

PROFESSIONAL SUMMARY

Twelve years of experience in business strategy, strategic marketing, consulting and operations. Proven track record of leading high-profile strategic projects in fast-paced environments. Powerful ability to translate strategic organizational goals into clear operational plans leading to measurable results. Industry experience includes consulting, retail, financial services, telecommunications/media and Federal Government Sector.

Subject Matter expertise includes:

- Project Management
- Strategy and Planning
- Change Management
- Competitive Analysis
- Customer Relationship Management
- Business Process Analysis
- Market Research
- Organizational Development

PROFESSIONAL EXPERIENCE

RTM Consulting

2009 – Present

Technology and Professional Services Industry Consulting

Project Manager / Lead Consultant

Project Work

- **Project Management:** Led a technical team through a VoIP software implementation for a Department of Defense agency. Delivered project on-time and on-budget; and delivered a project up-sell of 65% of the original contract value. Served as primary interface between government agency and project team. Delivered executive briefings to keep agency up to date on progress against milestones. Successfully managed a diverse team comprised of employees, contractors, and government personnel. Facilitated key deliverable review meetings with Department of Defense management to gain sign-off and change controls. Client satisfaction remained high throughout and after the engagement.
- **Consulting:** Conducted a PMO Assessment and Diagnostic to identify project management improvement opportunities at client organization. Conducted numerous Stakeholder interviews across levels and functions as well as reviewed existing artifacts to develop the “As Is” Situation Analysis. Developed a set of short term and long term Recommendations to help close the gap between existing processes and PM best practices as well as help reduce project management inefficiencies.

RTM CONSULTING

CANDIDATE RESUME

2

Consulting & Professional Services Organization

2004 – 2009

Telecommunications Industry Consulting

Senior Manager – Professional Services Group

Project Work

- Member of the Financial Systems Transformation Team tasked to develop a strategic transformation business plan for MCI. Served as the point of contact to align work efforts between the Program Management Office and sub-teams as well as facilitated scope management to document the individual subprojects. Mitigated program risks by identifying and resolving opportunity areas, assumptions, and dependencies within the plans.
- Successfully led a Revenue Assurance project for Verizon. Performed an assessment that reviewed and analyzed the client's existing business processes and system functionality. Identified potential revenue leakage of 10% stemming from a segment of their business support system. Created business process requirements for client's Revenue Assurance program.
- Successfully led multiple simultaneous high-priority initiatives during a regional wireless customer merge project. Responsible for defining approach and managing several teams to provide overall customer financial analysis. Identified new areas of natural growth for service expansion with potential yearly revenue of \$12 M. Served as the liaison between different client groups, client sponsor, Convergys program management office and project team. Defined and sold follow-on projects totaling in excess of \$500K.
- Successfully led a high-profile pilot project for a division of a major cable operator. Performed an assessment of their customer care business processes to identify 11 main areas for optimization and provided recommendations for improvement to their service level. Both divisional and corporate clients were overwhelmingly satisfied with the project results which have led them to look at instituting the diagnostic review at other divisions.

Practice Development

- Integral member of team that defined a new service offering. Helped to develop the methodology to support the offering and successfully led the inaugural project.
- Responsible for leading and driving the development of the Professional Services Group's overall business consulting methodology. Appointed tiger teams to review and document individual phases as well as identify corresponding deliverables.
- Led a cross-functional team that designed and launched the first Knowledge Management tool for the Professional Services Group. Managed the creation of the business processes and training rolled out in conjunction with the initial launch. Developed the initial launch communications plan. Member of the advisory board for Phase II.

RTM CONSULTING

CANDIDATE RESUME

3

INDEPENDENT CONSULTING

2003 – 2004

Business Consulting

Business Consultant

- Provided strategic guidance to a regional retail start-up company. Directed client in their market research programs and identified distribution and channel opportunities. Worked with the founders to determine their strategy for integrating their existing channels with their web initiatives.
- Worked with a Federal Government Agency to research and analyze data about the nation's critical infrastructure in order to identify vulnerabilities. Identified and analyzed private and public research sources to assist in Quick Response Exercises. Prepared staff guides documenting operational processes and procedures.
- Worked with the National Sales Director of a major pharmaceutical company to create strategic sales reports. Prepared monthly competitive sales analysis reports and provided feedback on the direction of the national sales strategies.

COMMERCE ONE

2000 – 2002

eBusiness Consulting

Manager – Strategy and Planning

- Provided strategic guidance to a major player in the shipping and mailing industry to redefine, rebuild and significantly enhance their **Internet Channel**. Interfaced with the client and subcontractors and directed and managed strategy engagements as the Strategy lead. Anchored strategic, analytical, creative and technology teams to the project and focused these teams to fulfill objectives integral to the success of the client.
 - Developed and implemented a comprehensive Business Strategy that aligned channel initiatives and goals with the overall organizational objectives of the client in a reduction of operational costs exceeding \$1 million annually.
 - Facilitated and directed the formulation and improvement of business processes, governance and change management initiatives that improved client workflow and enhanced the client Brand on the web.
 - Sold and defined follow-on strategic opportunities and projects totaling in excess of \$1mm
- Helped a global Healthcare company, develop Internet strategies, choose appropriate technologies, simplified operational processes and refined their business strategy and value proposition. Identified alternatives to balance short-term needs with long-term vision and goals. Worked on multiple initiatives to integrate newly acquired business assets while serving as an extension of the client's staff.

RTM CONSULTING

CANDIDATE RESUME

4

BearingPoint (formerly KPMG Consulting)

1998 – 1999

Management Consulting

Senior Consultant

- Developed an internal support center that grew to support over 8000 staff from its initial support of only 400. Launched a customer relationship management program across 10 functional departments. Increased support center activities by 75% through a corporate communications plan and change management program. Designed an operational training program for client staff. Interfaced with an outside vendor to manage the creation and delivery process of the customer service training module.
- Designed and implemented business processes for the launch of a central engagement staffing system. Planned and managed the merge from 10 existing systems to one centralized database. Implemented a change management program that outlined the new working guidelines for staff.

EDUCATION

Master of Business Administration

1996

Montclair State University, Montclair, NJ

Certificate, International MBA Program

1995

Group Ecole Superieur de Commerce, Reims, France

Bachelor of Science

1990

University of Texas (Austin), Austin, TX

RTM CONSULTING CANDIDATE RESUME

KEY SKILLS

Project Management Lifecycle:

Project initiation and planning	Requirements gathering	Detailed design	Application and user acceptance testing plans	Application development
Unit testing	User acceptance testing	Application testing	Implementation	Post project review and celebration.
Project Control	Budgeting	Risk management	Contract negotiation	RFI / RFP development/ product selection

Business Areas supported within IT:

Order Entry/ Customer Care	Billing	Provisioning	Product Marketing	Operations
Regions / Markets	HR/Payroll/ Benefits	Finance	Legal	Risk Management
Real Estate	Telephony	Cable	High Speed Data	International HR
Data Center Management	Production Support	Vendor Management	Contract Management	Program Office

Hardware/Infrastructure:

HP UNIX	Sun	HP NetServer Family of Products	AS/400	DS3/T1/ISDN
Cisco Series Routers	Cisco Local Director	Citrix	Disaster Recovery/ Business Recovery	Back-up and Recovery
EMC	IVR	Connect Direct/FTP	Intranet/Internet/ DMZ	Control M

Software & Database Experience:

ICOMS	PeopleSoft HR & Payroll	Citrix Metaframe / Nfuse	CSG	DST Innovis
D&B Financials / Payroll / HR	Live Link	Metratech	Oracle	Sybase
EDI	Access	PowerBuilder	Visual Studio/ Java (Servlets)	Windows NT/ NT Server / 2000 / XP
Vista Plus	Microsoft Project	Microsoft IIS	Microsoft Office Suite	Microsoft Exchange Server