

### **PROFESSIONAL SUMMARY**

Over twenty years of experience providing expert design, business analysis, issue and risk assessment and process improvement methodology to enhance and/or expand the efficiency and effectiveness of current business processes either through automated or new/enhanced process solutions. Expertise expands throughout the oil and natural gas industries, as well as call center technology and criminal justice / executive security industries.

Subject Matter expertise includes:

- Client Relationship Development and Management
- Business Analysis
- Process Improvement
- Contractual and Automated Review and Change Management
- Solution Design and Implementation
- Call Center Operations/Metric Assessment and Initiative Implementation
- Program Management
- Brainstorming / JAD Facilitation

### **PROFESSIONAL EXPERIENCE**

Consulting and Professional Services Organization

2008 – Present

***Customer Service / Call Center Technology and General Business Development***

Consultant

**Project Work**

- Developed and implemented start-up processes and business advisement for Credit Restoration Services company.
- Provide US representation and business advice for global maritime security and training company
- Developed six hour - three module (Customer Service, Telephone Techniques and Decision Making / Problem Solving) training course including a complete facilitator's guide, participant's workbook and presentation material for course.
- Provided criteria for technical and operational assessment for call center consolidation including associated risk assessment for go/nogo decision in Request for Proposal (RFP) of Big Four client.

Accenture, LLP

2003 – 2008

***Call Center Industry Consulting***

Implementation Lead / Solution Architect / Contractual Change Control Lead

**Project Work**

- Assessed, researched and analyzed key functional areas of billing for national internet services provider Client to deliver Optimization Plan for agents to increase metric compliance and facilitate reduction of billing errors. Identified over 100 improvement opportunities for Client in areas of governance, technology, training and operations resulting in a contract extension in excess of \$1 million.
- Developed and managed cross integrated governance for call center management (vendor management / quality / training) with an increase in operational efficiencies between client and vendor management.
- Managed and deployed centralized monthly incentive programs and pay for performance initiatives showing an increase of criteria compliance from 15% to 47%.
- Managed implementation of processes to increase retention save rate to close gap for Net Adds to Bill in calendar year 2007 from 46% to 77%.
- Development and deployment of agent training resulting in an average increased agent metric sales rates of 10%
- Managed governance and solution management for internet services client of global call centers, entailing 10 vendors, 19 call centers, ~6,000 agents supporting 9M + customers with over 1,400 initiatives in a 4 year period.
- Created and managed contractual change control process which included governance, solution identification, creation and/or review of Statements of Work through execution resulting in an increase of revenue in excess of \$6 million to a multi billion contract
- Implementation of creative solutions to complex business issues including requirements gathering, workflow modeling, meeting facilitation and successful implementation based on increased metric adherence.

**Practice Development**

- Developed change management process standard for new Call Center Technology practice within Accenture.

Consulting and Professional Services Organization

2000 – 2004

***Natural Gas Pipeline Industry Consulting***

Consultant

**Project Work**

- Assessed and advised business activities, processes, tariff, technical and strategic research
- Conducted brainstorming and facilitated sessions for re-writing of new leading edge portal based natural gas pipeline contracts system
- Managed and directed various projects, i.e. clean up project, functionalities testing in natural gas pipeline transportation system and contract administration, hourly business management system
- Project Coordination of multi-million dollar automated project including: development and maintenance of project plans, milestone identification, risk analysis and budget forecasting
- Developed intelligent automated Project Tracking database with issues resolution competency
- Researched, negotiated, implemented and developed training for off the shelf Customer Relationship Management system (salesforce.com)

Ziff Energy Group, Ltd.

1998 – 2000

***Oil Field Benchmarking and Natural Gas Pipeline Industry Strategy Consulting***

Manager – Administration / Business Analysis

- Supervised and managed workload of administrative support staff with hiring and termination authority
- Managed US office operations (i.e. HR, Quality, Administration, Recruiting, IT)
- Managed production of benchmark studies, distribution of materials to stakeholders and coordination of study results work groups
- Published 3 proprietary topic reports associated with Gulf of Mexico Shelf and Deepwater Pipeline Issues, Gas Pipeline Capacity Constraints and Nuclear Power Plant Deployment in United States and Canada.

# RTM CONSULTING

## CANDIDATE RESUME

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El Paso Corporation

1991 –1998

### ***Natural Gas Pipeline Industry***

Senior Business Analyst

- Commercial Information Technology Control Standards (ITCS) Coordinator (created, designed, implemented and maintained ITCS management proposal, presentation and training through compliance of audit conditions)
- GISB and GISB-Deferred Commercial Implementation (Implement code mandated by FERC and test requirements prior to implementation)
- Volume Allocation System (VAS) Mainframe to Client/Server Conversion Team (Identify and implement requirements for conversion to client/server environment)
- Data Warehousing Implementation Team (Identify and implement requirements for commercial data warehousing)
- Coordination of the VAS / Gas Storage Management (GSM) Nightly Schedule – 24 hour on call; VAS Troubleshooter
- Develop GAS Measurement Issues Tracking/Data Communication Database
- Created various databases and reports to evaluate customer surveys, safety compliance and safety incidents and audit issues tracking
- Maintained and forecasted \$1.2 million departmental budget, cost of quality statistics
- Developed and implemented Security Access Review database resulting in a departmental take-out of 2,997.5 hours
- Setup beginning IT Agreements and Tariff for Kern River Pipeline

**EDUCATION**

<b>High School</b>	1972
Hershey High School, Hershey, Pennsylvania	
<b>Coursework</b>	2003-2008
Accenture	
○ Fundamentals of Business Law:	
▪ Contracts in Commercial Transaction	
▪ Employment and Labor Law	
▪ Lawsuits and Negotiations	
▪ Business Law and Contracting – Entering into a Contract	
○ Project Management – Risk	
○ Six Sigma Basics	
○ Center of Excellence Training	
○ Negotiation and Dispute Resolution in the Public Sector (MIT OpenCourseWare)	

### **KEY SKILLS**

**Project Management Lifecycle:**

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

**Business Areas supported within IT:**

Order Entry/ Customer Care	Product Marketing	Risk Management
Billing	Operations	Program Office
Provisioning	Vendor Management	Data Center Management
HR/Payroll/ Benefits	Legal	
Production Support	Contract Management	

**Hardware/Infrastructure:**

Cisco Series Routers	Disaster Recovery/ Business Recovery
IVR	Intranet/Internet
Citrix	Back-up and Recovery

**Software & Database Experience:**

PeopleSoft HR & Payroll	Sybase	Microsoft Project
Mercury ITG	Sharepoint	Microsoft Visio
Rational Rose	Access	Microsoft Office Suite
Salesforce.com	Windows NT/ NT Server / 2000 / XP	Microsoft Exchange Server
PVCS		
Oracle	Vista Plus	