

Michael Lutter

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**Experienced Professional Seeking Project Manager Position
Available Immediately**

PROFESSIONAL PROFILE

12+ years experience, comprehensive technology and Computer Science background, MBA from top regional business school, extensive international travel and internet technology expertise.

EXPERIENCE HIGHLIGHTS

- Analyzed and resolved complex technical and business problems continuously driving process improvements
- Identified and documented business requirements on dozens of projects defining project scope, requirements, and schedules
- Communicated effectively with all levels of management, user and stakeholder groups, with fluency in communicating technical concepts to non-technical team members
- Managed relationships with both internal and external clients
- Led meetings at all stages of project lifecycle, facilitated effective and prompt discussion
- Provided executive level briefings to share results of individual and team accomplishments
- Negotiated, influenced and built consensus on project goals, requirements and deliverables
- Modeled data and processes using UML, Object Oriented Analysis with Class Diagrams, Use Cases, Data Flow Diagrams, and other modeling tools.
- Planned, prioritized and managed project activities, frequently coordinating work across multiple groups or departments
- Facilitated and developed business strategies, analyzing key processes and suggesting methods to increase revenue and decrease costs
- Organized and prepared project artifacts and deliverables
- Acted in leadership and mentorship role with both colleagues and subordinates
- Developed, coordinated, managed and guided project teams through all phases of implementation
- Managed multiple projects simultaneously, balancing competing resources
- Managed vendor and contractor resources and relationships, negotiated rates, pricing, service levels and scheduling
- Performed business process design using data analysis to increase operational efficiency
- Used multiple software development life cycle (SDLC) methodologies including Agile and Waterfall

PROFESSIONAL EXPERIENCE

Delaware North Parks & Resorts, Inc.

2004 to 2011

Kennedy Space Center, FL

Performance Management Information Analyst

- Collaborated with executive and senior management by analyzing specific processes, recommending improvements, and managing technology projects to improve business operations and ensure compliance with government contract requirements
- **Selected Projects:**
 - RFP based selection of replacement theme park Ticketing System
 - Selection and planning of SAS Business Intelligence and Analytics Platform
 - Concept, development and implementation of web based lottery system for Space Shuttle launch ticket sales
 - Process redesign of Maintenance Management System (CMMS) and planning for system upgrade
 - Analysis and identification of a \$500,000 revenue shortfall in front gate up-sales
 - Development of reporting systems for government client
 - Failure analysis and recommendation for new webhosting platform optimized for high availability and high scalability during Shuttle launch ticket sales

Information Technology Analyst

- Managed Information Technology projects from design to completion including full lifecycle project management of database reporting projects for revenue, timekeeping, ticketing, maintenance management and other systems. Managed projects using iterative, agile methodology through requirements elicitation, programming, testing, troubleshooting, deployment, end-user training and support.
- Project managed system and network upgrades and outages and software and hardware rollouts, coordinated across functional departments, clients, vendors, and IT staff.
- Monitored and maintained all business IT systems including website, Retail Pro, Eatec, MP2, Micros, PeopleSoft, Kronos, OmniTicket, Caterease, MeetingMatrix, Novell NDS, Groupwise, PBX and VoIP phone systems, LAN/WAN networks, and SoftSite32 surveillance system
- **Selected Projects:**
 - Full lifecycle development of web based park ticketing platform, web site, hosting platform and CMS
 - Development of sales reporting systems with integration to internal accounting systems
 - Implementation of new ticketing SQL datawarehouse system and reporting platform
 - Implementation and maintenance of video surveillance system
 - Deployed new ticketing data warehouse system

STOPS, Inc., Titusville, FL

2003 to 2004

Web Project Manager and Network Administrator

- Managed full lifecycle development and support of company web scheduling and billing applications
- Interviewed, hired and managed project team of three internal developers, two outside consultants and one documentation specialist.
- **Selected Projects:**
 - Development of re-engineered web based transportation scheduling and billing system using Waterfall methodology and object oriented analysis
 - Implemented CRM solution and created interfaces to scheduling and billing application

Lutter Enterprises, LLC., Titusville, FL

2002 to Present

Founder, Principal Consultant

- Co-Founded Lutter Interactive, a freelance web-design & web technology consulting firm
- Co-Founded Kitestop.com, an online retailer of kites and kiting accessories. Developed and managed all aspects of the business including online marketing and keyword management, website content generation, offline marketing at kiting events, SEO and web traffic analysis
- **Selected Projects:**
 - For various clients, implemented online stores, discussion forums, wikis, blogs, CMS, social media and other interactive web content, managing for SEO and page rank

ZHA, Inc., Orlando, FL

1999 to 2001

Web Developer and Network Support Technician

- Designed and programmed company and client internet and intranet websites
- Administered company network, administered Linux and Windows servers
- **Selected Projects:**
 - Development of construction reporting website for government client
 - Development of website for non-profit foundation

TECHNICAL SKILLS

Business Skills

- Management, Negotiation, Contracts, Data Analysis, Report Writing, Financial Statement Analysis, Accounting, Budgeting, Statistics, Marketing, Economics

Technologies

- SQL Server, SQL queries and stored procedures, SSRS, VB.Net, C#, PHP, Crystal Reports

Applications

- Infor/Datastream MP2 CMMS, Micros POS, Retail Pro POS, Omniticket Ticketing System

PROFESSIONAL AFFILIATIONS

Member Project Management Institute

Member International Institute of Business Analysts

EDUCATION

M.B.A., University of Florida

B.S., Computer Science, University of Central Florida

INTERNATIONAL TRAVEL EXPERIENCE (RESIDENCE)

1996-1998 Santo Domingo, Dominican Republic

1993-1996 Beijing, China

1992-1993 Buenos Aires, Argentina