

Our Services Include:

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

AFTER

PROFESSIONAL RESUME OF

VERY SENIOR
BUSINESS
ANALYST

EXPERIENCE SUMMARY:

_____ is a business consultant with more than 18 years of experience managing application development projects. He has solid experience across the lifecycle of project development from requirements gathering, business and system design, development, as well as product implementation and support. His proven project management and facilitation skills were developed in a variety of operating and business environments. He has the ability to grasp business problems and develop the technical solutions and management consensus to solve them.

KEY MANAGERIAL SKILLS:

- Successful project management of large and small projects
- Ability to lead large/small development teams to successful implementations
- Financial management of project costs within budget estimates
- Customer focused on delivering business needs on schedule and within budget
- Results oriented application development skills
- Good Negotiator with internal and external customers
- Strong written and verbal communications skills

INDUSTRY APPLICATIONS EXPERIENCE:

Financial Services

- Insurance and Reserve Banking
- Customer Support Center
- Underwriting
- Electronic Funds Transfer

Telecommunications

- Engineering
- Infrastructure Provisioning
- Cost Modeling
- Digital and Sonet Long Distance Networks
- Inventory and Material Management
- Capacity Management

PROFESSIONAL EXPERIENCE:

GENUITY DCI Consultant/Business Analyst.

November 2000 to Present

Developed Comprehensive Capital and Expense Cost Model that Optimized \$600 Million Build out of High Bandwidth Metro Fiber Network. Analyzed fiber, facilities, and buildout cost structure. Developed Site specific model that enabled Network Planners and Engineers to optimally decide on alternative sites. Model supports Genuity's Metro Buildout Architecture that brings their high bandwidth network to six major metro U.S. areas

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DCI Consultant/Project Manager for AMERICANA FINANCIAL SERVICES

February 2000 to October 2000

Established Customer Ready Underwriting Support Center meeting clients aggressive e-Insurance deployment dates. Designed and implemented a new call center at this Wall Street financial services firm. The center supports Americana's e-commerce strategy of marketing consumer insurance products to affinity groups via the internet. Developed call center processes for quoting, issuing, and servicing insurance policies with anticipation of the large variety of product and technical questions customers will ask. Developed a CSR workbench containing the technical tools the CSR will use to successfully handle calls. Developed and presented CSR training materials covering all aspects of job tasks including the processes and tools they will be using on a daily basis. Call center involved integration of call management systems with existing legacy accounting and policy management systems, as well as integration with external service providers for ACH, merchant services, and credit verification services.

DCI Consultant/Business Analyst. GTE INTERNETWORKING (now Genuity)

March 1998 to July 1999

Established Processes Enabling Multi-billion capital deployment for Fiber-Optic Long Distance Network. Facilitated business process and requirement discovery sessions involving network planning, engineering and field installation departments. Enabled those groups to establish processes for provisioning infrastructure as company implemented domestic fiber optic data network. Process enabled company to determine systems to support capacity management, engineering and provisioning. Performed package selection mapping to determine requirements for capabilities of various engineering

and material management packages including Smallworld Geographical Information System and SAP for Materials Management and Financial Management.

NORTEL NETWORKS DCI Consultant

December 1997 to February 1998

Reduced Annual Budget Allocation by over \$750,000. Performed Best Practice study of telecommunication manufacturer's call center. Defined major practice areas, and prepared and conducted interviews of call center personnel and end users to measure performance and satisfaction. Used statistical techniques to assess critical call center performance criteria. Recommendations prompted company to organize call center around Best Practice areas and establish optimum staffing levels. In addition to the increases in responsiveness and customer satisfaction, Nortel was able to reduce the 1999 budget allocation for help desk services by over \$750,000, despite revenue growth of 21% in the Broadband and Wireless technologies divisions supported by the help desk.

INTELLAGENT CONTROL CORPORATION Engagement Manager.

1997

Developed \$2 Million Professional Services Organization. Key Member of three person management staff charged with developing \$2 million professional service organization. Worked with clients to define sales force automation requirements and matched them to capabilities of our LOTUS NOTES based Sales Force Automation application. Responsible for all aspects of engagement from defining project scope, negotiated terms and worked with 10 person technical staff to customize and implement this application through implementation of customized system.

IBM CORPORATION

1987 to 1996

Facilitator/Insurance Business Process. Facilitated series of sessions using JAD techniques. Enabled company to analyze current policy application and issuance processes and develop re-engineering model and implementation plan.

Project Manager/Nuclear Plant Construction for Electrical Utility. Lead data conversion effort on implementation of inventory systems. Worked with construction engineers to devise system that read from multiple data sources and wrote to specification database in consistent manner. Efforts reduced the overall size of data store by 35%. System was critical to this plant's certification by the Nuclear Regulatory Commission.

Project Manager/Imaging Implementation for Insurance Company. Responsibilities included developing project plans and tracking and solving problems during six-month integration of imaging system. Enabled company to manage high volume imaging activity supporting critical claims, legal and customer support functions. Member of management team supervising 20+ technical resources and three subcontractor firms.

Benchmark Study/Distribution Company. Participated in three-month benchmark study comparing parallel technologies for major distribution company. Coordinated installation of equipment and software. Managed database resources performing queries. Performed statistical analysis and prepared and presented final report.

Resource Manager/Customer Service Reengineering Project. Procured equipment and subcontractors for customer service project at major telecommunications company. Organized three IBM organizations as well as multiple subcontractors and equipment distributors into seamless presentation to client. Prepared customer and subcontractor proposals, provided cost and profitability analysis and managed customer status reporting of resource expenditure.

UCCEL CORPORATION (now Computer Associates)

1984 to 1987

Product Development/Electronic Funds Transfer Application for Banks. Provided initial client installation of EFT package, which was component in UCCEL's Integrated Banking System. Designed and developed interfaces to credit and loan components. Developed installation JCL and routines packaging application for client ship. Experienced with MVS and CICS.

Workshop Development and Presentation. Developed and presented operations and internal workshops for storage management software product. Enabled attendees to implement effective storage management methods and, in one case, realized up 30% improvement in storage utilization.

Pre and Post Client Support. Provided technical sales assistance, preinstallation training and post sale client support for UCCEL's DASD management package, UCC3.

FEDERAL RESERVE BANK OF MINNEAPOLIS

1981 to 1984

Team Lead/Senior Developer. Facilitated sessions to perform technical planning and developed quality review processes and code for 18-month project to upgrade Electronic Funds Transfer system for member Federal Reserve Bank. Allowed bank to participate in Federal Reserve's state of art

packet switching network and improve service to its member banks. Extensive programming experience using COBOL, and IMS databases.

EDUCATION:

learned an MBA from Southern Methodist University in Dallas, Texas, and a BA with a major in Economics from the University of Minnesota. He has attended IBM's graduate level Financial Management class, The Bank Administration Institute School at Madison, Wisconsin, and numerous technical and product classes. is a member of the Project Management Institute.