

**EUGENE N FRANKS**Greater St. Louis Area • 314.660.5873 • [EUGENENFRANKS@GMAIL.COM](mailto:EUGENENFRANKS@GMAIL.COM)<http://www.linkedin.com/in/genefranks>**PROGRAM / PROJECT MANAGER***Strategic Planning | Team Leadership | Business Case Analysis***Current Security Clearance Project Management Professional (PMP)**

Experienced Project Manager offering exemplary organizational, time management and leadership skills, proven ability in planning, executing, monitoring and controlling short and long-term projects, problem solving and resolving barriers to ensure successful completion. Offers expertise in problem solving, conflict resolution skills, risk mitigation, team leadership/training skills and stakeholder advisory. Highly skilled in requirements documentation, business case analysis, and developing project plans, charters, test and risk mitigation plans. Offers exemplary verbal and written communication skills enabling negotiation with internal and external customers..

**Additional Core Competencies Include:**

- |                                  |                                 |                              |
|----------------------------------|---------------------------------|------------------------------|
| ✓ <i>Logistics</i>               | ✓ <i>Information Technology</i> | ✓ <i>Resource Management</i> |
| ✓ <i>Complex Problem Solving</i> | ✓ <i>Team Collaboration</i>     | ✓ <i>Customer Service</i>    |
| ✓ <i>Microsoft Project</i>       | ✓ <i>Microsoft Excel</i>        | ✓ <i>Microsoft Office</i>    |

**EDUCATION AND CERTIFICATIONS****Master of Arts – Business Administration, logistics** , Trident University Cypress, CA**Master of Arts – Political Science** University of Hawaii-Manoa Honolulu, HI**Bachelor of Arts – Political Science** Miami University Oxford , OH**Certifications:**

Project Management Professional (PMP) PMI  
 ITIL Foundations  
 ITIL Service Strategy  
 ITIL Service Operations  
 Lean Six Sigma White Belt

**PROFESSIONAL WORK HISTORY**

Military Sealift Command Detachment Scott, Air Force Base, Illinois

July 2015 - Present

***Global Operations Center Liaison Officer***

Prepared detailed routing plans, cost estimates for large and special sea lift transportation requirements and tracked requirements from pick up to delivery. Provided daily and weekly written and verbal presentations on in-transit visibility and future planning transportation requirements.

- *Implemented process improvements that decreased requirement processing time from 30 to 22 days.*
- *Displayed strong attention to detail and ability to multitask while processing over 50 sea lift requirements producing \$200M in additional revenue for Defense Transportation Service (DTS)*
- *Worked with United States Transportation Command (USTRANSCOM) Application Service Providers (ASP) to provide automatic tracking capability for MSC controlled ships.*
- *Trained MSC Reserve personnel on Global Operations Center procedures and scheduled reservists two-week annual training period to coincide with normal 3-person staff vacation periods maintaining readiness after a more than 60% turnover of reserve personnel.*

USTRANSCOM Scott, Air Force Base, Illinois

March 2012 to June 2015

***IT Program Manager***

IT Program manager, 39 months of hands on experience. Executed program management activities used accounting practices to track spending, monitored contractor performance, and managed. communication and coordinated program efforts across USTRANSCOM, as well as the broader logistics community, ensured seamless access to and integration of logistics sources and methods.

- *As the Enterprise Integration Manager tracked the consolidation of all DTS Programs under one Security accreditation authority.*
- *Proactively managed 24-month Information technology project with \$17M project budget for USTRANSCOM's Common Development Environment (CDE) enclave*
- *Created project plan, utilizing Microsoft project, project management software and delegated tasks to contractor team and changed and adjusted time to task as needed.*

Eugene N Franks | Cont.

- Conducted weekly project team meeting with Space and Naval Warfare Systems Command and CACI subcontractor and USTRANSCOM Contracting Officer Representative. Discussed critical path analysis, risk assessment, budget status using Microsoft Excel accounting tracking sheet and status of project deliverables.
- Reviewed and approved user stories for technical performance testing off CDE
- Negotiated with internal and external customers to establish lifecycle support requirements and facilitate integration of CDE into USTRANSCOM's Defense Process Owner Secure Enclave (DSE).
- Delivered Infrastructure as a Service, Desktop as a Service and Platform as a Service and a remote access solution for USTRANSCOM's IT developers working out of Enterprise Integration lab (EIL).
- Transitioned USTRANSCOM user request system from Cyberspace Infrastructure Planning System (CIPS) to BMC Remedy IT Service Management Tool to better align with ITIL best practices.
- Closed out old requirements reducing back log of over 200 requests.
- Codified IT services and service level agreements in IT service catalog. Created user cases and passed IT service catalog to ITSM tool implementation team. Professional customer service skills resulted in decreased customer wait time for standard requests of 46%.
- Processed normal requests through change control board to determine if requests should be added to service catalog, processed as one-time requests or added to project matrix.

US Embassy Oman. Muscat, Oman

January 2011 – February 2012

**Exercise and Engagement Officer**

Exercise and Engagement officer for 10 joint exercises between United States military and Royal Oman Defense force. Managed aspects of each exercise including preparation, execution, and after-action review, as well as coordination of associated in country visits for US military forces.

- Managed all communication between US and Royal Omani military forces. Assisted US forces in completing exercise support forms, negotiated with Omani Leadership for approval of host-nation exercise support requests and tracked status through completion of exercise.
- Processed country clearances and arranged force protection efforts for US forces entering Oman.
- Organized high level meetings between US force Commanders and Omani military leadership.
- Conducted strategic review of entire exercise plan with USCENTCOM personnel on quarterly basis and recommended new engagements to Omani forces.
- Conducted force protection surveys of exercise areas prior to exercise commencement.
- Increased readiness of Omani military and supported all US theatre security and cooperation goals.

United States Military Training Mission to Saudi Arabia. Riyadh, Saudi Arabia November 2009 to December 2010

**Deputy Commander Navy Forces Division**

Deputy Commander for Naval Forces Division at U S Military Training Mission to Saudi Arabia Riyadh Saudi Arabia. Supervised efforts of 10 US Navy personnel in advising Royal Saudi Naval Forces(RSNF). Prepared weekly written briefings for US Saudi Navy International Program Office (NIPO.)

- Provided advice, assistance and training support for Commander Royal Saudi Naval Forces Riyadh and Fleet Commanders in Jeddah and Jubail.
- Acted as Chief of Naval Forces division during high visibility discussions between Chief of United States Training Mission (CHUSMTM) and Commander, RSNF. Provided talking points to CHUSMTM and detailed written meeting minutes to NIPO.
- Comprehensively Managed 3 Foreign military sales business cases valued at over \$12M. tracked shipment of foreign military sales equipment and spares and ensured timely execution of related training, scheduled maintenance, and sustainment from case team to Customer. Escorted Saudi representatives to US to conduct annual business case analysis.
- Implemented training for watch standers on RSNF ships and underground communications centers, putting force in position to take command of international maritime task force.

Maritime Prepositioning Squadron 3 Saipan, CNMI

June 2008 to October 2009

**Chief Staff Officer**

Managed 12 personnel and operational and administrative details of a \$1.9B equipment contract for 10 ships operated by 5 different operating companies. Over On-Time, Under Budget

- Coordinated fuel reloading schedule for ships saving over \$11M in fuel costs over previous fiscal year.
- Tracked equipment discrepancies and dispatched inspection team to verify repairs were completed resulting in 99% equipment up time.

**VOLUNTEER EXPERIENCE 2013 - PRESENT**

UNIVERSITY OF MISSOURI EXTENSION COUNCIL, COUNCIL MEMBER

2018 - PRESENT

FERGUSON CIVILIAN REVIEW BOARD, WARD 1 REPRESENTATIVE

2017 – PRESENT

PAKT COMMUNITY RESOURCE CENTER, INC., BOARD CHAIRMAN

2013-2015