FIRST AND LAST NAME PMP, CDIA

Street Address, City, State Zip Code • (xxx) xxx-xxxx • your.email@domain.com

Senior technical manager with broad experience managing enterprise-level projects to improve business processes. Specialty in application development for business process improvement and systems integration with specific experience.

• Project Management	• Technical Leadership	• Technical Design
• Full Project Life Cycle	• Staffing and Team Building	• Process Improvement
• Business Case Development	• Proposal Preparation	• Business Development

EXPERIENCE

Project Manager – *Company name*

X Company provides internet marketing services to help car dealerships and OEMs sell more cars.

- Led an extensive Compnay Name remediation project to develop, implement, and test General IT and system controls. Participated in the development and implementation of corporate Policies and Procedures, a Software Development Life Cycle, and several key controls to support the project.
- Successfully cCompleted a mission-critical integration project for a recently purchased subsidiary. with an expected annual revenue increase of $2M.
- Managed an integration project to consolidate web-hosting facilities for an industry-leading CRM application to a"co-location" site, which created a $300k annual cost savings.

Project Manager – *XYZ, Inc.*

XYZ, Inc. is a system integrator with specialization in the Mortgage industry.

- Led a project to "internationalize" a hosted web site for X Company to support several foreign languages. This project was part of a larger effort to integrate and consolidate product information as a result of X Company's acquisition of Y Company. Web content was managed by a custom user interface to Vignette with loose integration to a Peoplesoft product information database.

- Led a development project to design and build a rules-based automated underwriting "engine" to be marketed with integration services for prospective clients in the mortgage industry.

- Successfully led the implementation of web-integrated loan origination systems for two clients, X Client and Y Client. The applications were based on Eastern Software's Empower application.

Director of Systems Development – *XYZ Inc.*

XYZ Inc. is a system integrator and prominent Computer Company business partner specializing in Computer Company workflow and document management applications.

- Managed the Content Management practice for a startup West Coast office.
- Developed partnership with the XYZ sales team and XYZ Global Services to provide system integration services for Fortune 1000 companies.
- Responsible for business development, account management, and team building in a "strong matrix," hands-on environment.
- Expanded integration services for web-based applications by 20%.
- Improved processes for account management and resource planning, managing multiple projects for the West Coast operation.
- Wrote proposals and developed and presented conceptual approaches to integrate legacy applications into "process centric" workflow applications for prospective clients.

Bank
- Managed the design and development of a web-based document management system for a commercial banking application. This Treasury Management/ACH application reduced storage and filing costs and risk associated with lost or mishandled paperwork and provided enterprise access to a central document repository for more than 1000 nationwide users. The new application was integrated with a legacy system from the Northwest acquisition.

XYZ Resources
- Consulted on a process discovery project for client services, call center, and data center operations in preparation for Six-Sigma compliance.

Airline Company (City, State)
- Implemented a document management system to reduce administrative costs for a purchasing department. The system improved access to accounts payable documents for 400+ buyers. The application was integrated with a mainframe-based purchasing application and proposals were presented to assist with the transition to a new accounts payable system.

School District (City, State)
- Won a contract and led the implementation of a workflow and document management system for a large school district. The project integrated a workflow and document management system with an HR and Payroll system to improve operational efficiency and reduce administrative expenses.

Imaging Systems Manager – *XYZ Insurance Agency, a Division of XYZ Center*

XYZ is a specialized mortgage tracking and lender-placed hazard insurance company for the mortgage industry.

- Responsible for a highly innovative, multi-million dollar insurance form processing application that employed custom and proprietary forms recognition and OCR.
- Completed the final implementation phase for the new application.
- Implemented significant improvements to performance and reliability.
- Implemented the supporting infrastructure (32 NT Servers) and application at a second production site ($1.8M, 130+ seats).
- Completed a design and development phase of a complex, multi-million dollar workflow and document management system integrated with an Alltel mortgage tracking application.

Progressive Management Positions -- *XYZ*

The XYZ is an insurance and member services company.

- Significantly "revitalized" and expanded an infrastructure services department; developed a business plan, improved internal customer service, and attracted talented staff.
- Developed a corporate technical architecture and three-year strategic plan. Documented a business model and defined key applications and technology initiatives.
- Led an implementation team for a high-volume, mainframe-based document management system. The $4M investment realized a 2-year payback, significant reduction in cycle time, and opened up enough file room floor-space to accommodate a 400-person call center.
- Led the implementation of a high-volume color photo capture system. The $600k investment resulted in a 10-month payback and won three professional awards.
- Led the initial launch and staffing of three new department sections: Network Systems, Network Engineering, and the Remote Management Center to provide engineering, Level Two and Three support for a network infrastructure of over 6,500 PCs across 80 locations in four states.

- Managed a Technical Services department that maintained all mainframe system software, transaction processing, document management, and communications software for a large XYZ installation running 24x7 online applications.
- Consulted for and participated in several major application implementations.

TECHNICAL SKILLS

<u>Operating System Software:</u> Windows NT/2000 Server, AIX, MVS/ESA, OS390, some experience with AS/400. Microsoft Exchange, SNA Server, and System Management Server. CICS (OLTP), SNA, JES2, TCP/IP, APPC, SNMP, and HP Openview.

<u>Databases:</u> DB2 (mainframe and server-based), Oracle, SQL Server and limited experience with Cognos, Business Objects and Crystal Reports.

<u>Methodologies:</u> UML, Use Cases, RUP, and SDM70.

<u>Development Languages:</u> C++, Java, Visual Basic, HTML, JSP, ASP, XML, and ODBC. PL/1, Cobol, Fortran, and Assembler Language. Experience with PVCS and VSS.

<u>Applications:</u> Niku Clarity, IBM Content Manager, Kofax Ascent Capture, MQ Series, MQ Workflow, Enterprise Information Portal, Websphere, Captaris' RightFax, InputAccel, Empower Loan Origination System.

Highly Proficient with Microsoft Office, Microsoft Project, and Microsoft VISIO.

CERTIFICATES, CONTINUING EDUCATION AND ASSOCIATIONS

- Project Management Professional (PMP) from the Project Management Institute, 2003.
- Certified Document Imaging Architect (CDIA+) from CompTIA, 2002.
- Active member of Project Management Institute, City Chapter.
- Additional coursework in advanced Project Management, Enterprise Computing, JAVA, Internet Technologies, TCP/IP, APPC programming with LU6.2, in-house management training courses and in-house training in Clarity and Empower.

EDUCATION

XYZ State University, City – B.S. in Business Administration with Business Information Systems focus.
XYZ University – *Associate in Applied Science* degree in Electronic Data Processing.