
CYNTHIA FIKES

Government Specialist - Program Manager Technical Senior Specialist
Global Public Sector Solutions, Operations & Wholesale

SUMMARY OF QUALIFICATIONS

- Executive-level Program Manager with 20 years of Telecommunications, business management experience in the Federal, private, and non-profit sectors with a proven track record and reputation for achieving results in complex program management, product development tracking, telecommunications, vendor management, negotiation, sales, operations, fundraising, and direct customer/donor relationship management

CORE QUALIFICATIONS

- Possess a unique combination of analytical, communication, organization and leaderships skills enabling agile management of multiple complex programs
- Work closely and effectively with varied levels of internal and external stakeholders of varied business units, including Sales, Finance and Operating Officers to build teams to collaborate and deliver projected outcomes
- Proven creative ability to lead teams, positively implement change, exceed targets and drive strategic organizational objectives

PROFESSIONAL EXPERIENCE

AT&T, Oakton, VA 01/2013 – Present

Government Specialist Technical, Senior Program Manager

Director: Debbie Sweezy

Lead Program Manager responsible for multiple, complex programs within the \$90,000,000 AT&T Network Contract supporting, U.S. Department of Agriculture National and International Telecommunications Network, including but not limited to VoIP, Voice Over IP (AT&T/Cisco Hosted Cisco Solution for Federal), Data (Ethernet Installation and Network Equipment refresh), and Audio/Web Conferencing (8,800 user migration from AT&T Connect to Skype)

- Built and maintained onsite, direct stake holder relationship development, including USDA Agency Chief Information Officers, Directors and Technology Administrators through direct, high touch communications, project dashboards, detailed and regularly scheduled issue resolution meetings
- Managed continuous scope alignment and product delivery for AT&T Hosted Cisco VoIP, specifically milestone tracking and quality control for compliance with Federal controls, such as NIST, National Institute of Standards in Technology, FISMA and Network Architecture Compliance. Collaboration and lead personnel direction for internal stakeholders included the AT&T Network Backbone Teams, Information Assurance, VoIP Transport, Service Delivery Support, Engineering, AT&T Labs, Sales Engineering and the AT&T Product
- Management and negotiation of budgets, contractor term renewals, and monitoring of daily service performance quality standards for AT&T Finance with vendors NDS (Network Data Systems), The NCR Corporation (equipment storage and sparing), and Concert Technology (supplemental technical staffing)

U.S. Department of Agriculture (USDA), Office of Chief Information (ENS), Beltsville, MD 07/2010 – 07/2012
Information Technology Specialist - Contractor

Director: Vernelle Archer

Project Management for the implementation of the Federal technology migration from the FTS2001/Crossover contract to the Network contract. Migration included implementation project management for over 450,000 large scale Data, VoIP, Audio/Web/Video Conferencing, and Mobility projects over four (4) years

AT&T Enterprise Business Center, Enterprise Markets Sales Division, Oakton, VA, 06/2000 - 11/2003

Telecommunications Manager

Supervisor: Randall Geist

Supported AT&T Enterprise Markets Sales Account Executives and Team Leads via Post Sale Contract Management.
Developed Written Business Process Standardization Guides for AT&T Commercial Sales Professionals

RE/MAX Real Estate, Bowie, MD 03/2004 - 07/2010

REALTOR Maryland and District of Columbia

Team Lead: Eric Womack

Supervised team of eight (8) Realtors and two administrators in consultative selling of real property. Daily activities included establishing business marketing plans, budgets, lead generation tools and best practice procedures for residential customer support. Trained staff on Maryland Association of REALTORS® real estate sales contracts, addendums, marketing materials, and listing procedures. Managed customer consultations for foreclosures, short sales, appraisals, inspections, and general real estate law

The Salvation Army, National Capital and Virginia Region, Washington, DC 06/2008 - 09/2009

Regional Resource Development Director

Team Lead: Shana James

Generated revenue of \$210,000 over ten months through marketing, program research, and donor relationship cultivation. Analyzed funding requirements and developed grant proposals for submission to major donors, Fortune 500 companies and large foundations. Developed case study data for all programs within the thirteen (13) corps locations of the National Capital and Virginia Region

Education:

The Catholic University of America, Washington, DC
B.A. Interdisciplinary Studies

Professional Clearance and Committees:

Public Trust (HSPD-12) Tier 4 -- High Risk (formerly BI Level 6)

AT&T Diversity and Inclusion Committee – Newsletter Writer/Editor

AT&T Employee Satisfaction Net Promoter – Committee Member, Coordinator for V.P. All Hands Panels

Awardee:

25th Women of Color STEM Conference
Career Communication Group, Inc.
Winner, Technology All-Star 2020 – Community Service

AT&T Business
Winner, Cultural Champions Council 2020

Certifications & Training:

PMP Boot Camp, Collins Consulting
ITIL Foundation for Service Management

Six Sigma Green Belt & Orange Belt
AT&T Network & Technology Transformation
AT&T Leadership with Distinction Virtual Management Summit
AT&T Business Communications Capabilities Evolution

Community Leadership:

Columbia Democratic Club, Columbia, Maryland
Vice President 2020-2021

NAACP Howard County, Maryland
Member 2018
Manager, George Washington Carver Heritage Garden 2020

Wilde Lake High School, Parent Teacher Student Association, Columbia, Maryland
PTACHC (County-wide PTA) Liaison 2020

Howard County, Crucial Conversations in Race
Trained Facilitator 2019

Columbia Ecology Institute at Freetown Farm, Columbia, Maryland
Volunteer (Chicken Incubator) 2020

Mt. Pisgah A.M.E. Church, Columbia, Maryland
Lay Ministry – Political Committee, Pastors Aide, Women’s Choir – Lead. 2017 - Present

Metropolitan A.M.E. Church, Washington, DC
Combined Choir, Food Distribution Ministry. 2012- 2017

Adagio Foundation for Opportunities in the Arts
Founder 2011-2012

Political Consultant/Campaign Volunteer

Howard County Board of Education Races - 2018 Sabina Taj (W)
Howard County Board of Education Races - 2020 Jolene Mosley, Antonia Watts, Matthew Molyette; Jen Mallo
Howard County Circuit Court Judge – 2020 Quincy Coleman

Proficiencies:

Microsoft: MS Projects, MS Word, MS Excel, MS PowerPoint
Others: SharePoint, Google AdWords & Docs
Social Media: Facebook, Twitter, Instagram

References: Furnished Upon Request