Tom Ingram, PMP, CMC(e): Pioneer in Technology and Management Techniques to Improve RESULTS from IT Projects. "Hands-On" SharePoint Solution Architect, Developer (No-Code Solutions), Consultant, Technical Business Analyst, Technical Project Manager
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THIS RESUME SHOWS SELECTED PROJECTS AND RESULTS ONLY – details available. Summary of Key Skills / Experience:

- Results for Clients: Average 5 Year Payback of 8.3 to 1 on 63 projects led by Tom in the last 25 years. Project average 5 year cost was $431,508 with $3,604,000 average 5 year payback.

- 32 SHAREPOINT PROJECTS: Have personally led 14 Major and 18 Smaller Projects using SharePoint Online, SharePoint 2013, 2010, 2007, 2003, all versions and associated technologies.

- TECHNICAL, HANDS-ON SKILLS, ROLES include advanced process mapping, process improvement, business analysis, requirements, specification writing, workflow, forms, architecture, design, getting data from big systems, integration. SharePoint project roles as Solution Architect, developer (of No-Code solutions), installer, administrator, consultant, technical BA, technical "hands-on" PM. Includes MS SQL Server 2008, 2012, 2014, SSRS, SSIS, MS Server 2008, 2012 and related network technologies. Tom owns and manages a dual server SharePoint system which he has used for development, test and service to 15 clients.

- PIONEER IN ADVANCED PROJECT MANAGEMENT TOOLS AND Techniques including:
 * A peer-reviewed journal study and peer reviewed book published by the Project Management Institute, 1998
 * "Technical Breakdown Structure" for reducing technical risk
 * "Agile Rapid Results" Methods
 * "No Code Development, User Programming"
 * "Urgent, Compelling Need" (theory helps reduce waste and contain scope to the highest value items)
 * "TIA Expert System" for shortening process improvement and migration to new systems
 * "Skinny 5X - An Alternative to Big IT"
 * Expert witness on IT project management, resulted in $3.5 million award to client.

- CREDIBLE WITH SENIOR BUSINESS EXECUTIVES, users and technical peers due to technical skills, rapid results, business experience and performing as promised.

- SUCCESSFUL TRACK RECORD WITH CONVENTIONAL IT PROJECTS AND TURNAROUNDS: Led four conventional IT projects with $5 million+ budgets, 18 smaller projects. Successfully turned around two multi-million dollar projects in trouble. Details at bottom.

Employment Chronology (Project Details Below)

2013-Present: Tom Ingram & Associates, Inc., Dallas, TX, owner of small consulting firm. SharePoint consulting and contract roles as Solution Architect, developer (of No-Code solutions), installer, administrator, technical BA, technical "hands-on" PM for a Telecom Manufacturer, Frontier Telecom, OCI Chemical, Golden Spread Electric COOP, TIA Hosting Service, Graphic Solutions Group, Brooks Consulting, Morrison Wholesale Distribution, Citizens Business Bank, Pacific Union Mortgage, J.F.Shea Mortgage Company / Homebuilder and Caliber Mortgage. As Technical PM / BA, led a large cloud-based, Azure Website Project for Golden Spread Electric COOP.

2012-June, 2013: Cognizant, Dallas, TX, Associate Director in SharePoint Practice.   SharePoint consulting roles as Solution Architect, developer (of No-Code solutions), technical BA, technical "hands-on" PM, pre-sales for Hyundai Motors, Celgene, Baxter Healthcare and Johnson Controls.

2001-2012: Tom Ingram & Associates, Inc., Dallas, TX, owner of small consulting firm. SharePoint consulting and contract roles as Solution Architect, developer (of No-Code solutions), installer, administrator, technical BA, technical "hands-on" PM for Responsive Education, Ettinger Rosini**,** Vista Machining, City of Kennedale, TX, Ruhrpumpen Manufacturing, Flowserve Manufacturing, Level 2 Design, Handleman and Crossmark. Also led conventional IT, PM, BA and

Expert Witness Projects for City of Carrollton, TX, Renaissance Capital, First Command Financial, Engineered Air Balance, Grote Consulting.

2000-01: Decision Consultants, Inc., Dallas, TX, Director of Delivery supervising 160 consultants. Hands-on Program Manager, technical Project Manager, technical BA consulting roles for Nortel and Verizon.

1997-2000: Tom Ingram & Associates, Inc., Dallas, TX, owner of small consulting firm. Consulting and contract roles as technical BA and technical PM for City of Fort Worth, TX, Alliance Data Systems and Celanese.

1997, Prior To: Employed by Cambridge Technology Partners, Dun & Bradstreet Software, ViewStar (now Global360/OpenText), Tallgrass Technologies, United Telephone (Amerisource), Unisys, Xerox in Dallas, TX, and Kansas City, MO. Employers also included my own start-up and some other start-ups that are no longer in business.   Roles included technical PM, technical BA, technical Sales and Reengineering Consultant for Johnson & Johnson subsidiary, Federal Express, Texas Instruments, Northern Trust, Frito Lay, MCI, State of Texas, Union Pacific Railroad (natural gas), Kidder Peabody, George K. Baum Financial and Farmland Industries.

SharePoint, No Code Solutions, User Programming Projects

Telecom Hardware and Software Manufacturer, Migration, Clean-up, Consolidation of Numerous Acquired Systems into SharePoint Online (Office 365) for 5000 global employees. $2.75 Million in EBITDA Improvement Defined, Specified, In Process

RESULTS: Project is about 50% complete with current budgeting of approximately $750,000. Applications and Sub-projects are identified and underway totaling approximately $2,750,000 in payback from approximately $1,000,000 in total cost. (It is likely that the payback will be double the current estimate.)

Golden Spread Electric Utility, Employee Portal, HR, Compliance, Regulatory Issue Tracking, Legal, Admin, Field Operations, IT Coded and No-Code Solutions

RESULTS – In 6 months this $500,000+ Agile project was designed, developed and deployed on time and on budget (where within IT control) with commendations for user buy-in and success. It provided numerous SharePoint applications company-wide, as described above and provided a platform for dozens more low cost solutions. Accomplished during simultaneous migration of all users to Office 365. Other utilities have spent $2 Million+ to accomplish similar projects.

Golden Spread Electric Utility, Conventional Public Website with Confidential Section Displaying Real-Time Power Generation Dashboard, Responsive Design for Mobile Devices, Azure Hosted

RESULTS – $500,000, 6 month project completed on time and on budget (within IT department control). Updated the company to current website technology including responsive design for mobile devices, ease of update and executive dashboard showing real-time power generation. Solved problem that old website was so antiquated and difficult to update that company was losing credibility with external stakeholders. Received commendations from executives on success of project and a second large success precedent for Agile development.

Morrison Wholesale Distribution Company, Advanced Credit and Collections Workflow, Process Improvement, Move 1.3 Million Pages to Paperless, $500,000 Savings

RESULTS – Project completed early and substantially on budget in 5 months with the following major benefits. (Estimates of benefits have been confirmed by the client VP and team lead.) 1.3 million credit and collection pages to become paperless over 3 years. Estimated $500,000 labor savings over 5 years for investment of $100,000. Additional key benefits included: Granting credit to good customers with less paper, less labor. Easily process requests for credit for new jobs. Able to quickly validate new jobs and process job

data sheets, joint check agreement, central appraisal district, mechanics lien contract, bonds. Tax certificate and audit simplification, extreme labor reduction: allows state tax auditors to "self-serve". Security protects confidential information while allowing limited read-only access to external auditors. Prevented 30%+ cost overrun, delays and user frustration experienced on previous project with same client through above disciplines. See case study and work Samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.26

J.F. Shea Mortgage Company / Home Builder, SharePoint Strategy Review, 1200 employees, 20 Senior execs, 15 locations, $2.75 Million EBITDA improvement specified, prepared for execution

RESULTS – Identified and quantified 93 projects with $2.75 million estimated cost savings per year. 68 of the projects were specified as No-Code Solutions resulting in extreme cost savings and rapid completion (vs. conventional IT solutions). Extensive weekly training for 60 power users. Resolution of Level 2 and Level 3 support problems. Documented and recommended strategy and best practices for all aspects of SharePoint including architecture, infrastructure, hierarchy, file sharing, search, advanced workflow, forms, extranet, scanning, other advanced applications.

Caliber Mortgage Company, Advanced Workflow, Forms, SQL Lookup, Prep, Migrate SP 2013, Branding, 2500 Users. Process Reduced from 153 steps to 89

RESULTS – Letter Administration system built and implemented in 30 days, reducing process from 153 steps to 89 steps. Complex system for CFPB Readiness Audits finalized, extended and supported in 60 days, Complaint Handling system with complex SQL lookup improved and supported over 45 days. Numerous other systems supported, fixed and documented. Extensive VIDEO TRAINING for users created in two weeks. $1,000,000 UPGRADE OF LEGACY SYSTEM DEFERRED for multiple years.

Hyundai Motors, SharePoint Requirements, Strategy
SharePoint 2010 Solution Architect, Senior Business Analyst

RESULTS: Project completed on schedule. Reduced original cost of next phase from $500,000 to less than $400,000.

Ruhrpumpen, (manufacturer), SP Designer, InfoPath, Workflow, Non-Conforming Materials, Quality. Reduced Process from 81 Steps to 46.

RESULTS: Extremely complex manual processes, mapped As-Is, designed To-Be, workflow and advanced SharePoint application developed within 60 days. See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.23

Flowserve, (manufacturer) SharePoint Prototype, IIS, ASP.Net / SQL Production, Multiple Projects

RESULTS: Replacement of dysfunctional $750,000 software package for $100,000, saving $350,000 per year in labor and extreme cost of mistakes (estimates.) System put into production in five months. Client delighted with extreme improvement in reporting and control of SOX compliance, including prevention of material weakness disclosures (the key desired outcome.) IIS / ASP.NET / SQL ultimate solution ran on SharePoint servers with $0 INCREMENTAL SOFTWARE COST. Replaced 100+ Excel spreadsheets with SharePoint. Converted $12 billion revenue recognition application from Lotus Notes to SharePoint in 90 days. Consolidation of 6,000 line BAAN daily project status report to only the 40 items that need action that day, up and running in three weeks at minimal cost. See case study, screen shots and work samples: http://www.tia4.tiainc.net/Public/No35bITAudienceSucStryLrgMfrExcelProbemShPt.pdf

Handleman subsidiary, (B to B services), Skinny CRM, Time Capture, Sales Activity Management, $11 Million+ in New Organic Sales.

RESULTS: $6.5 million in new services sold in 30 small transactions. Advanced sales support applications up and running in 90 days. Provided evidence to general manager that allowed him to counter unrealistic demands from parent company. Moved management team to healthy competitor where they closed $5.5 million in new services to Procter & Gamble. (Complex situation. Ask for details.) See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a1.3

Crossmark, (B to B Services), "No-Code, User Programming" Taskforce, Field Sales, Services Processes Improved. Four Year Payback of $40 Million for $400,000 Cost Resulted in 100 to 1 Payback.

RESULTS: $2.5 million saved per year for cost of less than $400,000 and $10 million in additional sales per year (estimated by client.) Consolidated 36 offices to 13 while creating a nation-wide set of standard processes, removed 250,000 potential errors per year and freed up 63,000 sales and admin hours per year. Outstanding project with strong user and executive buy-in. See case study and work samples:
http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.1   (case study)
http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.1a (Skinny CRM reference material)

Conventional IT Projects with SharePoint-Predecessor Technologies: ViewStar (Global360/OpenText), Novell Netware, Other

Renaissance Capital (Caminosoft), Electronic Document Retention, Deletion, Compliance Technology, Evaluate Strategy, Find Niche, Replace CEO, $1 Million in New Organic Sales Kept Company Alive for Two More Years

RESULTS – Focused company strategy on electronic document retention, deletion, compliance management for banks and financial services firms and brought in new CEO in 90 days. CEO grew company from $500,000 in sales and substantial losses to $2 million in sales and near breakeven, including a $1 million sale to Computer Associates.

First Command, (Insurance, Financial services) Large Custom Development, Oracle, C++, Process, Expert Witness

RESULTS – $3.5 Million settlement for client 30 days before trial.

Engineered Air Balance, (B to B services, Construction), Process Improvement, Automate Workflow

RESULTS: 30% labor savings on critical process and improved customer service. Project completed in 90 days.   See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.9

Verizon, (Telecom), $10 Million Program, Oracle, C Programming
Very Large Self-Serve Website Development, Program Manager, Project Manager

RESULTS: Able to define scope and requirements for one critical project and move forward. Delighted business unit manager (see client commendation email.)

Northern Telecom (Manufacturer), Earned Value, Screen Flow Signoff, Prevent Overrun
Oracle, C Programming, Scratch Development, Technical Project Manager, Senior Business analyst

RESULTS: Prevention of 33% overrun, completed in 90 days, on time, on budget, happy client. See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.20

City of Fort Worth, AS400 and Client/Server
Year 2000 Compliance, Technical Project Manager

RESULTS – 25% reduction in testing and quality assurance cycle time. Note of commendation from supervisor.

Alliance Data Systems, (B to B services) Improve Project Management Processes for Outsourced Software Development Department of 70, $32 per hour Improvement in Gross Margin.

RESULTS – $32 per hour improvement in gross margin for outsourced software development. Much credit due to others, ask for details.

Alliance Data Systems, (Credit Card Services) Deregulated Electricity and Gas
Large Package Integration, Client/Server, Mainframe, Business Analyst, Technical Project Manager

RESULTS – Software package purchased, installed and integration mapped out. Ultimately resulted in 10 customers for new outsourcing business unit, but extreme trouble. Complex situation.

Celanese, (Chemical Manufacturer), World Wide Network and Infrastructure Upgrade for 500 Users, $5 Million Project Turnaround

RESULTS: Scope reduced and project completed in 90 days. Vendor subsequently closed $10 million additional services sale with client. $230,000 in change orders collected through enforced written scope control. Resolved authority / responsibility problem. See work samples:
http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.2

Federal Express, Trucking Logistics, RFP, Package Evaluation, Extensive Requirements
$6 Million Program, Oracle, C Programming, Senior Business Analyst, Technical Project Manager

RESULTS: Helped put in place systems needed for FedEx's ultimate successful entry into local trucking / delivery business. (Enormous problems. Ask for details.) Waterfall methodology.   See work samples:
http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.22

Texas Instruments, Imaging, Workflow, Process Simplification, Accounts Payable, Accounts Receivable

RESULTS: "Bleeding edge" projects on time, on budget, as promised, cover story for PMI magazine. Saved $2.25 million in labor over 5 years in accounts payable, improved internal customer service 400%, freed up $5 million+ in cash from accounts receivable over 5 years. Projects completed in 120 days. Hybrid of waterfall and agile methodologies. See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.3 & http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.4

Frito Lay, Workflow, Imaging, Process Simplification Project for Accounts Payable
SharePoint Predecessor Technology, Technical Project Manager

RESULTS: 25% reduction in accounts payable cost per invoice, accounts payable cycle time reduced by 25%. Project completed in 90 days. See work samples:
http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a3.6

State of Texas, SharePoint Predecessor Technology, Welfare Payment Process, Reduce Fraud, Labor

RESULTS: $240 million savings for State of Texas ($21 million savings allocated to infrastructure project.) See work samples: http://www.tia4.tiainc.net/Public/clientsuccessstoriesall.html#a1.6

Farmland Industries (Manufacturer of Batteries and Paint), Pioneering Client/Server Applications

RESULTS – Paint plant project produced $262,000 reduction in inventory and improved levels of service. Battery plant project failed. *CLICK for Work Samples, Case Study*

Education, Certifications:
- Iowa State Univ. – BS, Business Admin, minor work in Electrical Engineering
- Black Belt, Tae Kwon Do
- Wrestling Scholarship to Iowa State
- PMP Certification by Project Management Institute, 1994