
QUALIFICATIONS

An information systems consulting executive with twenty five years of experience in resolving information systems-related problems, strategic systems planning and enterprise architectures, systems development and implementation, information technology procedures and controls, business process improvement and reengineering, business continuity, program/project management, and marketing information systems services.

Industry experience includes: healthcare, financial services, pharmaceutical, telecommunications, consumer products, distribution, manufacturing, and broadcast media.

EXPERIENCE

#3 Pharmacy Benefit Management Company – Information Technology “Transformation”

Assumed short-term operational responsibility for a high-growth technology group that required significant remediation in all aspects of its operations. In 21 months, our team:

- Introduced and implemented operating procedures, controls and automated tools surrounding portfolio management, application development, client reporting, data warehousing, resource capacity management, production operations, helpdesk, IT finance and disaster recovery.
- Identified and recommended a CIO, assisted in building a data center, developed significant applications surrounding member management, data warehousing, financial and client reporting, implemented an MPLS network.
- Assisted in managing the IT assimilation activities surrounding two major new acquisitions that tripled the size and significantly increased the complexity of the newly combined IT entity.

National Healthcare Insurer -- Siebel Salesforce Application Development and Deployment --

Assisted the Sales Operations organization of the county's 7th largest managed care insurer in modifying and deploying a customized Siebel Salesforce application.

Assumed responsibility for a stalled development effort of 16 months. Redefined and documented requirements for sales activities and their associated management reporting "dashboards" based upon an assessment of the anticipated future business state and the current packaged application's capabilities. Managed a substantially downsized inhouse IT team, initiated and performed a "data-cleansing" program to ensure data quality at rollout, led the purchase and implementation of the specialized Siebel/Dun & Bradstreet interface to maintain longer-term data quality and customer/prospect "visibility," wrote more than 500 system test cases, selected and managed a test team from various nationwide locations. Developed the deployment program, wrote the user manual, conducted user training, performed post-implementation application audit.

Major Healthcare Insurer -- "Defined-Care" Application Development, Project Management --

Assisted a new vendor of an enterprise-ready defined-care application implement two releases of its application at a "top 3" managed care insurer.

Worked with a team of client and vendor business analysts, technicians, and business and technical managers in identifying and documenting requirements (via use cases), monitoring technical development tasks (including scope, change control, and risk assessment), and system testing of the specified package modifications. Managed defect reporting and code fix deployment activities. Reported project task progress, milestone attainment and deliverable completion.

Major Healthcare Insurer – Portal Application Development, Salesforce Automation Assessment

Assisted the E-Commerce group in defining, documenting, and testing consumer portal requirements for Health Savings Account, Flexible Spending Account, and legacy dental account applications. Subsequently assisted sales executives in assessing current automated systems, identifying alternatives, and recommending an action plan.

Portal application development activities included preparing screen mockups, documenting business rules and requirements using the corporate standard, defining use cases, performing data mapping, and testing legacy-to-portal interfaces.

Salesforce automation application assessment required interviewing sales and support groups across the country, analyzing current business process and systems support, defining existing systems costs, identifying new systems alternatives and future state architectures, required interfaces (to corporate marketing and underwriting systems), costs and implementation parameters/risks, and preparing a time-phased action plan.

Financial Services – Banking, Project “Turnaround” -- *Assisted the Real Estate Capital Markets group of a major global bank in selecting, customizing and implementing a packaged commercial banking application that originates, underwrites and securitizes commercial real estate loans between \$5MM and \$750MM.*

In 8 months, a TLL-led project team:

- assisted the business in stopping a non-productive internally-led project that had expended 18 months and \$2MM;
- identified and evaluated 4 different system alternatives and selected one to meet the business’ requirements;
- developed and initiated a plan to implement the newly identified solution;
- specified new requirements, modified the package to meet these requirements;
- developed and built a demonstration application to coordinate user feedback and modifications;
- wrote several hundred test cases and conducted several cycles of acceptance testing;
- educated more than 125 users; and
- moved the application into production in 3 releases spaced 8 weeks apart.

Financial Services – Banking, Program Management/Application Architecture and Development -- *Assisted the consumer lending division of the country’s 5th largest bank in managing the development of an internet-based, loan processing system.*

Assisted the project team in defining a multi-tier application architecture to support loan initiation, decisioning, and disposition. Improved procedural execution surrounding requirements definition, systems documentation, vendor management, software build and release, and testing. Implemented project planning, control, and reporting procedures. Complex multi-platform environment (Sun, Java, Netscape, Web Logic, Oracle, IBM mainframe and Unix legacy system interfaces).

Financial Services – Investment Banking – Program Management -- *Assisted a prominent investment bank in implementing an information systems-related program management capability.*

Planned and managed four short-term New York City-based development projects, needed by the London-based program headquarters, to support the firm’s purchase and conversion of a newly acquired competitor’s global custody business. Included both client-facing and “backend processing” applications.

Pharmaceuticals – Program Management -- *Assisted a pharmaceutical company in assembling, archiving, and preparing the data required to defend the company against a lawsuit that threatened the company’s ability to survive as an ongoing corporate entity.*

Developed the program methodology, staffing requirements, procedures and controls for data accumulation, categorization, and verification for presentation to a vendor that would further transform the data needed to support the outside counsel’s litigation efforts. 168 servers processed a diverse enterprise-wide catalog of applications and systems required to process all of the business functions in a large pharmaceutical company. Required extensive documentation, technical and process assessment, and end-user “customer” management to meet the data archival requirements necessary to meet court-ordered retention instructions.

Fortune 10 Technology Company – Corporate Marketing, Customer Information Data

Warehousing, Data Architecture and Quality -- *Designed and implemented a data quality program for assessing, testing, and remediating data quality anomalies in the client’s global customer marketing data warehouses and data marts.*

Developed a customer information assessment and testing methodology that would work in conjunction with a transformational data architecture in a constantly changing technical environment. Examined original point of customer data entry, current state data structure, elements, and quality, and target state data structure/quality requirements. Evaluated external source (Dun & Bradstreet) integration and quality process repairs. Applied a testing methodology to a newly developed data mart and multi-source data warehouse. Used Brio as a testing tool. Analyzed, interpreted and reported results. Acted as final quality checkpoint prior to production release. Siebel, DB2, Sagent environment.

Television/Web Media – Disaster Recovery/Technology Architecture -- Assisted this well-known cable broadcast and “new” media company in developing a business continuity plan for its broadcast and web site operations.

Assessed the business impact of various disaster scenarios, assisted in alternatives (hot site, cold site, etc.) evaluation, selected a hot site, and initiated development of a comprehensive disaster recovery plan. Developed an underlying technology architecture to meet various recovery plans. Technology included television broadcast studio equipment, satellite and microwave receipt/transmission equipment, studio operations, and extensive technical center support systems including: business, meteorological, and cable company support.

Telecommunications – Project “turnaround”/PMO Director/Test Process Improvement – Over 18 months, assisted the CIO and his senior management team at the 4th largest wireless company in North America in meeting crucial business commitments and improving technology-related processes and procedures.

Selected accomplishments included:

- delivering a critical new project with company-changing impact in 4 months from requirements to deployment;
- acting as the Interim Director of the PMO (as a consultant). The PMO had 85 program/project managers, 120+ capital projects, and a multi-hundred million dollar portfolio of projects.
- Working with a 200 person test organization to improve its execution, organization, defect tracking tool, test system infrastructure, processes and procedures, and reporting.

Telecommunications – Operating Support System “Customer Care” and Business Process

Architecture -- Led a team that developed a new customer care process for the network services group of a large telecommunications company.

This process featured a new customer service concept for addressing user questions and problems relating to more than 180 different network service applications processing on more than 150 different platforms in data and “work” centers around North America. Assisted in refining business support processes and selecting a new automated customer support system and initiating pilot implementations in two support locations.

Telecommunications – ERP Financial Application Migration Planning/Program Management -- Led a team responsible for program managing a \$7 million project that separated a manufacturing division of a major telecommunications systems vendor, from the parent company.

The team had responsibility for managing the financial (general ledger, fixed assets, etc.) and revenue (sales order processing, shipping) processes’ move from the parent company systems to a stand-alone environment based upon the Oracle Corporation’s suite of applications. The process teams included participants from the client company’s finance, marketing, and information technology organizations, Coopers & Lybrand Consulting, and IBM Global Services.

Consumer Products – Business Process Reengineering/Accounting Application Development --

Managed a team that re-engineered the accounts receivable function and implemented a new client server computer system at a \$5 billion consumer products company.

The project team documented actual collection recoveries -- due to the process improvements -- of more than \$3 million during its year duration.

PRIOR CORPORATE AFFILIATIONS

Computer Sciences Corporation
Ernst & Young, Management Consulting
Xerox Computer Services

EDUCATION

Advanced Certificate, Information Systems, Pace University
MBA, University of Dallas
BA, State University of New York at Stony Brook