

# Randy G. Murbach

Citizenship: United States

## EDUCATION

- Bachelor of Science, Business Administration, Rochester Institute of Technology, Rochester, NY 14623, 190 credit hours, Dean's List - 1986.
- Diploma, John Hersey High School, Arlington Heights, Illinois 60004

## CAREER OBJECTIVE

**Disability Program Manager/Reasonable Accommodation Specialist/Manager**

## SUMMARY OF QUALIFICATIONS

- Managed reasonable accommodations program, recruited people with disabilities, reviewed/analyzed/evaluated internal policies/procedures/practices related to reasonable accommodation/disabilities in the workforce, and managed a sign language interpreting service/program with a staff of 4 interpreters and 50+ freelance interpreters.
- Experienced contract/project/program manager with fifteen (15) plus years with Sprint (Fortune 500) with proven ability to manage multifaceted, complex telecommunication programs/contracts (Indefinite Delivery Indefinite Quantity/IDIQ) for the State of California & Maryland and the Federal Government valued in excess of \$20 million in annual revenues.
- Led results driven IT/Telecommunication/Disability Project/p\Program teams encompassing up to 35 team members across the country.
- Innovative, effective problem solver, self-motivated and detailed oriented with demonstrated success managing multiple priorities effectively, and meeting deadlines and resource requirements.
- Bilingual in English and American Sign Language with outstanding verbal and written communication skills coupled with an ability to work with diverse customers, both internally and externally to support and deliver quantifiable results.

## PROFESSIONAL EXPERIENCE

### **DISABILITY PROGRAM MANAGER (DPM)/Reasonable Accommodation Specialist (RAS)**

09/2012 to present

### **EQUAL EMPLOYMENT SPECIALIST (GS-0260- )**

USDA Forest Service @ 201-14<sup>th</sup> Street, Washington, DC 20024

40 hours per week

### **REASONABLE ACCOMMODATIONS COORDINATOR (RAC)**

08/2010 to 09/2012

### **HUMAN RESOURCE SPECIALIST (GS-0201- )**

U.S. Census Bureau/DOC @ 4600 Silver Hill Road, Suitland, Maryland 20746

40 hours per week

Reference: Charles Clark, 301-763-7862, may contact.

### **CONTRACT/PROGRAM MANAGER (Federal Relay)**

06/2002 to 12/2009

### **ACCOUNT MANAGER (Virginia CapTel), BUSINESS DEVELOPMENT MANAGER (Sprint IM/IP Relay)**

SPRINT @ 7055 Samuel Morse Drive, Columbia, Maryland 21046

40+ hours per week

References: Maggie Schoolar, 512-797-6810 and Paul Rutowski, 866-789-9718, either may contacted.

### **ACCOUNT MANAGER (Maryland Relay)**

12/1997 to 05/2002

SPRINT @ 6000 Metro Drive, Baltimore, Maryland 21215

40+ hours per week

Reference: Mark Seeger, 512-474-2928, may contact.

### **ACCOUNT MANAGER (California Relay)**

08/1994 to 11/1997

### **PRODUCT MANAGER (Sprint Relay), PROJECT MANAGER (Texas Video Relay Trial)**

SPRINT @ 535 Anton Boulevard, Costa Mesa, California, 92626

40+ hours per week

Reference: Mark Seeger, 512-474-2928, may contact.

### **INTERPRETER COORDINATOR**

06/1993 to 08/1994

DEAF COMMUNITY SERVICES of SAN DIEGO

40+ hours per week

3930 Fourth Avenue, Suite 300, San Diego, California 92103

## EQUAL EMPLOYMENT, HUMAN RESOURCES, REGULATION AND RECRUITMENT

- Processed 275+ reasonable accommodation cases, and authored a new Reasonable Accommodations Procedures Guide
- Advocated for the employment of Individuals with Disabilities, provided specialized training on the ADA and Rehab Act. & Reasonable Accommodations to managers

- Managed and implemented two successful very successful Diversity Games and Disability Awareness Olympics during the Annual Diversity Fairs for two consecutive fiscal years
- Researched, interpreted and applied Federal regulations applicable to reasonable accommodation
- Recruited for applicants and veterans with disabilities at job fairs or career expos

#### PROJECT/PROGRAM MANAGEMENT, CONTRACT/SUBCONTRACT AND VENDOR MANAGEMENT (FFP and Cost-Reimbursement)

- Developed, implemented and managed numerous projects consisting of workplace expo, assistive technology inventory and tagging program, national Federal CapTel service and monthly phone distribution program, direct-billing monthly invoice system, customer relationship management (CRM) system using Salesforce.com application and monthly call traffic and performance reports.
- Managed reasonable accommodation requests for employees at Census Headquarters and regional offices
- Monitored and tracked telecom program implementation, which included writing, developing and submitting all contractual deliverables [brochure, Training Plan, Outreach Plan, Disaster Recovery Plan, Quality Surveillance Assurance Plan, and Certification & Accreditation (FISMA)].
- Managed and monitored the fraud control project for Sprint IP (internet protocol)/IM (instant messaging)
- Managed IDIQ (indefinite delivery/indefinite quantity) contracts valued between \$5 million and \$100 million, including sole source and competitive acquisitions/vendors and ensured that it was compliant with Federal Acquisition Regulation (FAR).
- Wrote and developed Requests for Proposals (RFPs) and/or Statement of Work (SOW) that addressed all the contractual and mission requirements of a given project or program.
- Reviewed and evaluated responses to statements of work and requests for proposals from vendors, researched past performance of responders, negotiated terms when appropriate.
- Managed subcontracts/vendors (9+) valued up to \$150,000 per annum each.
- Researched and analyzed technical specifications, vendors, customer needs and costs in order to lead multi-year, multifaceted programs and projects to be in compliance with contractual requirements under Public Law 100-542 (a.k.a. Telecommunications Accessibility Enhancement Act of 1988), ADA Title IV – Telecommunication Services, Section 508 (Technical Standards/Subpart B/Web-based Intranet and Internet Information and Applications/1194.22), FAR (Federal acquisition regulation), Section 504 of the Rehabilitation Act, Privacy Act of 1974 and FISMA (Federal Information Security Management Act)
- Prepared detailed implementation guide and action plan to establish required actions, due dates and accountability. Analyzed progress and made mid-course corrections. Assessed both interim progress and final product in order to recommend improvements for future projects and programs.
- Interacted with customers on a daily basis in order to determine changes in needs and negotiated any subsequent contract specifications.
- Developed, implemented, led and managed quality control programs – internal and external.
- Successfully developed, implemented, and managed a 9-month telecom trial (video relay interpreting/VRI) in 12 locations throughout the State of Maryland on time and within budget which generated in excess of \$500,000 in revenue. Tasks consisted of hiring a systems integrator (software/hardware and network), securing facilities to host the public location, hardware equipment and software applications (PC-based videoconference system), ISDN circuits (broadband), call center (interpreting agency), and toll-free number provisioning. In addition, managed a three-month, ten-site location, trial of video relay interpreting (VRI) statewide service in Texas.
- Managed the development of outreach collateral and giveaways, town hall meetings, tradeshow/exhibit fees and travel expenses.
- Reviewed invoices and approved payments. Ensured contractor work met quality requirements and standards.

#### VERBAL AND WRITTEN COMMUNICATIONS

- Worked with all TRS end-users nationwide who either had a hearing loss or speech disability and helping them determine which relay service was appropriate for their needs at home, workplace or in the field (vacation, business trip, etc.).
- Developed and maintained a wide spectrum of written documentation related to contracts, statements of work, reports, and correspondence.
- Utilized Word, Excel, Outlook, Visio, PowerPoint, and Access to prepare statements of work, reports, correspondence, quality assessments and other documentation.
- Delivered presentations and led and/or participated in numerous marketing, implementation, progress and closeout meetings.

- Developed and led focus groups at national tradeshow.
- Led and managed the monthly telecom status meeting between Sprint and GSA (general services administration)
- Developed, implemented, managed and led numerous one-day telecom "disability-related" Taste of Technology events in the DC Metro area
- Developed, implemented, managed and led the bi-weekly/monthly DAR (designated agency representative) and CO (contracting officer) Task Order training via teleconference (over thirty sessions)
- Provided training about telecommunications relay service (TRS) and deaf/HoH culture to managers (telecommunication, HR, EEO, Section 508 and reasonable accommodation) with each agency at their headquarters in the DC Metro area
- Exhibited and presented at the DHHIG (deaf and hard of hearing in government) NTC (biennial national training conference) – at least five (5) workshops given to attendees at this conference in DC Metro area
- Provided technical advice and guidance to colleagues and interacted daily with senior executives and personnel. Provided training for team members and customers, resolved issues and concerns.
- Developed and submitted a number of contract deliverables – Privacy Impact Assessment (PIA), Disaster Recovery Plan (DRP), Transition Plan, Training Plan, Section 508 Compliance/VPAT (voluntary product assessment template), and Quality Assurance & Surveillance Plan (QASP).
- Provided regular, written status reports and engaged in outreach with client and customers.
- Exceeded the contract requirement in providing at least 144 presentations annually about Maryland Relay to end-users and management (businesses) at various events, meetings, tradeshow and company HR orientation with new employees.
- Created, developed and implemented the successful 14-city road tour game show called "Feel Like A Relay Millionaire" throughout the State of Maryland using MS PowerPoint which included questions and answers along with appropriate graphics – 100 slides and four sets (total of 400 slides).
- Developed the implementation guide for the 9-month telecom (VRI) trial
- Designed and implemented customer satisfaction survey and distributed survey through direct mail and on-line. Analyzed results and prepared detailed written report.
- Interacted effectively with internal and external customers, senior corporate executives and contractors on a daily basis.
- Participated, presented and represented Sprint with two sets of customers – state/advisory board and end-users) on a daily and monthly basis to ensure that our company was complaint with everything we promised to deliver in our proposal to the State when we won the bid to provide TRS.
- Developed, compiled and wrote the 1996 Statewide Texas VRI 158-page report that is now part of public record which was the template used to establish VRS (video relay service) used nationwide today.

#### LEADERSHIP, SUPERVISION, AND TEAMWORK

- Provided leadership and direction for teams of up to 35 or more members both locally and remotely on highly public, complex projects lasting more than a year.
- Established goals, assigned tasks and created collaborative working relationships among team members to maximize effectiveness.
- Monitored work and provided technical advice and feedback, both positive and negative, to team members. Ensured that problems were resolved and work was accomplished on time and within budget.

#### FINANCIAL MANAGEMENT

- Controlled budgets and ensured that expenses were consistent with project budgets (up to \$1M) and approved any variances. Reviewed invoices, check requests, credit card expenses and authorized payments. Any discrepancies were reported to the vendor for resolution (corrected invoice).
- Managed the allocation of funds for each contract, developed and issued an SOW for each of them and secured a vendor to fulfill the requirement. Responsible for ensuring that expenses submitted in the monthly invoices were within the SOW (statement of work) guidelines on what was allowable for reimbursement.
- Prepared detailed monthly and annual budget reports, identified anomalies, year to date expenses and any potential issues. Resolved billing disputes with customers and subcontractors.
- Researched and developed program and project budgets (up to \$1M); monitored and tracked expenditures throughout life cycle of projects and programs. Minimized costs and maximized revenues.
- Reviewed and approved invoices, check requests, and credit card expenses. Prepared detailed monthly and annual budget reports. Resolved billing disputes with customers and subcontractors.