

**Leadership**

**Summary:**

**Information Technology Professional**

IT organization leadership, project management, business process redesign, and consulting:

- Contribute to strategic business planning; leading change efforts
- Developing, selecting, and implementing technology products and standards
- Project budgeting, planning and execution using both agile and waterfall methodologies; program resourcing and prioritization
- Building teams of 10 to 130+; recruiting, motivating, developing, and retaining staff
- Executive-level communication/presentation skills; ability to influence key stakeholders
- Developing business case economics; drive improvements through operating metrics
- Managing relationships, negotiations, and service levels with third-party vendors

**Recent**

**Experience:**

**Sylvan Learning**

Director, IT and Operations, 2006 to 2012:

- Support applications for sales, marketing, Customer Relationship Management (CRM), payroll, finance/accounting, and academic management
- Responsible for technology infrastructure including servers, PCs, networks, security, databases, local website presence, phone systems, email, and general office equipment
- Plan and execute project implementations; monitor tasks, timeframes, resources, budget, risks, issues, change management, testing, and deliverables
- Work with key leadership staff to define and implement business process improvements
- Implemented multiple business metrics to drive increased performance

**BlueCross BlueShield of South Carolina**

Director, Commercial Systems, 2001 to 2006:

- Led iterative software enhancements for financial/HR, CRM & membership, claims, managed care, billing/settlement, marketing & sales, and e-business systems
- Provided onsite 24x7x365 support coverage for applications and environment
- Creation and annual test of disaster recovery procedures
- Implemented operational metrics to drive improvement in the key areas of quality, efficiency, productivity, and stability
- Created application and infrastructure monitors to speed root cause identification of system problems and enable automated notification along with trouble ticket creation
- Significantly improved system performance, processes, and documentation
- Mainframe, UNIX, and Windows environment, top 1% largest data centers in the world

**Dell Computer Corporation**

Director, Worldwide Manufacturing IT, 1999 to 2001:

- Project and program management replacing Enterprise Resource Planning (ERP) procurement, inventory, accounts payable, cost accounting, configuration management, and supply-chain integration functionality for manufacturing facilities in the U.S., Brazil, Malaysia, China, and Ireland
- Redesigned business processes and integrated demand management, i2 MRP & factory scheduling, shop floor control, shipping, software royalties, radio frequency (RF) barcoding, asset recovery, customer service, financials, and data warehouses
- Volume benchmarked concurrent usage of functions, interfaces, and inquiries
- Windows and LINUX environment utilizing Oracle, PL/SQL, Visual Basic, C++, Java, and HTML

**Prior**

**Experience:** **ERP System Implementations**

1994 to 1999:

- Project management and support on an Oracle Applications ERP system and Siebel/Scopus customer support CRM implementation for Iomega Corporation in the U.S., Malaysia, and the Netherlands, including inventory, forecasting, RF barcoding, EDI, Internet sales, warranty call tracking, and shipment logistics rating & manifesting
- Facilitated a global cross-functional business team responsible for manufacturing process improvements for Iomega Corporation
- Project management along with strategic technology planning and support for an ERP system implementation at Summit Electric Supply, including warehouse management, inventory, purchasing, sales, and financials functionality, RF barcoding, EDI, and tax calculation
- Project management and support on an ERP implementation at Koch Industries for demand management, inventory, and procurement functionality

**Consulting**

1986 to 1994:

- Project manager through Dun & Bradstreet Software on a human resources and payroll system implementation for the North American operations of a leading foreign automobile manufacturer
- Facilitated project planning and business process redesign workshops for various D&B Software clients
- Developed the project planning methodology section of the D&B Software Engagement Management Guide
- Developed corporate training curriculum on project management techniques and created standard implementation estimating guidelines for each D&B Software application
- Project manager through the Big-5 accounting firm Price Waterhouse on a two-year implementation of a purchasing and accounts payable system for a large federal agency
- Project manager through Price Waterhouse on the implementation of a purchasing, inventory, and accounts payable system for a major gas utility
- Developed internal training curriculum on the Price Waterhouse system development methodology
- Project management, team leadership and systems analyst roles on purchasing, inventory and financial system implementations through Electronic Data Systems (EDS) for a large federal agency

**Programming and Analysis**

1983 to 1986:

- Developed financial applications for Ampat Group, an architectural glass and metals construction company
- Team leader and hardware/network management responsibilities

**Education:** **B.S., Industrial Management; Certificate, Computer Science**, University of Akron, 1983

**PMP Certification** (Project Management Institute) in progress