

Our Services Include:

- Project Management •Application Outsourcing •e-Business
- Data Warehousing •Integrated Testing •Help Desk Services

Senior Business Analyst

AFTER

PROFESSIONAL RESUME OF

EXPERIENCE SUMMARY: 3+ Years **TELECOMMUNICATIONS**
8+ Years **SUPPLY CHAIN MANAGEMENT**
10+ Years **MANUFACTURING**
3+ Years **RETAIL MANAGEMENT**
6+ Years **PROJECT MANAGEMENT**
4+ Years **BUSINESS PROCESS ANALYSIS/ENGINEERING**
2+ Years **DATA MANAGEMENT**

KEY MANAGERIAL SKILLS:

- Customer focused on delivering value based solutions
- Ability to manage and lead teams to meet project schedules and budgets
- Results oriented management style
- Ability to analyze processes and implement improvement based on CPI methods
- Strong written and verbal communication skill

INDUSTRY APPLICATIONS EXPERIENCE:

Telecommunications -

ORDER MANAGEMENT
OPERATIONAL SUPPORT SYSTEMS
NETWORK PROVISIONING
REPORTING/BUSINESS INTELLIGENCE

CAPACITY PLANNING
JEOPARDY MANAGEMENT
INVENTORY CONTROL/MANAGEMENT
SUPPLY CHAIN MANAGEMENT

Manufacturing -

SUPPLY CHAIN MANAGEMENT
PRODUCT DEVELOPMENT

QUALITY CONTROL
REPORTING

PROFESSIONAL EXPERIENCE:

DECISION CONSULTANTS, INC.

February 1999 - Present

Field Service Manager - Client site management of DCI staff. Responsible for customer service, conflict resolution, staff career development, and qualification of project and staffing opportunities.

Genuity, Inc. - Irving, TX

March 2000 - Present

DCI Project Lead/Business Analyst - Led a project team that developed business processes and reporting system responsible for producing monthly strategic management reports. The team migrated data, functionality, and reports from an interim operational support system to Metasolv's TBS by utilizing Oracle data replication. **The project has yielded key strategic data such as identifying \$86 million in late orders.**

Genuity, Inc. - Irving, TX

January 2000 - March 2000

DCI Project Lead/Business Analyst - Led a project team that converted existing enterprise-wide MS Access application to Oracle in less than 90 days. Responsible for tool analysis, data modeling, data migration, object name migration, and implementation.

GTE Internetworking - Irving, TX

August 1999 - December 1999

Business Analyst - Designed and developed an enterprise-wide Operational Support System for managing and tracking telecom circuit orders in less than 90 days. System was used for tracking High Bandwidth Private Line Circuit, ATM Circuit, and internal Access Management orders. Responsible for business analysis, process flow analysis, requirements gathering, GUI prototypes, data modeling, data migration, implementation, testing, and training. **Project also yielded process diagrams of non-documented processes and procedures.**

DCI Data Management Practice - Dallas, TX

April 1999 - August 1999

Business Analyst - Participated in the development of DCI Data Management Practice. Assisted in the creation of the business charter, practice methodology, and potential client research. **Responsible for software vendor relations including software evaluations, vendor demonstrations and training, and vendor partnerships.**

GTE Internetworking - Irving, TX

February 1999 - April 1999

Assistant Project Manager - Assisted in project management of data migration of all worldwide inventory data from existing systems and paper documents into Smallworld. Coordinated migration efforts with IT group, engineers, and the Smallworld project team.

HK SYSTEMS, INC.

GTE Wireless Inc. - Atlanta, GA

April 1998 - February 1999

Business Analyst/Distribution Consultant - Implemented a Supply Chain Management system in 9 months (average install 12 to 18 months). Served as Configuration Lead for implementation of HK Systems/Endura Enterprise 5.2. Modules included General Ledger, AR, AP, Inventory Control, Order

Entry, Purchasing, Replenishment, Transportation, and Security. Responsible for distribution warehouse configuration, inventory data migration from multiple legacy systems, and remote location support and training.

BIG GAME SPORTS, INC - Dallas, TX

August 1994 - April 1998

Manufacturing/Distribution Consultant - Developed and improved patented manufacturing processes for sports equipment sold to numerous NFL, NBA, and NCAA teams and well as private organizations. Also consulted on distribution processes including shipping vendor/service selection, rate negotiations, and logistical processes.

BECKETT PUBLICATIONS, INC. - Dallas, TX

December 1991 - February 1998

Distribution Manager - Responsible for packaging, warehousing, inventory, logistics, and distribution of 1 million plus products per month. Produced Logistics modeling and project costs estimates resulting in thousands of dollars of transportation costs savings for both Beckett and its customers. Logistics duties included vendor relations and transportation contract negotiations with small package carriers (UPS, FedEx, DHL, RPS, CanPar), LTL carriers (Roadway, Watkins, Saia), and truckload carriers, and vendor software integration. Packaging duties included process analysis and improvement, quality control at remote sites, and supervision of on-site activities. **Through the use of Continuous Process Improvement techniques, packaging staffing was reduced by 36% with annual cost savings of \$270,000.** Inventory and warehousing duties included ordering of product from print vendors, on-site and off-site management of inventory. Managerial duties included staff recruitment, hiring, training, supervision, budgeting, and departmental cost accounting.

FOOTLOCKER/CHAMPS SPORTS - Houston, TX

September 1987 - March 1990

Retail Store Manager - Responsible for production of retail sales of athletic apparel and sporting goods in excess of \$ 1 million annually. Duties included personnel recruitment, training and management, inventory control, accounting, visual merchandising, product merchandising, and production of sales. Participated in regional audit team as well as numerous new store openings.

TIME WORKS UNLIMITED, INC. - College Station, TX

February 1986 - June 1987

Project Manager - Responsible for project management, product design, and manufacturing of specialty awards and licensed goods for Texas A&M University as well as other prominent customers.

EDUCATION:

- **M.B.A., Management Information Systems**, University of Texas at Dallas, Dallas, TX, May 1998
- **B.B.A., Management**, Texas A & M University, College Station, TX, Aug 1991
- **International Business Management**, International Business Seminars, Europe, June 1991

TRAINING:

- **Oracle Data Warehousing**, Oracle Corporation, Orlando, FL 1999
- **Multi-Dimensional Database Design**, Digital Consulting Institute, Ottawa, Canada 1999
- **Ardent Datastage ETL Fundamentals**, Ardent Corporation, Dallas, TX 1999
- **Prism Quality Manager Data Quality**, Prism Corporation, Dallas, TX 1999
- **The Fifth Discipline Seminar**, Peter Senge, Dallas, TX 1995
- **The Seven Habits for Highly Effective People Seminar**, Stephen Covey, Dallas, TX 1994
- **Continuous Process Improvement**, Dallas, TX 1994

PERSONAL ACCOMPLISHMENTS:

- **Star Award Winner**, Decision Consultants, Inc. 2000
- **Performance Award Winner**, Decision Consultants, Inc. 1999
- U.S. Department of Commerce Certificate of Export
- Federal Communications Commission Radio Technician License
- PCs For Pastors, Lakepointe Church - Rockwall, TX
- Texas A&M University Association of Former Students Century Club

PROFESSIONAL ORGANIZATIONS

- Digital Consulting Institute
- Data Warehousing Institute
- Council of Logistics Management

TECHNOLOGIES:

Hardware:	IBM PC	MACINTOSH	LAN
Software:	WINDOWS (95/98/NT) UNIX MS ACCESS SQL SERVER ERWIN PRISM QUALITY MGR FLOWCHARTER DREAMWEAVER METASOLV TBS	MAC OS MS OFFICE ORACLE COGNOS IMPROMPTU BPWIN DATA JUNCTION PHOTOSHOP DRUMBEAT 2000 ENDURA ENTERPRISE	LINUX MS PROJECT INFORMIX COGNOS POWERPLAY ARDENT DATASTAGE VISIO FIREWORKS FRONTPAGE SMALLWORLD
Languages:	SQL	HTML	JAVASCRIPT