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## JOHN P. COSTANZO, MBA, PMP, LTC (US Army, Ret.)

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### Project Manager

Proven, award winning leader and project manager with 28+ years' experience in military and higher education. Led multiple mid-sized organizations (1000+), operated effectively in ambiguous and fast-paced work environments, goal driven and excellent interpersonal skills.

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### SKILLS

- Director ■ Project Management (PMP)
- Leadership ■ Change Management
- Process Improvement ■ Strategic Planning
- Critical Thinking ■ Business Analytics
- Higher Education ■ Customer Service
- Operations Management
- Logistics Planning ■ Talent Management
- Advising ■ Student Success

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### EDUCATION

Master of Business Administration, Averett University, 1997

Bachelors of Arts, History, Old Dominion University, 1987

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### PROFESSIONAL CERTIFICATIONS

Project Management Professional (PMP),  
Project Management Institute, 2015

Master Advisor Certificate, Old Dominion University, 2013

Emergency Management Professional, Virginia Department of Labor and Industry, 2013

Top Security Clearance (TS-SCI), Department of Defense, Inactive 2013

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## EXPERIENCE

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### ASSOCIATE DIRECTOR, VIRGINIA BEACH REGIONAL CENTER, OLD DOMINION UNIVERSITY JUNE 2013 – PRESENT

Provides leadership and management in the areas of student enrollment, recruitment, retention and success services, and serves as liaison to the Division of Student Enrollment and Engagement Services, the offices of Admissions and Student Activities, Academic Enhancement and individual college advising offices, to facilitate a seamless university experience in Virginia Beach; also provides leadership and coordination for engagement and enrollment services at the Peninsula and Tri-Cities centers and represents all three centers to the general public.

#### Accomplishments:

- Led a team of four multi-functional employees supporting over 16,000 students annually in the areas of testing services, enrollment services, academic advising, call center, and student engagement activities
- Created a student orientation from initiation, through planning, execution, monitoring and controlling, to closing; worked with stakeholders in creating presentation materials and in delivering the product to our customers (i.e. students); resulted in developing plans to continue and expanding this program to the fall semester and used as a model for the university's other two centers in developing their program
- Developed key performance indicators utilizing business intelligence systems to track student demographic and enrollment trends across three Regional Higher Education Centers and prepared reports, including the Annual Report, highlighting findings allowing senior leaders to make strategic decisions regarding course programming and program funding for the centers

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### LIEUTENANT COLONEL, UNITED STATES ARMY JULY 2004 – JUNE 2013

Retired as a Lieutenant Colonel from the United States Army after completing over 26 years of service; held various leadership and management positions in multiple commands ranging from platoon leader to Brigade Executive Officer; diverse background in logistics, operations, management, and training; earned a reputation as a solid leader, performer, and planner and received several individual performance awards.

- Led day-to-day activities for a geographically dispersed team of 65 full-time employees who managed over 1,200 part-time employees in nine readiness centers; and directed a diverse, multi-functional staff in creating solutions and making recommendations for senior leadership on complex and ambiguous problem sets using various problem solving and decision making models resulting in plans, policies and/or procedures designed to achieve the mission, goals and objectives of the organization
- Implemented, executed, controlled and assessed a comprehensive, multi-year restructuring project of the Virginia Army National Guard resulting in retraining over 500 field artillery personnel in various Army occupational skills in 18 months
- Supervised over 200 military and civilian advisors who trained over 25,000 Iraqi soldiers in basic and advanced military functions; developed and implemented a comprehensive assessment tool used to evaluate the proficiency and professionalism of the Iraqi Army's schools and training centers; advised senior American, British and Iraqi military leaders on the overall professionalism of the Iraqi Army's 14 proponent schools and nine training centers; project leader for over \$18 million dollars in renovations projects for Iraqi Army schools

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### PUBLICATIONS & PRESENTATIONS

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"The Value of Planning," LinkedIn Pulse, June 17, 2016

"Mission Creep or Scope Creep – The Army's operations process compared to the PMI project management process," LinkedIn Pulse, May 6, 2016

"Reflections on my transition from a military career to a university academic advisor," LinkedIn Pulse, December 14, 2015