

DENNIS G. RAVENELLE

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SUMMARY

Successful senior architect and project manager with over twenty years of experience leading complex multimillion-dollar projects and programs across diverse technology disciplines. Accomplished leader, teacher and mentor; excellent negotiator and consensus-builder with strong process skills; broad and deep technology skills. ITIL Certified.

HIGHLIGHTS

Architected and project managed creation of applications and portals, including an acclaimed leading-edge streaming video travel portal.

Architected and managed complex public and private voice, data and video networks; managed nationwide satellite distance education network.

Created customer-facing service desks, supporting infrastructures and knowledge management applications.

Negotiated, documented, and implemented SLAs and underlying OLAs and processes to meet them.

Highly skilled at team building, process analysis, build/buy and cost/risk/benefit analyses, successful training and rollout of complex programs.

RECENT PROFESSIONAL EXPERIENCE

IT AND MANAGEMENT CONSULTING

Independent Consultant (1988-Present)

IT SERVICE MANAGEMENT FORUM USA (itSMF USA)

Member of the Board of Directors, Certification Chair (2006-Present)

THE UNIVERSITY OF MASSACHUSETTS SYSTEM/MITI

Manager of Telecom Services (2003-2006)

Consultant to the Deputy CIO (2002-2003)

TRAVELAGO.COM – Lexington, KY

Vice President, CIO/CTO (2000-2001)

MASSACHUSETTS CORPORATION FOR

EDUCATIONAL TELECOMMUNICATIONS (MCET) – Cambridge, MA

Interim Executive Director (1998-1999)

Director of Information Services (1997-1998)

WORCESTER POLYTECHNIC INSTITUTE

Adjunct Assistant Professor of Management (1994-1995)