

# Michael Gallops

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## QUALIFICATIONS SUMMARY

Exceptional visionary, entrepreneurial spirit and leader in campaign management, process improvement and project management. Led a software development organization to higher than expected capability certification in record time. Managed project teams to project completion on-time and under budget. Excellent communication, report writing and presentation skills.

**Process Improvement:** Capability Maturity Model, Interim Profiles, Risk Assessment

**Project Management:** Requirements Gathering & Analysis, Quality Assurance, Risk Management, Configuration Management, Team Building, Timeline Management, Acquisition Management

## PROFESSIONAL EXPERIENCE

### VALICOR ENTERPRISES INC.

2009 – Present

#### Consultant

- Managed a US Congressional primary campaign pulling over 20% of the vote against a 13 year incumbent with obvious name recognition and better financial reserves.
- Reviewed DOD weapons technology development survey results and submitted detailed analysis, corroborating survey developers findings.

### VERIZON INC. Formerly GTE

2000 – 2009

#### Software Test Liaison Team Lead (2008 – 2009)

- Served as liaison support Team Lead between IT test teams and development teams. Developed a rotating schedule allowing team members to cut hours by > 25%.
- Streamlined the discovery and reporting process of critical and non-critical issues, reducing time to resolution by 50% and closing out issues with <2% ETA slippage. Ensured delivery of > 95% of projects within timeframe.
- Represented senior management on issue status calls and reported to senior management, maintaining < 2 escalations per week.

#### Project Manager (2005 -2008)

- Monitored, tracked, and ensured milestone dates were met for all deliverables more than 95% of the time.
- Coordinated communications between applications, development groups, test groups, business groups and clients. Facilitated 2 or more multi-group meetings per week.

#### Quality Assurance Auditor (2002 – 2004)

- Identified several gaps in the configuration management process and helped the CM team to close 100% to ensure compliance with the documented process.
- Developed and delivered Software Quality Assurance (SQA) training to > 95% of onsite employees and management.
- Discovered an error in a CMM gap analysis and diplomatically informed the groups of their lower “scores”. Helped the groups to recover and pass the improved gap analysis.

#### Process Improvement Specialist (2000 – 2002)

- Provided process consulting and mentoring. Led the effort to streamline processes and procedures to ensure a much improved overall process saving over \$500K in development hours the first year.
- Helped projects increase software reliability by implementing processes to control requirements, test design and development, risk analysis and issue identification and resolution. Reduced time from requirements gathering to implementation by > 10%.
- Performed Capability Maturity Model (CMM) Interim Profiles to determine process gaps. Helped projects develop and work action plans to reach Level 2 proficiency. Worked with reluctant management to define and incorporate standard processes with > 90% success rate.

### UNITED STATE AIR FORCE

1992 – 1998

### **Software Engineering Strategies Officer**

- Aided in software process development and evaluations throughout AF software organizations and masterminded customer-focused work force concept that led to a 200% faster response in fielding mission support software upgrades.
- Defined goals for DOD software process improvement workshop. Led top AF software development organizations to implement potent solutions and reduced weapons systems development cost by > 10%.
- Overhauled software management policy for computer/software users in AF governing > \$350M software budget.
- Defined software license management policy and tracking process saving \$16M in potential penalties.
- Trained AF personnel in various aspects of software policy and software licensing requirements.
- Led commercial vendors to develop and deliver the first-of-its-kind software process improvement courses to AF units, saving the agency over \$41K in training costs.
- Key member of tiger team that refocused execution of \$2M budget in support of AF software units.
- Deployed as communications officer at multi-national ground site in Bosnia. Changed in-theater imagery support process and increased intelligence analyst productivity by 33%.

### **Process Assurance Manager**

- Organized and directed team which utilized SEI/CMM and improved organizations software production capability to world-class ranking, increasing customer satisfaction by 60% and reducing requirement-to-product time by 25%.
- Developed training courses and trained over 350 Air Force software professionals in mature software programming processes and process improvement techniques based on the Software Engineering Institute (SEI)/Capability Maturity Model (CMM) saving the organization \$540K in travel cost.
- Created a Software Process Assurance Team to audit and review software processes and adherence to them. Helped develop defect prevention procedures which led to identification of a flaw in the unit's metrics database system and saved > 1100 hours of date re-entry time.

### **Software Project Manager**

- Managed multiple teams of software programmers on several projects to completion ahead of schedule and below cost through the entire software development life cycle, from requirements gathering to implementation.
- Managed design, development, and implementation of a Microsoft Access database software for USAF communications systems that allowed consistent tracking AF wide.
- Supervised software maintenance on the primary alerting system for the Joint Chiefs of Staffs for the U.S. military.
- Managed development of an automated system that tracks the ergometric testing of Air Force members, simplifying the process and saving 100s of man hours per year compared to manual tracking.
- Managed development of a teletype emulation system that replaced obsolete satellite teletype devices with PCs in rugged cases built to withstand field conditions.
- Combined two test teams testing similar weather systems reducing manpower costs and resulting in 50% time savings.

## **EDUCATION/PROFESSIONAL DEVELOPMENT**

BS, Computer Science, Angelo State University, San Angelo, TX  
Create Your Time and Memory Management Program  
Creating Competitive Advantage Through Goal Alignment  
Communication with Cross-generational Workers in the 21st Century  
Team Building, Choosing to Lead  
Leadership Training Course – US Air Force

## **COMMUNITY INVOLVEMENT**

Volunteer, Rowlett Fire Corps  
Board Member, Freedom Life Church  
Participant, Leadership Rowlett Class XIX  
Former Member, Rowlett Historical Society  
Director, Freedom Life Church Job Networking

Member, DART Blueline Art & Design Committee  
Member, Rowlett Arts & Humanities Commission  
Vice Chair, Rowlett Mayors Ad Hoc Bond Committee  
Former Member, Veterans Advisory Board of Verizon  
Volunteer, Rowlett Community Emergency Response Team (CERT)  
Member, Dallas Youth Resource & Advisory Council (Texas Youth Commission)  
Member, Board of Directors, Specialized Alternatives for Family & Youth (SAFY)

**TECHNICAL SKILLS**

MS Excel, MS PowerPoint, MS Word, MS Outlook, MS Access, MS Project, Internet Navigation and research

**AWARDS**

3 USAF Commendation Medals  
Royal Ranger Gold Medal of Achievement (equivalent to Boy Scout Eagle Award)