

Professional Profile

Frank Polack — PMP, PMI-ACP, CSM

Director - Atlanta

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Frank Polack brings extensive management consulting experience in working with a variety of organizations. He is PMP® Certified with over twenty-five years' experience in project management consulting including the establishment of Project Management Offices (PMOs) for governance, coaching/mentoring, tools, business process improvement, quality assurance, portfolio management, and change management. He is an effective communicator at all levels from "C" teams to technical staff, experienced in public speaking, workshop facilitation and meeting planning with global project experience in Latin America & Europe. Bilingual (Spanish).

Additionally, with over ten years in leadership positions at the Project Management Institute (global and local), he has a strong IT technical background including hardware builds & implementations, networking hardware, software development, telecommunications, and service desk operations. Rounding out his background, he is a professional instructor in project management and PMP certification, PMI Agile certification, leadership, and software applications.

EXPERIENCE

VELOCITEACH LLC – Senior Instructor

Deliver various courses in Project Management including PMP and PMI-ACP (Agile) Certifications.

HUM, by Verizon – Program Manager

Led a new product launch for Verizon Telematics with the core team and several supporting vendors combining waterfall and Agile methodologies.

CISCO SPG (Cable/Video) – Assurance and Intervention Lead

Governance audits, coaching and mentoring to Delivery PMs.

YP.com (Yellow Pages) – Portfolio Manager

Managed Sales Department strategic initiatives portfolio.

FIS GLOBAL – Program Manager

Program Manager for call center (Cisco) implementation for Ceridian HR/benefits/payroll organization.



EMEDIKON LLC – Project Management Consultant

Partner in a medical practice consulting firm. Consultant/instructor on EMR implementation projects, working with both medical practice staff and system vendors. Also, responsible for internal and external corporate websites, collaboration tools and Intellectual Property management.

PROJECT MANAGEMENT LEADERSHIP GROUP - Consultant / Instructor / Sr. Program Director / Technology Director

Consultant, coach and mentor for client projects including PMO, enterprise tool implementations, and maturity assessments. Instructor for leadership courses, project management, and PMP certification, and portfolio and program management. As Technology Director, managed office network, servers, websites, and related technology.

RBS WORLDPAY (US) (Payment Processing) - Director of PMO, IT Governance

Implemented and led IT PMO, reporting to CTO, with a team of five project managers delivering system and network enhancements, and strategic software development projects.

SITA (Société Internationale de Télécommunications Aéronautiques) - PMO Manager – Airport & Desktop Services (ADS Global), Senior Project Manager – ADS Americas

Provided governance and training to project delivery groups on four continents, and assisted in rolling out enterprise project management tool across the business unit. As senior PM, managed airline industry projects involving hardware and network implementations along with software development, testing and certification, asset management, disaster recovery, and vendor management.

PMSI • PROJECT MENTORS

Technical consultant, instructor, and project manager. As Director of Technology, managed IT department at headquarters and regional offices supporting 200+ users. As Product Manager developed and managed various web and video products supporting training and consulting division.

ATLANTA COMMITTEE FOR THE OLYMPIC GAMES - Program Manager – Venue Management Physical Planning

Managed specialized technology infrastructure. Provided technical support, developed and delivered training and processes, and managed special projects including asset recovery and event logistics.

FACILITY RELOCATIONS, INC. - Project Manager / IT & CAD Manager

Managed corporate relocation projects involving offices, warehouses and data centers. Responsible for internal IT systems. Sales, support, and training for facility management application (Archibus F/M).

EDUCATION

Agile Certified Professional (PMI-ACP) – Project Management Institute

SAFe Agilist (SA) – Scaled Agile



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Certified Scrum Master (CSM) – Scrum Alliance

Project Management Professional (PMP) - Project Management Institute

Bachelor of Science in Hospitality (Hotel & Restaurant) Management - Florida International University, Miami, Florida.

PROFESSIONAL AFFILIATIONS

Project Management Institute (PMI) – Global Member since 1996

PMI Global - Ethics Review Committee - Member of PMI & PMI Atlanta Chapter - Former Officer of PMI Atlanta Chapter.

Association of Change Management Professionals (ACMP®) – Charter Member

Scrum Alliance® - Member