

RTM CONSULTING

CANDIDATE RESUME

PROFESSIONAL SUMMARY

Experienced leader of large-scale and complex IT projects with 24+ years in the industry. Successful record of delivering technology and process solutions, spanning multiple organizational functions and diverse external partners. Proven ability to manage significant budgets while meeting aggressive timelines. Effective builder of high-performance teams through strong relationships and clarity of objectives. Areas of expertise include:

- Project / Program Management
- Software Development
- Data Center Management
- Vendor Management
- Billing, Order Entry, Payroll, HR & Financials
- Project Implementation
- Business Case Development
- Organizational Management
- Contract Management
- Telecom, Retail & Manufacturing

PROFESSIONAL EXPERIENCE

PROJECT MANAGEMENT CONSULTANCY

Consultant for Cricket Communications - Denver CO 2009 – PRESENT

- Providing oversight for the conversion and deployment of 5M+ customers from legacy POS and Billing systems to *Inpowered* and *Convergys' Infinys*. Deployment in progress.

Consultant for T-Mobile USA - Seattle WA 2007 – 2008

- Completed successful 10 month integration of the \$2.4B SunCom acquisition into the T-Mobile IT environment. Was responsible for the customer facing aspects of this effort which included all Retail, Customer Care, Sales, Engineering, Wholesale & Roaming, Mediations and Marketing applications as well as a billing conversion of 1.1M postpaid customers from Convergys' Atlys system to a custom version Amdocs 3.1 as well as 80k prepaid customers to an inhouse system. This effort supported the transition of 3 SunCom call centers, 130 retail stores (30 in Puerto Rico) and 5 outsourced service providers. Lead team of program and project managers, business analysts, developers and testers through the full project life cycle.
- Lead effort to assess a telephony billing solution to support the Business-to-Business channel for T-Mobile. Project included coordination of multiple vendors, scope validation, high level requirements gathering, business and technical estimates, business case development and overall architecture for this multi-million dollar initiative. Worked at all levels of the organization to identify impacts, define overall strategy and to communicate findings.

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Consultant for EchoStar Communications Corporation - Englewood, CO 2006 - 2007

- Enabled a product bundling feature in the EchoStar CSG environment and managed modifications for this feature across 15 in-house impacted applications. Managed a program of work to support use of product service codes. Developed KPI and Quality documentation for executives for internal billing support group.

Telecommunications Consultancy – Denver, CO 2003 – 2006

CABLE TELECOMMUNICATIONS PROVIDER

The 6th largest MSO supporting 5.0M Video and 800,000 HSD customers in five regions across the U.S. The annual IT Business Systems budget was \$10 million and included 80 employees in three locations.

- Created a PMO for Cebridge Connections to support a cable and telephony migration of 8 Cox markets from an in-house supported ICOMS environment to an ICOMS 6.1 ASP model. This effort also included a conversion of acquired properties on CSG to ICOMS 6.1.
- Assisted with business development and proposal projects. Led an effort to develop a methodology, processes, and tools to manage software conversion projects. Implemented an intra and extranet web solution to provide project level document storage and sharing to support the use of this new methodology across all project teams.

Vice President - IT Business Systems

- Led organization providing application development, implementation, production support, and database administration functions for all back-office applications. These applications included: G/L, A/P, F/A, Legal, HR, Payroll, Treasury, Engineering, Real Estate, Marketing, intra and internet applications and others.

AT&T Broadband – Denver, CO 1993 – 2003

Senior Director - IT Telephony Billing and Usage

Managed all AT&T Broadband Telephony order entry, billing and usage applications supporting over 1.3 million telephone customers and an annual budget over \$30 million.

- Led a \$10 million-plus project to migrate 800,000 telephone customers from an internal billing platform to the Convergys ICOMS billing system.
- Performed financial management, contract management, vendor management, production support, software configuration, enhancement and implementation functions. These functions were accomplished through leadership of several substantial direct- and matrix-project teams.
- Consistently recognized for high achievement, earning four promotions in 10 years.

Senior Director, IT Billing Implementations

Led a \$60 million program with 100-plus resources, resulting in successful conversion of 39 AT&T Broadband video, data, and telephone markets and 5.5M customers.

- Coordinated with numerous billing system and third party vendors, market / business teams, data center and IT personnel.
- All program projects completed on schedule within budget.

Technical Director

Successfully implemented PeopleSoft Payroll system by leading 50 employee team on 12 month project.

- Spearheaded software implementation as well as job scheduling, report distribution, file transports, supporting applications and vendor interfaces.
- HR / Payroll solution created hands-on access to employee information by hundreds of HR reps across U.S.. Platform featured IVR application giving all employees “one call” access to all benefits providers, payroll information, loan verification processing and deduction maintenance.
- Once complete, this solution processed payments for more than 15,000 employees.
- Managed Denver Data Center, NT and Unix administration groups, including all technical teams, support teams and vendor relationships. Key result: development and implementation of Business Contingency Plan for all HR / Payroll functions.
- Led 25-resource team, with responsibility for staffing, performance reviews, career development plans, and salary/bonus administration. Managed \$5 million annual budget.

Technical Manager

1993 – 1998

Provided leadership to technical team in selecting, negotiating and implementing all hardware and software for PeopleSoft implementation supporting 15,000 employees.

Senior Project Manager

- Managed technical team that supported and implemented financial systems for MediaOne Group, Dex International, and US WEST Communications’ unregulated companies.

Member of Technical Staff

- Developed reports and processes, customer support, and system upgrades for Dun & Bradstreet.

PACE MEMBERSHIP WAREHOUSE - Englewood, CO

1989 – 1993

Systems Analyst

- As acting Financial Manager for a team of five, led project to implement A/P EDI vendor interfaces.

BUTLER PAPER COMPANY – Englewood, CO

1985 – 1989

Systems Analyst

- Designed, developed and successfully implemented an Accounts Payable System to support all 150 locations of Butler Paper Company.

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CORNING GLASS – Bradford, PA

1984 – 1985

Programmer

- Selected for a paid college internship, with responsibility for conversion of 300+ programs to include automated report distribution logic, and supported computer room operations functions.

EDUCATION

B.A., Computer Science – University of Pittsburgh

SELECTED ACCOMPLISHMENTS

Project Management

- Developed an Accounts payable system, which was deployed and used by all locations and divisions in Butler paper Company and Mail well Envelopes.
- Developed a project life cycle methodology and vendor selection process, which was used for all software purchases for MediaOne Group.
- Successfully implemented PeopleSoft HR and Payroll modules as well as related benefits interfaces. Migrated many centralized business processes to a decentralized model.
- Achieved all goals and objectives outlined by an arbitration agreement between AT&T Broadband and CSG which included completing 39 billing conversions by the end of 2001.
- Completed the migration of 800,000+ telephone customers from AT&T Core billing systems to a common AT&T Broadband environment in support of the merger with Comcast.

Strategic:

- Developed a standard for thin client application deployment and access and report and data access for all HR, Payroll, Legal, Risk Management and Real Estate environments within MediaOne Group.
- Implemented the above standard for the billing environment within AT&T Broadband.
- Established procurement processes to utilize preferred vendors and leverage volume pricing.
- Implemented near-line optical disk devices to support access to mission critical data at a low cost.
- Implemented a program management office for the IT Telephony Billing group in order to measure and track project schedules, budgets and other success criteria.

Cost Savings:

- Saved millions of dollars by implementing thin client application deployment and access standard by reducing or eliminating the need to upgrade PC's and LAN/WAN's. This standard also resulted in a reduction in desktop support and maintenance costs.
- Significant saving by implementing a common data and report retrieval product through the reduction in lost reports and eliminating the need to print multiple copies of reports for distribution.
- Avoided a \$25M penalty by meeting arbitration deliverables.
- Received a \$12M credit by meeting due dates outlined in the arbitration agreement.

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KEY SKILLS

Project Management Lifecycle:

RFI / RFP development/ product selection	Detailed design	User acceptance testing
Contract negotiation	Custom / Application Development	Risk Management
Project initiation and planning	User acceptance testing	Implementation
Project monitoring and control	Budgeting	Project Closure
Requirements gathering	Unit Testing	Post project review and celebration.
Project Execution	System Testing	
Project Control	Application and user acceptance testing plans	

Business Areas supported within IT:

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

Hardware/Infrastructure:

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

Software & Database Experience:

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