

CAREER SUMMARY

Highly analytical and methodical management professional consistently delivering quality products on time and within budget through effective analysis, leadership, and project management. Dedicated project planner who enthusiastically promotes teamwork. Highly effective partner with external sites, vendors, clients, and end-users. Extensive PC knowledge including Microsoft Office, Microsoft Project, and other desktop products.

CORE COMPETENCIES

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|------------------------|------------------------------|-----------------------------------|
| • Project Management | • Business / System Analysis | • Retail Systems |
| • Project Planning | • System Design/Development | • Health Insurance Systems |
| • Project Coordination | • System Documentation | • Vendor Selection |
| • Team Building | • System Implementation | • Vendor Relations |
| • Team Leadership | • Mentoring / Training | • Vendor Development Coordination |

MANAGEMENT AND TECHNICAL SKILLS

- Proven success managing implementation / support of systems across multiple locations / time zones covering 2000+ locations.
- Experienced leader of single team as well as multi-team development projects (both functional and matrix management structures).
- Accomplished developer of project plans and process flows.
- Recognition for written communications excellence, both with processes and system usage, utilizing appropriate level of detail.
- Instrumental partner with business units successfully developing and implementing the necessary projects for business growth.
- Effective mentor of software packages and implementer of new business processes.
- Proficient in use of MS Project, MS Word, and MS Excel in planning and tracking of large and small projects.
- Experienced in presentation of ideas and processes using Visio and MS PowerPoint.

PROFESSIONAL EXPERIENCE

HTC Global Services Inc, Troy, MI

Information Technology Services

Senior Business Analyst

Responsible for business analysis on the EGrAMS grant management software project.

2008-Current

NUTECHS, Bloomfield Hills, MI

Information Technology Consulting

Blue Cross Blue Shield of Michigan

Senior Business Analyst (Development Coordination Role)

Responsible for business analysis and coordination in relation to the Inter-Plan Teleprocessing Services (processing of out-of-state claims).

2005-2008

- Served as business analyst on ITS Release 10.2 (LDUES) project increasing the number of service lines, dollar amounts, and units that can be processed on a claim.
- Continued to be "go-to" person in relation to MS Office related questions as well as other desktop tools.
- Created and implemented change tracking process integrating Peregrine Service Center with Change Manager (Blue Cross Blue Shield Michigan Tracking Tool) providing common management reporting tool while retaining existing customer reporting process.
- Coordinated support of CheckFree RECON-Plus application including control of change requests and investigations.
- Facilitated regular customer meetings for tracking/reporting of ITS Professional and CheckFree RECON-Plus request tickets as well as training/tutoring sessions as needed on varying topics.
- Built and managed Microsoft Project staffing plans for team.
- Created tracking and reporting method for customer defect and maintenance resolution in relation to system software. Automated statistical analysis for management reporting providing the necessary metrics for decision making.
- Coordinated problem resolution and change requests increasing efficiency with limited resources.
- Developed reporting and tracking for recoveries, restores, and statistical adjustments (used to modify a large number of claims in relation to problem resolution). Created automated management reporting.
- Managed identification and execution of recoveries, restores, and statistical adjustments working with both IT and the customer.
- Created and implemented new recovery process eliminating duplication of data and inconsistent reporting.

KMART CORPORATION, Troy, MI

Mass merchandising company

Team Manager (Manager Systems Development Role)

Responsible for departmental transition plans and process flows working directly with and reporting to executive management.

2004

- Developed departmental transition plans using MS Project creating a more controlled and predictable transition in the stores with less negative impact on the customer.

- Worked with executive management to improve planning and execution.
- Defined process flow and guidelines for creation and maintenance of the Vendor Portal to allow vendors improved access to information required to do business.

Systems Engineer (Project Manager Role)**1997-2003**

Responsible for large-scale development coordination across varying project teams.

- Organized expansion to 14 digit marking number (utilizing SDLC Waterfall methodology) for 2005 Sunrise / GTIN (Global Trade Item Number) Compliancy project, allowing standardized trading and synchronization of partner data.
- Facilitated effort across more than 20 system teams to eliminate over 5000 softline (clothes, towels, etc.) processes and modify over 200 hardline (hardware, toys, etc.) processes, thus combining softline and hardline item processing.
- Collaborated synchronization of item information resulting in improved accuracy across multiple systems and platforms.
- Performed analysis and documentation for re-engineering store POS Layaway systems enabling utilization of common point of sale system in the stores. (Included creation of Project Initiation Contract, Business Requirements, Technical Requirements, and Design.
- Supervised advertising development team consisting of 6 developers / engineers improving request prioritization process.
- Organized Y2K testing across more than 15 systems to yield focused and documented business process test plans.
- Formed Subject Matter Expert (SME) focus groups to define / document current business processes across multiple systems / platforms.

INNOVATIVE ELECTRONICS, INC., Miramar, FL (Acquired by De La Rue Cash Systems in 2001)

Retail cash management and POS solutions provider

Director of Engineering**1997**

Responsible for control and direction of entire development department consisting of 12 engineers.

- Directed diverse team of engineers in design, development, and support of total retail point of sale solution utilizing varying register platforms, a NT 4.0 back office system, and an AS400 / Mainframe.
- Managed creation of core point-of-sale back office system enabling module modifications to meet customer needs.

KMART CORPORATION, Troy, MI

Mass merchandising company

Systems Engineer (Project Coordinator Role)**1995-1997**

Responsible for management, design, and analysis of mainframe systems.

- Coordinated data retrieval development for new Merchandise Allocation system in CICS / DB2 / IMS / MQ Series environment providing superior tool for Allocation Analysts.

Systems Analyst II & III (Project Manager Role)**1989-1995**

Responsible for supervision, design, and analysis of PC based systems.

- Managed POS Layaway system development team consisting of both on-site and off-site personnel.
- Led development and implementation of UNIX / Informix POS Layaway system in over 600 stores providing increased processing capacity as well as replacing outdated hardware. Required analyzing current system and processes, defining new system requirements, selecting vendors and hardware, supervising development, and implementing in stores.
- Created / maintained POS Layaway documents following Kmart SDLC process including Business Process Analysis, Project Initiation Contract, Project Plans, Business Requirements, Technical Requirements, Design, Testing, and Implementation.
- Decreased average POS Layaway software problems 80% per store per month over a two year period using problem tracking and analysis with follow up communications.
- Negotiated with multiple vendors securing best software / hardware mix for the Kmart environment.
- Teamed with clients, hardware manufacturers, software developers, system integrators, installers, trainers, stores, and client areas providing synergized systems.
- Organized and monitored off-site regional education for POS Layaway as well as on-site support personnel education resulting in improved support and decreased downtime.
- Led development and implementation of the first Kmart automated POS Layaway store system in over 2000 stores vastly improving customer service over manual processing. Required analyzing current manual processes, defining corresponding automated processes, leading hardware selection / development, creating end-user documentation, and implementing both hardware and software in the stores.
- Collaborated with hardware manufacturers, software developers, system integrators, installers, trainers, and support personnel to create a robust system.

Programmer Analyst I and II, Senior Programmer Analyst**1980-1989**

Responsible for freight payment system development and supervision of 7 Programmers.

EDUCATION / TRAINING

- Computer Science Major, Central Michigan University, Mt. Pleasant, MI (118 credit hours)
- Project Management Training
- Logical Database Design Training
- Graphical User Interface Training
- Data Communication Training
- UNIX Training
- CCC Harvest Training