

Steve Ward

Senior Project Manager | AI Projects

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Seasoned Senior Project Manager with 20+ years leading high-stakes IT, infrastructure, and systems integration initiatives for clients like Dell, Boeing, and Ascension Health. Now focused on bringing AI/ML from theory into real-world deployment — blending deep tech execution with today's cutting-edge automation, robotics, and large language models (LLMs). Completed the rigorous University of Texas 7-month AI certificate program (2025) and hands-on with Python, model building and training, APIs, and AI business integration.

Key Skills

AI/ML Business Integration
AI/ML Strategy & Governance
Data-Driven Decision Making
Automation, Robotics & IoT
Stakeholder & Exec. Mgmt.

Enterprise Infrastructure Projects
Agile & Waterfall Project Methodologies
Budgeting & Forecasting (>\$50M managed)
Team Leadership & Contractor Oversight

Professional Experience

FEDERAL WORKING GROUP, INC., McLean, VA (remote)

October 2024 - Present

Senior Project Manager

- Manage portfolio of IT projects for federal government clients including, US Department of Commerce and National Oceanic & Atmospheric Administration (NOAA).

STEVE WARD MEDIA, LLC, Austin, Texas

2018 - Present

Founder - Digital Marketing Agency

- I founded and grew a digital marketing agency, leveraging 20+ years of professional experience to deliver customized marketing strategies using advanced analytics, SEO tools, and multi-channel campaigns.
- I established the legal entity, procured digital tools, and implemented a full suite of marketing services, including Google Ads, social media, and content marketing, driving client acquisition and retention.
- I have served over 30 clients across numerous industries: legal, medical, dental, education, retail, wholesale, industrial and home services such as roofing, plumbing, HVAC and foundation repair.
- I developed and managed websites using WordPress and other CMS platforms, incorporating e-commerce capabilities, SEO, and mobile optimization to enhance client online presence.

DELL, INC., Austin, Texas

Service Delivery Manager - Boeing, Honeywell Accounts

2010 - 2018

- I led a cross-functional team to optimize the Boeing call center, improving call handle time by 10% while maintaining client experience.

- I oversaw a \$110M P&L for Dell's largest IT outsourcing contract, utilizing financial analytics tools and ERP systems to provide real-time insights for executive decision-making.
- I managed the network service team, ensuring Boeing's secure connectivity (via Cisco network switches) across dozens of US sites and over 180,000 end-user devices.

PMO Manager Ascension Hospital Account

2008 - 2010

- Transitioned to PMO Manager after successfully delivering a major hospital construction project, leading the oversight of 700+ projects across a \$1B hospital system.
- I managed a team of 12 billable project managers with \$3M+ annual services revenue.
- I ensured high standards of project management processes across the department
- I implemented and oversaw project controls, prioritization and resource allocation.

Program Manager – Ascension Hospital Account

2006 - 2008

- I oversaw the complete IT program management of the new 360K square feet, 185-bed Ascension Williamson Hospital, delivering the project on time and under budget (\$8M budget).
- Directed collaboration with key hospital departments, including OR, Lab, Pharmacy, Med/Surg, ED, ICU, Women's Clinic, Admin/Management, Registration, Billing & Finance, and Facilities.
- Led a team of 50+ resources specializing in software, data center, telephony, networking, cabling, and computing, utilizing technologies such as Cisco, Dell servers & storage, and POE/VOIP systems.
- Implemented infrastructure to support hospital solutions, including Hill-Rom Nurse Call systems, computers-on-wheels (COWs), and security/access control systems.
- Managed the deployment of cutting-edge healthcare technology, including the GetWellNetwork patient-centered solution and Sonitor Smart Tag RTLS for IoT equipment tracking.
- Led infrastructure and data center build-out including Panduit racks, cable and raceway systems, HVAC systems, and generators, ensuring robust and reliable infrastructure.
- Interfaced directly with the client CEO, core team, general contractor, architect and MEP firms.
- Coordinated the integration of applications such as Cerner and ensured compliance with project specifications and timelines.

PENTAMASTER, LP, Austin, Texas

2005

Program Manager

- Managed Dell (client) manufacturing remodel to increase conveyor / modular build station efficiency and throughput of computer production lines
- Completed project on-time/on-budget

DELL, INC., Austin, Texas

1996 - 2004

Program Manager – Project Management Office

- Managed Global Disaster Recovery Program (Americas, Europe, Asia)
- Built technology infrastructure for overseas call centers; \$41 million savings
- Launched new manufacturing plants in Malaysia, Nashville, and Austin
- Managed over \$40 million in IT project budgets (50 projects)

1992 - 1996

CYBERCREWS, INC. - computer technician and trainer

ACCOUNTFIX, INC. - accounting software technician and trainer

SELF-EMPLOYED - contract financial consultant, Houston, TX

CHASE MANHATTAN BANK - management trainee - auditing (Wall Street) New York, NY

Education

LOUISIANA STATE UNIVERSITY, Baton Rouge, LA
Bachelor of Science – Accounting

Professional Certifications

Postgraduate Program in Artificial Intelligence, University of Texas – April 2025
Project Management Professional (PMP) - in renewal
ITIL Foundation V3
Microsoft Certified Systems Engineer (MCSE)
Google Ads Certified