# **ALEX SWETT**

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# **IMPLEMENTATION & DELIVERY PROJECT MANAGER**

#### SaaS • Integrations • Workflow Configuration

Implementation-focused project manager delivering SaaS, workflow automation, and integration projects across public, private, and enterprise environments. Skilled at translating business needs into clear configuration and guiding customers through onboarding for accurate, well-documented go-lives. Calm, structured, and technically fluent, with strengths in troubleshooting, coordination, and training.

**Core Skills:** Relationship Management • SaaS Implementation • Onboarding • Workflow Configuration • Risk & Issue Management • Cross-Functional Collaboration • Smartsheet • MS Project • Change Management

# **PROFESSIONAL EXPERIENCE**

# Systems Solutions, Inc. (SSI / Meriplex) — Implementation Project Manager

# 2023-2025 | Remote

- Led SaaS onboarding, cloud migrations, network deployments, and security implementations for commercial, healthcare, and education clients. Served as the primary point of contact from kickoff through configuration, testing, training, and transition to support.
- Delivered 20–40 customer onboarding projects per year across infrastructure, SaaS, and security services.
- Translated client workflows into configuration requirements, user provisioning, and documented deployment plans.
- Troubleshot data, access, integration, and environment issues to ensure clean and timely go-lives.
- Standardized templates and implementation documentation to improve predictability and reduce escalations.

# **Brightly Software (Siemens)** — **Implementation Project Manager (SaaS)**

# 2021-2023 | Remote

- Managed implementations of the SmartGov permitting and licensing platform for public-sector clients.
- Configured complex permitting workflows, form templates, roles/permissions, and automated notifications.
- Led discovery, technical reviews, UAT cycles, configuration validation, and end-user training.

- Collaborated with Product, Engineering, and Support to resolve issues and maintain timeline integrity.
- Helped clients replace manual/legacy processes with optimized digital workflows.

## **TierPoint** — Senior Client Implementation Project Manager

# 2019-2020 | Raleigh, NC

- Delivered data center, cloud onboarding, DRaaS, and backup implementations for enterprise customers.
- Managed engineering teams and third-party vendors across cutovers, migrations, and service activations.
- Ensured onboarding readiness through documentation accuracy, environment validation, and risk mitigation.

#### **Charter Communications — Project Manager, Advanced Wi-Fi Solutions**

# 2018-2019 | Durham, NC

- Supported large-scale Wi-Fi deployments for residential and commercial environments.
- Coordinated field, engineering, and vendor resources across multi-site rollout programs.
- Built deployment checklists, QA steps, and repeatable processes used for regional implementation efforts.

#### **Swett Solutions, LLC — Founder & Principal Consultant**

## 2016-2018 | Raleigh-Durham, NC

- Provided technology consulting and project leadership for small and mid-sized organizations.
- Delivered infrastructure upgrades, cloud migrations, and application rollouts for local businesses and agencies.
- Handled end-to-end engagement: discovery, scoping, vendor coordination, implementation, and knowledge transfer.

#### IBM Global Technology Services — Infrastructure Project Lead (M&A Integration)

#### 2015-2016 | Raleigh, NC

- Supported IT integration projects for newly acquired business units, aligning infrastructure with IBM standards and compliance frameworks.
- Coordinated infrastructure transitions across networking, servers, storage, and access controls.
- Helped standardize environments to meet IBM's security, compliance, and operational requirements.

### Wunderman DC (now Wunderman Thompson / part of VML)

#### 2006 - 2015 | Washington, DC

# **Vice President, IT (2010 – 2015)**

• Led IT operations & strategy across multiple U.S. offices, including datacenter modernization, vendor management, and compliance operations; achieved 90% virtualization.

#### **Director, IT (2008 – 2010)**

 Oversaw datacenter and LAN build-out for new agency HQ; ensured SOX compliance and successful first audit.

# Associate Director, IT (2006 – 2008)

• Delivered 50%+ efficiency gains through system optimization and process improvements; introduced governance standards still in use post-merger.

#### **EDUCATION & CERTIFICATION**

**Project Management Professional (PMP)** — Project Management Institute, 2025

Bachelor's Degree - Kenyon College

# **TECHNOLOGIES & TOOLS**

#### **Project & Delivery Platforms:**

MS Project • Smartsheet • Excel • SharePoint • Monday.com
Teams • ServiceNow (tracking/reporting) • Jira / Confluence (working knowledge)

## SaaS & Cloud Ecosystems:

Brightly SmartGov • Microsoft 365 / Azure AD • Google Workspace • VMware vSphere/ESXi Citrix Virtual Apps • AWS (foundational) • SSO/Identity (Azure AD, ADFS)

# Infrastructure & Networking (PM-Level Familiarity):

Network & Wi-Fi Deployment Concepts • Switch/VLAN/VPN Fundamentals • Firewall & Security Policy Coordination • Windows Server & Active Directory Environments

# **Automation, Monitoring & Security Tools:**

Datto • VEEAM • Kaseya • ConnectWise • ConnectSecure • SentinelOne • Proofpoint • MDR/EDR Suites

# **Governance & Methodologies:**

PMBOK Frameworks • Risk & Quality Management • Stakeholder Communication • Cutover & Acceptance Planning • SOP & Process Development