for Cyberescience (ICS) to develop a Project management methodology
- Implemented Project Management methodology and processes for delivery of ICS resources for High Performance Computing
- Managed ICS team for project deliveries, milestones and risks
- Developed ICS processes for clients for data storage, account management and user access
- Developed Project Plans and communicated plans to ICS and Penn State Executives
- Developed and implemented processes to assist Penn State researchers and help grow Penn State research to $970M from $900M

2004 - 2013 | **Program Manager**

Avail Technologies, Inc.

- Implemented Avail Technologies real-time bus tracking systems into client environments in North America
- Monitored and managed all aspects of Avail programs including software delivery, software integration, vendor integration, customer implementation, and roll-out
- Developed Project plans including deliverables, costing, scheduling, risk analysis and reports for Avail Management and Leadership
- Created delivery schedule for clients including milestone payments
- Managed project costs and revenues including invoicing
- Created project revenue milestones and cost analysis to ensure Avail profit and on-time delivery
- Lead for Avail clients for all aspects of the project including schedule, delivery, billing, and support
- Managed team of Engineers including Software development, Systems Engineers, Support Engineers, Internal Manufacturing and Vendors for Avail projects
- Provided Avail Executive Team with reports and status of projects including revenue forecast and risk analysis for revenue projection
- Negotiated and created contracts with multiple sub-contractors for delivering on-time and at or below budget

2000 - 2004 | **Senior Systems Engineer**

C-COR.net

- developed and implemented new monitoring technology for providing proactive monitoring of Time Warner networks based on current equipment
- Managed technology delivery of comprehensive monitoring solution for C-COR clients
- Identified key monitoring parameters for assisting clients in monitoring their networks

1999 - 2000 | **Strategic Partnership Manager**

Interactive Enterprises, Inc.

- Developed partnership plans for increasing Interactive Enterprise (IEL) foot print in North America
- Managed Interactive largest partnership with Motorola partnership for North American market
- Worked with vendors for including IEL technology in their modem technology

1996 - 1999 | **Marketing Specialist**

C-COR.net

- Provided technical support for C-COR sales force
- Developed marketing and sales materials for C-COR sales force
- Provided training for C-COR products to C-COR Sales Engineers and Sales Representatives
- Attended trade shows to discuss C-COR solutions with potential clients

1994 - 1996 | **Senior Field Engineer**

C-COR

- Managed Technical support jobs for C-COR clients including International
- Client Interface for support jobs
- Provided onsite troubleshooting for C-COR products
- Provided C-COR support and training for clients

Education

1989 - 1994 | **Bachelor of Science in Electrical Engineering**

The Pennsylvania State University

Bachelor of Science in Electrical Engineering obtained in Spring 1994