

Chris Meunier

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Senior Program/Project Manager

Reliable professional with over 20 years of IT service delivery and systems background. Demonstrated success managing international programs and projects, bringing products and services to market. Proven success managing global and geographically distributed teams. Able to prioritize tasks to meet deadlines while keeping the big picture in perspective. Solid client-facing expertise with the ability to build trusted customer relationships. Competent financial management awareness. Demonstrated team leadership proficiency. Versatile capacity working strategically or hands-on. Experienced working with Customers in a Pre-Sales (*RFP/RFI/SOW*) capacity, facilitating Managed Services, and collaborating with Marketing and Engineering. Proficient using Microsoft and Linux operating systems and applications. Website development expertise using WordPress and Divi. Highly regarded digital/document content creation skills.

Professional Skills

Program Management (PMO)	Transparent Governance	Enterprise Systems (including Data Centers)
International Project Management	Opportunity Management	Pre-sales Enterprise System Engineering
Customer Relationship Management	Workshop Facilitation	Executive Briefing Program Management
Service Delivery Management	Vendor Management	Server, PC & Client System Technology
Technical Account Management	Consulting	Website Development
Leadership/Team Leadership skills	MS Office Suite + Visio	Technical Writing
Risk Management & Mitigation	Advanced Excel	Content Development
Presentation Development & Delivery	Linux and Open Source	High School Varsity Hockey Coach

Roles

Founder of Top Notch Computer Services | NH
IT Project Manager for Dell | TX, contract
IT Account Manager for SNS | NH
IT Admin. Service Desk for CCSU | VT
TAM Services for Dell | TX
Engineering PM for Compaq | TX
Network Admin for GE | NY
Project Coordinator for IBM | NY
High School Varsity Hockey Coach

Education & Training

Bachelors in Business Admin & MIS | University of Lowell, MA
PMBOK - Extensively used PMBOK framework in Dell PMO
Dell PM3 - Project, Program, Portfolio Framework
ITIL / ITSM - IT Service Management | ITIL Essentials
Microsoft Certifications - MCP + I | MCSE
Certified Trainer - Dell Professional Adult Learning
Business Writing - Professionally Trained at Dell
Call Center - Customer Management & Call Handling
ASE - Certified Computer Repair Tech
USA Certified Hockey Coach - Level 4 Certified

Experience

Consultant/Contractor

Top Notch Computer Services
Littleton, New Hampshire

2016 - Present

- Consulting, solutions, projects and contract services
- Quotes, proposals, presentations and contracts
- Plan, develop and maintain WordPress/Divi websites
- Provide hands-on systems support and remote access assistance

Facilities IT PM

Experis / Contract at Dell
Littleton, New Hampshire

2021 - 2022

- Managed cross-functional teams focusing on core network stability
- Coordinated system upgrades and consolidation projects
- Allocated work among team members and provided guidance
- Conducted weekly project team reviews to ensure work is on track

Account Manager

Secured Network Services
Littleton, New Hampshire

2019 - 2020

- Managed 30-plus local Commercial and Municipal accounts
- Performed IT life-cycle planning, sales and service delivery
- Created customer quotes, proposals, presentations and contracts

IT Assistant K-12

CCSU – School District
Saint Johnsbury, Vermont

2018 - 2019

- Provided user support on: switches, PCs, Macs and Chromebooks
- Implemented projects to improve network security and IT reliability
- Created “how-to” documents for users to better leverage technology

Global Program Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

2014 - 2016

- Worked with Services Marketing to transform Dell TAM Services
- Set up new global service offers in preparation for EMC merger
- Applied Dell’s PM3 and OLP program management frameworks
- Coordinated portfolio of 11 concurrent international projects
- Trained and mentored project managers in a matrix-structured PMO

Senior Project Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

2010 - 2014

- Managed TAM service integration into global services solutions
- Collaborated with Marketing and Sales to gather requirements
- Defined project deliverables, set up and managed project plans

Service Delivery Manager

Dell Technologies
Global TAM Services
Round Rock, Texas

2003 - 2010

- Led a global Service Delivery team of 17 people
- Became Trusted Advisor to customers and Sales team
- Applied the ITSM framework using service team support model
- Guaranteed consistent service delivery in over 100 countries
- Presented onsite business reviews and joined executive briefings

For the fun of it...

Boys Varsity Hockey Coach

Lyndon Institute
Lyndonville, Vermont

2019 - 2020

- Level 4 Certified Coach
- Head coach for boys varsity high school hockey team
- International roster with players from America, Canada, Europe and Asia
- Created playbook to teach team systems
- Coached tactical systems, skills, power skating and good sportsmanship

Houston Aerodrome

Westfield / Spring combined

2002 - 2004

- Coached high school aged co-ed club team in Houston, Texas