

### Professional Profile

A Senior Management Consultant with over 20 years' experience using technology and analytical skills to solve business problems and realize strategic opportunities. A self-motivated, goal-driven individual, Certified Project Manager, Senior Business Analyst and MBA. Client list includes aggressive startups as well as established Fortune 500 companies throughout the US and Mexico. Available for engagements anywhere in the world.

### Core Competencies

|                   |                     |                     |                  |                   |
|-------------------|---------------------|---------------------|------------------|-------------------|
| <b>Strategic</b>  | Project Mgmt        | Revenue Assurance   | Facilitation     | Business Analysis |
|                   | Systems Engineering | Process Engineering | Data Warehousing | System Auditing   |
| <b>Technical</b>  | Analytics           | MCTS, Project       | Data Modeling    | SQL               |
|                   | Architecture        | Statistics          | Data Analysis    | UML               |
| <b>Industries</b> | Telecommunications  | Mining              | Banking          |                   |
|                   |                     |                     |                  |                   |

### Consulting Engagements

| <b>Clients</b>          | <b>Locations</b>           | <b>Roles</b>                      |
|-------------------------|----------------------------|-----------------------------------|
| Newmont Mining          | Elko, Nevada               | Program Manager                   |
| Comcast Cable           | Denver, Colorado           | Business Analyst                  |
| SBC Long Distance       | Pleasanton, California     | Business Analyst, Auditor         |
| Qwest                   | Denver, Colorado           | Project Manager                   |
| Nextel                  | Herndon, Virginia          | Business Analyst                  |
| Bellsouth               | Birmingham, Alabama        | Project Manager, Business Analyst |
| Mediacentric Group      | Tampa, Florida             | Business Analyst                  |
| SBC Communications      | St. Louis, Missouri        | Business Analyst                  |
| Nextlink                | Seattle, Washington        | Business Analyst                  |
| Net2000                 | Herndon, Virginia          | System Engineer                   |
| Teligent                | Reston, Virginia           | Project Manager, Business Analyst |
| Iridium Communications  | Washington, DC             | System Engineer                   |
| Citizens Communications | Dallas, Texas              | Business Analyst                  |
| Avantel                 | Mexico City, Mexico        | Project Manager                   |
| MCI Communications      | Colorado Springs, Colorado | Project Manager, Business Analyst |
| Bank One                | Columbus, Ohio             | Project Manager                   |
| Firemen's Fund Mortgage | Farmington Hills, Michigan | Business Analyst, Programmer      |

## Engagement Highlights

- Managed multi-million dollar program of Supply Chain and Maintenance process engineering projects – key components of a statewide process re-engineering and improvement program
- Developed business performance management strategy and supporting tools to drive and manage change
- Trained and mentored cadre of new project managers
- Developed process and toolset for parallel testing interfaces between Mediation/Rating/Taxation and Billing systems for VoIP offering
- Architected end-to-end software quality assurance process for mediation and rating systems
- Developed a statistical dashboard to analyze multiple facets of development and operations groups, monitor performance, and identify opportunities for intervention and improvement
- Engineered a revenue recovery process to reduce the amount of revenue lost from unbillable usage due to poor system and trading partner integration
- Recovered over \$5 million in unbilled revenue through systematic analysis of call detail records
- Conducted a revenue assurance audit of entire revenue stream to identify actual and potential revenue leakage
- Analyzed process flows for usage collection, mediation, rating, and billing across four regions nation-wide
- Conducted detailed qualitative and quantitative evaluations of competing vendor packages in Order Entry, Billing, CRM
- Certified new Federal 271 data warehouse and reporting system
- Designed and implemented automated validation processes and procedures that reduced manpower and schedule requirements while improving accuracy through enhanced statistical analysis
- Customized and implemented a project management tool to track requirements, issues, action items, configuration items, software releases, and trouble tickets
- Managed customization, testing, and integration of Customer Care/Billing system (Saville)
- Created and delivered training programs for Project Management, Time Management, ICCP's CDP Certification, Argo BankPro Development, Telecommunications Primer
- Helped launch two new consulting branches in Columbus, OH and Colorado Springs, CO
- Managed development of a hub-and-spoke Order Entry solution for a startup telecom in Mexico
- Managed development of a new bank platform system for use throughout the US

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## Education & Certification

- Dual MBA, International Business and Finance; University of Colorado; 2008
- Microsoft Certified Technology Specialist (MCTS), Project 2007; 2008
- Project Management Professional (PMP); Project Management Institute; 2004
- Master of Science, Software Engineering; Colorado Technical University; 1996
- Bachelor of Science, Information Systems Management; University of Maryland; 1989



Managing Projects with Microsoft Office Project 2007

