

# Shawn W. Swartwood, PMP®, MBA

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## SUMMARY OF QUALIFICATIONS

- Directing, executing, and implemented the goals for The Citadel Bulldog Business Bowl (BBB) Business Plan Competition.
- Directing, executing, and defined the goals for The Mentors Association at The Citadel.
- Directed and managed a Corporate Strategic Consulting On-line Mortgage Project for Poe Group Advisors (PGA).
- Directed the functioning of major programs and projects while developing strategic and action plans necessary for program growth and diversification to meet long range business planning goals, and expectations.
- Defined the scope, objectives, cost, schedule, quality, deliverables, and strategies of programs and projects, including strategic and company objectives consistent with customer, supplier, and contract requirements and commitments.
- Conducted regular status reviews of program and project performance by evaluating the current and projected status against the approved plan, ensuring that work, scope, schedule, cost, quality, and goals are well defined and maintained.
- Measured and improved program and project performance through the investigation of improvement on processes, procedures, tools, staff training, facilities, and team dynamics within the company's internal resources and culture.
- Established objectives, created action plans and delegated assignments to direct or indirect reports by coordinating with internal and external organizations, cross-functional areas and business units to accomplish assigned work.
- Certified Project Manager Professional (PMP) from the Project Management Institute since February 2010.
- Interfaces with senior management and acted as liaison with clients, business partners, customers, contractors, and suppliers.
- Excellent oral and written communication skills at all levels of the organization.
- Entrusted with a Secret Security Clearance, Common Access Card (CAC) and SPAWAR badge.

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## PROFESSIONAL EXPERIENCE

**THE CITADEL** | Charleston, SC | September 2016 – Present

**DIRECTOR OF INTERNSHIPS, DIRECTOR OF THE BULLDOG BUSINESS BOWL, ADJUNCT PROFESSOR**

Direct, manage, and facilitate the Student Internship Program at The Citadel for the School of Business. Initiate and develop internships with local companies and business to provide a hands-on practical experience for the students in their prospective fields of study. Advise, guide, and interview students as part of the process. Validate internships and student commitments to the state requirements for accreditation and compliance. Manage and supervise the daily and weekly activity of students and their reporting procedures. Direct, manage, and facilitate the Bulldog Business Bowl Business Plan Competition.

**STRATEGIC OPERATIONS SOLUTIONS, INC. (STOPSO)** | Charleston, SC | May 2016 – Present

**CIS PROJECTS PROJECT MANAGER**

Communications and Information Systems (CIS) Projects Project Manager supporting the IBM Europe Program; Manage several projects through all stages of project lifecycle focusing on the Key Performance Indicators (KPI) such as scope, schedule, budgets, and customer satisfaction for better “decision making” procedures and practices of future projects and programs. Support the end-users of NATO Restricted Automated Information System (NRAIS) for the NATO Communications and Information Agency (NCIA). Improved and standardized processes and procedures, increased quality control, and provide project and program support through an Enterprise Project Server.

**INTERIM COMMUNITY SERVICE** | Charleston, SC | April 2013 – Present

**PROJECT MANAGER**

Due to economic conditions, I doubled my course load and completed my MBA at The Citadel two semesters early. During that time, and under Brigadier General Patrick Manna's tutelage, I planned, directed, implemented, and executed The Citadel Bulldog Business Bowl (BBB) Business Plan Competition for students at The Citadel. I also manage and direct The Mentors Association and their database which matches business people in the community to Citadel Cadets. Furthermore, I volunteer as an Adjunct Professor at The Citadel to support Mentor course load.

**TRU SIMULATION + TRAINING (A TEXTRON COMPANY)** | Goose Creek, SC | July 2014 – January 2016

**PROGRAMS MASTER SCHEDULER**

Primarily focuses efforts on Program Teams to develop critical efforts to the success of TRU Simulation + Training's program deliveries of (IT Stimulation and Mechanical Simulation) Maintenance Simulators. This involves monitoring and managing budget, scope, and schedules across multiple projects and programs as well as implementing schedule processes, standards, and tools in addition to developing metrics to report status to senior management and ensure contract compliance. Concentrates largely on contract proposals where brainstorming events, assessment of needs, risk analysis, resource planning, and corporate

strategy determine various scenarios and alternatives and thus the company's course of action. Supported the implementation of the company's new Enterprise Resource Planning (ERP) system and evaluated the warehouse inventory, shipping and receiving functions, to increase their accuracy to a company goal of 98% or better.

**BAE SYSTEMS** | North Charleston, SC | Dec 2007 – April 2013

**PROJECT MANAGER**

I primarily focused efforts on two different contracts; System of Systems Integration (SOSI) and Security, Automation and Law Enforcement Technology Support (SALTS). These contracts mainly focused on IT system upgrades and security system improvements. Managed several large and complex projects both domestic and international totaling over \$49 Million over a 5-year period with a personal single project value of \$11 Million. I also directed and executed to completion the closeout phase of the SALTS contract approximately valued at \$425 Million, including the final and timely transfer and delivery of all remaining secured equipment and material approximately valued at \$965 Thousand. I regularly maintained projects performance (scope, schedule, cost, and quality) to the overall organization's execution plan. In addition, I led 2 different groups in the organizational-wide effort to adopt and implement the company's new Enterprise Resource Planning (ERP) software tool which improved data interpretation and thus the success of current and future projects. Furthermore, I improved Customer Satisfaction, leading to an increase in domestic and international projects to 11% as well as a Return On Sale (ROS) improvement with an increase of 2% or greater from the strategic goal of 7% to 9% domestically. Moreover, I collected and analyzed data, created performance reports and presented status to Executive, Senior Partners, and Leadership Management at Monthly (21 Pack) or Quarterly Business Reviews (QBRs) for business case refinements.

**INTERNATIONAL TEXTILE GROUP (ITG), (AUTOMOTIVE DIVISION)** | South Hill, VA | Mar 2007– Nov 2007

**PROGRAM MANAGER**

I executed and managed the affairs of multiple large and complex strategic operational projects and measured their success according to corporate Key Performance Indicators and goals. Furthermore, I provided overall program management, engineering assistance, and technical support for an automotive textile manufacturer of One Piece Woven airbags. I supervised 4 teams of cross-functional, internal organizations and multi-national personnel consisting of sales, design, engineering, manufacturing, purchasing, contractor partnerships, and quality which provided full Life Cycle Support from product launch through the end of production. I improved customer service and satisfaction by 28%, leading to the addition of 3 new projects to the program. I assured the optimum utilization of program resources, contractor commitments, compliance and effective management of subcontracts and execution of the program material plan to meet assigned goals. Additionally, I measured and improved program performance through the investigation and improvement of processes, procedures, tools, staff training, and team dynamics, leading to an increase of 17% on the Return On Sale. Moreover, I timely reported all aspects of Assigned Programs to Senior Level Partners and Leadership Management in Quarterly Review Meetings for better decision making activities and to refine the business plan to fulfill the long term strategy.

**FORCE PROTECTION INDUSTRIES, INC. (FPI)** | Charleston, SC | Aug 2005 – Feb 2007

**MANUFACTURING ENGINEER / PROJECT LEAD**

Conducted research and engineering concerned with the manufacture and test of components, equipment, and systems for an Original Equipment Manufacturer of Mine Resistant, Ballistic Resistant Wheeled Vehicles for the U.S. Government. Project Lead for several complex Vehicle Teardown and Build Projects to the different variant types which reduced manufacture time by 12%. I was Process/Engineering Representative and Point of Contact for the U.S. Army and the U.S. Marine Corps. Reviewed and improved activities concerned with installation, operational, and functional test of designs to ensure commitments and compliance with functional specifications and customer requirements by 18%. Lead in the evaluation and analysis of operational systems and recommended design modifications to eliminate issues and causes of malfunction or changes in system requirements. I Conducted Build of Material Reviews, Audits, Schedules, Cost, and Scope.

**ARVIN MERITOR, INC. (AVM)** | Marion, SC | Jan 2005 – May 2005

**QUALITY ENGINEER**

Executed action plans and initiated activities to implement direction and policies, specifications, standards, and processes for a Manufacturer of Gas Springs, Dampeners, Stretchy Sticks, and Vacuum Actuators for Automotive and Industrial Applications, (Tier One, Two and Three Suppliers) for OEM Customers (Freightliner, Case, New Holland, Purolator). Improved product reliability by 6% by reviewing research data on product defects and issues and recommended modifications with engineering and design in products or quality standards, commitments, and compliance. Analyzed contractual quality assurance requirements and their relationships to company best practices, processes, and procedures and defined company action to be taken through mitigation plans and assured implementation.

**FAURECIA (S.A.I. AUTOMOTIVE USA)** | Fountain Inn, SC | April 2004 – Dec 2004

**QUALITY ENGINEER**

Executed action plans and initiated activities to implement direction and policies, specifications, standards, processes, and procedures for a Manufacturer of Automotive Interior Components and Fixtures (a Tier One Supplier). I was the Quality Representative and Point of Contact for all Original Equipment Manufacturer (OEM) Customers (BMW and Saturn) and their associated suppliers. I increased customer satisfaction by 9% through fostering the vision and culture of a total quality company

by meeting stakeholder requirements, striving for error-free work, managing by prevention, measuring by the cost of quality, issue resolution, quality concerns, risk identification, mitigation planning, and identification of opportunities.

**GOODYEAR TIRE AND RUBBER COMPANY** | Danville, VA | April 2001 – Feb 2004

**QUALITY / PROCESS ENGINEER / ASSURANCE INSPECTOR**

I conducted engineering functions specializing in Quality and Uniformity Support, Heat Transfer Methods and their curing effects pertaining to Aircraft Tires and Truck Tires and research concentrated with engineering tire design and manufacture dealing specifically with the curing effects of tire components including the application of new as well as the modification of existing products. Managed the Tire Bladder Committee; collected data and through analysis reduced the Tire Bladder Usage by 35% which increased product performance and reduced inventories and waste; identified alternate vendor sources.

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## **EDUCATION AND PROFESSIONAL DEVELOPMENT**

**Masters in Business Administration** | The Citadel, Charleston, SC, Dec 2013

**Project Management Professional (PMP) Certification** | Project Management Institute (PMI), Feb 2010

**Bachelors of Science in Physics with a Minor in Mathematics** | University of South Carolina, Columbia, SC, June 1992

**Associates Degree in Electrical Engineering / Electronics** | Trident Technical College, North Charleston, SC, June 1984

## **PROFESSIONAL AFFILIATIONS**

Project Management Institute (PMI) Association | USA National Member | Charleston, SC Chapter Member

The Citadel School of Business Bulldog Business Bowl Business Plan Competition | Director – Project Manager

The Citadel School of Business Mentor Association | Project Manager Director – Mentor