

Michael F Zampino

84 Haring Street
Bergenfield, NJ 07621

Phone: (201) 417-1630
Email: mzamp01@verizon.net

Operations / Project Manager

Summary

- A dedicated and detail-oriented management professional with expertise managing tight deadlines and high pressure workloads which include scheduling, resolving client issues, and delivering simultaneous large-scale critical projects on time and within budget.
- An excellent communicator and team player who has the ability to effectively interact on all levels.
- A quick learner committed to acquiring and applying new technology skills and adapting to new situations as dictated by changing corporate goals.
- A technical operations expert with extensive knowledge of computer hardware and software, and an in-depth understanding of Internet and wireless technologies, companies, and trends.
- A knowledgeable technologist with experience with many programming languages, operating systems, graphics, databases and office suites.
- A Highly respected member of the team who is sought out by others for advice and solutions.

Specialties

- Operations
 - Program and Project Management
 - Print / Electronic Marketing and Advertising
 - Business Development
 - Management and Business Consulting
 - Process Improvement
 - Graphics and Design
 - Network and Systems Administration
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Experience

Operations / Project Manager, Publisher Relations

EBSCO Information Services

Tenafly, NJ

April 2006 – May 2009

- Responsible for the daily operations and the management of projects for an International advertising / marketing promotion division.
- Directly reports to and assists the General Manager/Director in handling special projects and tasks.
- Responsible for planning, managing, and executing multiple email marketing campaigns to assist publishers in sales and marketing efforts by promoting their titles in our print and online catalogs, as well as, in our many marketing opportunities available across multiple divisions.
- Continually responsible for the overall Network Administration support of two offices plus a remote sales force totaling over 70 employees and computer systems.
- Acted as the on site Project Manager for the planning, programming, and installation of a Cisco Phone System for multiple offices. Continually responsible for the aid in support and consultation for the systems that have been installed, and will be installed at multiple offices and divisions.

Network Administrator
EBSCO Information Services
Tenafly, NJ
August 2001 – April 2006

- Responsible for the overall support of two offices plus a remote sales force totaling over 70 employees and computer systems. Support included the installation, maintenance, and upgrades of all computer systems, servers, software, and office equipment.
- Administered all objects in our office's Active Directory Container. Managed backup and recovery, virus/spam removal, and network/data security software packages.
- Customized generic customer purchase and invoice report data using Excel and Access to create special spreadsheets or flat files that our Multi-Million Dollar customers could analyze or upload into their procurement or payment systems following the specific guidelines they require.
- Responsible for bringing in new technologies, modern computer systems, to bring outdated computer equipment up to date. Introduced Blackberry devices to the office.
- Recreated and updated older database programs so that they could run on current Operating Systems and Microsoft Office versions.

Business Development / Events & Project Manager
WebOS.com
Columbia, MD
February 1999 – February 2001

- Took on the responsibility in supporting the Vice-President of Business Development in the opening and closing of partnerships.
- Coordinated and managed all trade shows and corporate events.
- Designed and purchased a corporate tradeshow booth.
- Managed a staff of six employees during multiple tradeshows.
- Designed marketing materials, including, brochures, presentations and giveaways.

Operations Manager / Network Administrator
WebOS.com
Columbia, MD
February 1998 – February 2001

- Administered all corporate websites, both external and internal. Created web-based software applications that automated work related processes such as HR management and inventory.
- Managed, maintained and inventoried all corporate pc systems in multiple offices. Handled support for all system hardware, software, operating systems, upgrades and repairs.
- Designed, implemented, monitored, upgraded and repaired the corporate network. Managed all domain users and groups, ran backup/recovery software, assisted in building and implementing a corporate firewall and maintained all corporate systems, including, hardware, software.
- Coordinated the installation and programming of both the corporate and remote office PBX phone systems. Trained and certified in programming an Inter-Tel PBX system.
- Managed all hardware aspects of a corporate LAN, including wiring, installing hubs/switches and servers. Advised in selection and purchase of data networking equipment and services.

Assistant Field Director / Production
The PreTesting Company
Tenafly, NJ

April 1996 – February 1998

- Assisted the Field Director in securing locations for market research programs. Oversaw the packing of materials to be sent to them.
- Created market research production materials in both print and electronic formats to follow the scope of our clients' guidelines.
- Trained employees and remote marketing research hosting companies to use our company's research equipment and methodologies.

Consultant
HyperOffice.com
Alpine, NJ

February 1997 – February 1998

- Consulted on the design and development of a web application, which grew into a company called WebOS.com, and received 10 Million in funding.

Recommendations / Other

- Available upon request
- Open to drug and background checks