**JOHN CYBULSKI, JR., MBA, PMP**

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**CRM SalesForce.com Solutions Architect, Functional Project / Program Manager**

John Cybulski, holds an MBA and PMP certification, is an IT professional with over 10 years of experience in implementing complex Sales Force SDLC CRM Classic Application projects. He has over five years of implementation experience of Oracle CPQ cloud implementations as an architect/developer and has a strong CRM background. These implementations were at Nutmeg Industries, (a VP Corporation company), MarketMax, Inc. (SAS Institute, Inc.), and most recently at CyberTron, Inc. John has excellent communication skills, both in writing as well as verbally, and is well versed acting as liaison between customers, and the various business groups in IT. John has acted as principal consultant at organizations like NTT Data, Inc., Shire Pharmaceuticals, Xerox, Blue Cross Blue Shield, and other Fortune 500 companies. He has expertise as the sole contributor at area levels from director to BA, including acting as a team member. He is used to fast-paced ever-changing environments and able to readjust and adapt quickly including prioritizing solution development meeting timelines under budget. He has an in-depth knowledge in product configuration and business rules particularly when it comes to discovering the as-is process flows of an organization and the to-be process flows using the proposed packaged software solution to streamline work processes and add efficiency to maximize return on investment.

***Core Competencies***

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| --- | --- | --- |
| Business Analysis  CRM Solutions Architect  Portfolio Management | Transformation Management  Microsoft Security  Captured Biomedical Data | CRM Implementations  Data Migration  Training |
| SDLC-Iterative Model / User Aceptance & Certification Testing | Retail POS – Point of Sales & Integration experience  Global Deployments | Gateway & Payment Processing experience  ERP Implementations |
| Microsoft Project / PlanView Enterprise Portfolio Management / Earned Value Management (EVM) | Solution Architecture Selling / Oracle SCM Testing  UAT - User Acceptance Testing  Package Software Migrations | Technical Project / Program Management  Microsoft Project / Server  Clarity PPM |
| Pricing & Merchandising  Planning and Budgeting | Omni Channel Retailing Architecture | Global Implementations SharePoint 2013 |
| QA / Six Sigma DFSS Green Belt  CPQ – Configure, Price, Quote  Technical Writing  SQL Queries and Reporting | Software Design and Development with SDLC  Agile / Scrum Methodology /  Waterfall Methodology | Partner Relationship Management – PRM  iOS Applications on iPADs and iPhones for Field Sales Users |

***Industry Experience***

|  |  |  |  |
| --- | --- | --- | --- |
| Insurance  Financial Services | Manufacturing  Textile / Licensed Sportswear Apparel | Retail POS Touch Screen Kiosk / Distribution | Pharmaceutical / Health Care |

***SaaS Applications / Packaged Software Experience***

|  |  |  |  |
| --- | --- | --- | --- |
| CRM / XRM | Oracle’s PeopleSoft FSCM, FMS, HCM | Oracle CPQ, Oracle 11i to R12 Financial Accounting | Clarify eFrontOffice |
| CRM / XRM | Microsoft Dynamics CRM 3, 4, 2011, 2013, 2015, 2016, Azure Cloud  asp.net, AWS  C#, Visual Studio  .net experience  Apttus Quote to Cash | SalesForce.com CRM, PRM, Classic Applications, Marketing Cloud, Service Cloud, Sales Cloud, Health Cloud, Community Cloud, Veeva CRM, Lightning, and Apttus Quote to Cash, Apex / Visual Force Web Service Integration with SalesForce.com | Oracle’s Siebel Sales, Service, Repair, Contracts 7.8 CRM, UCCE Call Center |
| ERP | Microsoft Dynamics AX 2009, 2012 | NetSuite / SAP CRM 2007  PeopleSoft ERP | Oracle ERP, eBS – eBusiness Suite |
| Business Process Flows / Accounting | Oracle eBusiness Suite | GIT Plugin for JIRA  XSD Viewer for Confluence | Microsoft Project  Microsoft Visio |
| SCM, Retail | MarketMAX, SAS Analytics | Integrated Merchandise Planning | IBM Retek |
| CMS / ECM / WXM | Veeva Vault MedComms and PromoMats Content Management System | SalesForce Data Loader  Amazon Web Services (AWS) | SharePoint 2013 |

***Operating System Experience***

|  |  |  |
| --- | --- | --- |
| iOS 10.3.1 | Windows 10 | Unix |
| SalesForce.com Mobile SDK with iOS | Windows 8.1 / 7 | Linux |

***PROFESSIONAL EXPERIENCE***

**TAMPA BAY SYSTEMS INTEGRATION, INC.**

**Management Consulting Firm based in Boston, MA**

**CRM / XRM SalesForce.com Solutions Architect, Functional Project / Program Manager** 2001 to 2017

Managed SaaS Application implementations and SDLC-Iterative Model of up to 50 team members with CRM / XRM projects, Transformation Management, Change Management and operational activities to successfully meet and exceed client budget, timeline priorities and requirements quality. Managed on-shore and off-shore developers to design and make configuration and customizations to package software to support CRM software application development projects.

* **Capgemini America, Inc., Latham, NY (August, 2017 to October, 2017)**
  + As **Senior Manager** within Capgemini’s GP-DCX Practicelead the implementation of the RT Queue Replacement project for HVHC, Inc. – High Value Healthcare Collaborative using SalesForce Lightning Service Cloud out of the box with an Agile methodology. Activities consisted of: High Level Requirements, User Stories, Future State Processes, Business & User Objectives and SME Interviews for 14 businesses. Deliverables included: Rapid Solution Workshops, Functionality Matrix, SalesForce Fit Gap Analysis and Solution Architecture.

**April, 2017 to June, 2017 took time off to visit Beijing, China**

* **NTT DATA Services, Inc., Boston, MA (November, 2016 to February, 2017)**
  + As **SalesForce.com Solutions Architect / Application Software Development Senior Principal Consultant / Technical Business Analyst** lead the implementation of the DPS Inspections and Permitting System for the Executive Office of the Commonwealth of Massachusetts Department of Public Safety. Implemented BasicGov's Inspection and Permitting Module within SalesForce.com Service Cloud Portal and Sales Cloud with Chatter Exchange which delivers COTS Inspections and Permitting capability that is integrated, multi-channel, in the cloud and on mobile devices. The Inspections component provides a comprehensive set of features including, zone based auto-assignment, Inspection scheduling tools, inspector itinerary management, and automated letter creation for placing ordinance and abatement requirements into letters. The Permitting component provides for application specific intake workflow. The elevator and building inspectors use iPAD’s.
* **Persistent Systems, Ltd., Santa Clara, CA (August, 2016 to October 2016)**
  + As **SalesForce.com Program Manager / Delivery Manager** lead the requirements and development of SFDC SalesForce.com implementation for DaVita in Centennial, CO using Health Cloud within SalesForce.com. Monitored EVM metrics w/MS Project.
* **Shire Pharmaceuticals, Inc., Waltham, MA (March, 2016 to May 2016)**

**Consultant- Reason for leaving: Completed the contract**

* + As **SalesForce.com CRM Business Lead / Technical Business Analyst** supported the Veeva CRM within SalesForce.com implementations of monthly releases of SFA – SalesForce.com Automation with Sales Cloud within various business units of Shire Pharmaceuticals. Shire’s Veeva CRM implementation includes the integration of Service Cloud and SalesForce.com Mobile SDK with iOS experience with iPAD Veeva CRM application to help pharmaceutical sales representatives in the field with their marketing and sales to be incorporated into the application. Used GIT plugin for JIRA for open source version control and to keep track of Work Requests efforts. Monitored project status with EVM – Earned Value Management. Responsibilities included gathering and writing up new business requirements in the Veeva CRM SFDC development environment and supervised the software customizations for the development sprints. Maintained biomedical information and customer maintenance within Veeva Vault PromoMats, Veeva Vault MedComms, and Veeva CRM with Apex programming and Visual Force with SalesForce queries and reporting.

**July 2015 to February 2016 – took time off to travel to China and Denver, CO**

* **Xerox, Rochester, NY (March, 2015 to June, 2015)**

**Consultant- Reason for leaving: Completed the contract**

* + As **SalesForce.com Functional Project / Program Manager**, lead the CPO – Channel Partner Operations PRM – Partner Relationship Management program Release 3a and 4 using SaaS Application SalesForce.com Marketing Cloud with Appirio and Tree House implementation vendor partners using Agile / Scrum Master Methodology and SDLC-Iterative Model – Software Development Life Cycle, Portfolio Management including Process Improvement, Governance, Artifact Development, future state to-be requirements, design sessions contributed to the following functions modified: Business Planning, Lead Routing, Partner Onboarding Management, Chatter Communities / Email Templates / Content Collaboration, Partner Agreement, Opportunity Management, Basic Forecasting, POS Visibility, Pricing Exception Process, Spring Planning, Transformation Management and Marketo and Apttus Integration to SFDC with Apex and Visual Force. Lead Business Analysts in the creation of User Stories and validating requirements along with SQL queries and reporting. Utilized Change Management techniques to ensure users accept the changes that are highlighted by the Program. Managed program milestones and activities with Microsoft Project and tracked project status with EVM.

**November 2014- February 2015 – took time off to travel and relocate to Boston, MA**

* **Excellus Blue Cross Blue Shield, Rochester, NY – (July, 2014 to October, 2014)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Senior Project / Program Manager**, lead the Product Suite Adjustments project for Individual and Small Groups. Project Team consisted of 35 Business Analysts, Architects, and Configuration Informatics software developers; Medicare Enrollment Readiness and Claims within a PMO Methodology. Change Management, Waterfall Methodology, Communications, Planning, SDLC and Budgeting was followed and adhered to along with Clarity for issue and bug tracking SQL queries, and Technical Writing. Used Microsoft Project, EVM and implemented EDI 820 and 834 transactions to convey biomedical information.
* **CyberTron, Inc., Atlanta, GA - (September, 2011 to July, 2014)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Internet Marketing Director / SalesForce.com CRM Solutions Architect / Technical Business Analyst** proposed, sold, designed, and implemented MS Dynamics AX ERP 2012 by migrating from 2009 and migrated MS Dynamics CRM / XRM 2011 to 2013 with Azure Cloud and eCommerce, CPQ – Configure, Price, Quote solutions to clients of CyberTron, Inc. in Atlanta, GA using Oracle eBS – eBusiness Suite. Interfaced Apttus CPQ to SalesForce.com by using the Opportunity to drive the Configuration with corresponding promotional and discounted pricing for national account customers producing a quick accurate quote to present to the Customer via SalesForce.com. Omni Channel Retailing Architecture, UMS Payment Processing. The MS Dynamics customized functionality leveraged Sales, Service, and Marketing aspects of MS Dynamics to meet NCR’s requirements. Migrated Oracle 11i to R12 Financial Accounting for NCR. Supported SharePoint 2013. Lean methodology, SDLC-Iterative Model – Software Development Life Cycle, testing, and training experience. Monitored Budgets during the project life cycle using MS Project, and performed Transformation Management, Technical Writing of end user documentation. Implemented Pricing and Merchandising for NCR.
  + Designed new MS Dynamics application screens and re-purposed existing data elements while adding new data elements to screens to complete customizations and configurations to meet the requirements with .net support.
  + Implemented and supported SharePoint 2013 as a SharePoint Project Manager to implement Content Management for NCR. Used XSD Viewer for Confluence to illustrate user business documentation and aid in technical development.
  + Implemented iOS iPAD mobile SalesForce.com application for NCR Sales Reps and full life cycle of SaaS Application SalesForce.com using Service Cloud with Apex programming and Visual Force. Interfaced Linux and AS400 to SalesForce.com. Performed SQL queries for trouble shooting and reporting. Amazon Web Services (AWS). Implemented Microsoft Security with single sign on.
  + Managed software development teams to customize and configure the packaged software to meet the requirements for the client. Conducted Change Management for National Cash Register as a Project Manager.
  + Hired, lead, and implemented by overseeing large multi-functional teams and effectively coordinating / prioritizing operations to ensure that goals were met. Utilized asp.NET, Visual Studio, C#, SharePoint, AWS, SQL Server platforms, Web Sites.
* **State Farm Insurance, Bloomington, IL - (April, 2010 to September, 2011)**

**Consultant- Reason for leaving: Completed the contract**

* + As **CRM Salesforce.com Subject Matter Expert / Business Analyst** conducted a CRM and Agency Management System assessment and vendor selection for the Sales and Service Platform for 14,000 State Farm insurance agencies nationwide.
  + Vendor selection resulted in 5 proofs of concepts featuring: *MS Dynamics CRM 4.0*; NetSuite CRM+; SalesForce.com; Applied Systems; and Nexsure / Xdimensional. Supported the deployment and management of custom iOS applications to field sales users within State Farm on iPADs and iPhones.
  + Drove Business Analysis, Requirements Sessions, Solutions Design, and POC documentation and configuration of SDLC-Iterative Modelas **Scrum Master** with Agile Methodology. Utilized Microsoft Project & Earned Value Management (EVM) to track budget.
  + SaaS Application SalesForce.com Marketing Cloud, Service Cloud and Sales Cloud were selected to become the full life cycle implementation within State Farm Insurance Company. Visual Force and Apex development tools along with web service integration were used to make changes to the SalesForce.com application to meet the requirements.
  + **SalesForce.com Project Manager** for the customization, configuration, and implementation of SalesForce.com Service Cloud with integrations to legacy systems. Managed the project from inception to implementation with 50 people including Functional Consultants, Subject Matter Experts, and Software Developers with MS Project as a tracking tool. Interesting Training Challenge with 14,000 users with UTube videos and email surveys to indicate that training was delivered.
  + Facilitated Business Analysis requirements gathering and Change Management Process and worked with Agile/Scrum Methodology and utilized Clarity for bug and issue tracking and UAT – User Acceptance Testing. Responsible for creating Project Plans, Reports, Risk Mitigation, and Stakeholder Management. Claims, P&C - Property and Casualty, SQL reporting and queries, Technical Writing and Compliance Insurance experience.
* **Business Week, New York, NY - (August, 2009 to April, 2010)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Functional Project Manager**, conducted Oracle’s Siebel Sales, Service, Repair, Contracts 7.8 CRM / XRM implementation for Business Week, a division of Standard and Poor’s in New York City which consisted of two Contact Centers. Improved customer service by delivering an outstanding customer experience using Agile Methodology, SDLC-Iterative Model, Portofolio Management as a **Scrum Master** while helping reduce employee turnover rates in the center. Communications and Change Management were key components of success.
  + Managed a team of Functional and Software Developers including Business Analysts using Siebel Leads module to capture, migrate, and convert leads to opportunities along the sales funnel and onto closed sales with MS Project with EVM and Clarity for issue and bug tracking with Technical Writing to document user training material.
* **Citizen’s Energy, Boston, MA - (May, 2008 to August, 2009)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Functional Project Manager** managed Servers and Desktop Infrastructure to support a *Microsoft Dynamics CRM / XRM*, Version 3.0 implementation for Citizens Energy Corporation, Boston, MA, which included 5 outsourced contact centers. Identified opportunities to cross-sell and up-sell the customer. Implemented automated call back to eliminate the need for customers to wait on hold in the contact center. Adapted Sales and Service functionality within MS Dynamics CRM to interface with the FAX server and help supply heating oil to qualified customers during the cold months. Utilized Waterfall Methodology and Change Management, while utilizing Microsoft Project & Earned Value Management (EVM) to track budget.
  + Managed Business Analysts validating requirements and outside Software Development Support and Hardware vendors to insure operations ran smoothly within asp.NET platform with C# and Visual Studio within .net to change the GUI.
* **Colgate-Palmolive, New York, NY - (July, 2007 to May, 2008)**

**Consultant – Reason for leaving: Completed the contract**

* + **Functional Project Manager** managed an ERP / SAP CRM 2007 implementation at Colgate-Palmolive in New York, NY with MS Project which included Software Developers and Business Analysts. Improved KPI’s. Reduced cycle time to 1 day from 5 days for Vendor Managed Inventory Replenishment. Improved complete and on-time orders to 98% from 70%. Reduced inventory by 22%. Managed Business Analysts gathering requirements and SQL queries. Used Change Management, Waterfall Methodology, Portfolio Manageemnt, and utilized Microsoft Project & Earned Value Management (EVM) to track budget.
* **Hawaiian Telcom, Denver, CO - (February, 2006 to July, 2007)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Peoplesoft CRM Testing Manager**, coordinated interfaces for a $250 Million Oracle’s PeopleSoft CRM project with Bearing Point for the Hawaiian Telcom Contact Center implementation at the Denver Technology Center in Denver, CO. This project included Oracle’s PeopleSoft HCM**,** PeopleSoft ERP, Financials and FSCM and had 400 Bearing Point employees and 100 contractors. Conducted PeopleSoft training for Hawaiian employees. Utilized Change Management techniques for user acceptance, Waterfall Methodology and utilized Microsoft Project & Earned Value Management (EVM) to track budget. Provided UAT – User Acceptance Testing and **Technical Writing** to finalize deliverables.
* **AIR-CON, Inc., Erie, PA - (2005 to 2006)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Project Manager** designed, developed, and implemented the solution that solved the client’s problem by conducting material workflow analysis, and Business Process Re-Engineering for as-is and to-be quantitative analysis; to determine optimal layouts after considering scenarios of a proposed addition to warehouse space to the enterprise and the relocation of shipping.
  + Developed an optimal layout plan that affected the operation in terms of productivity and process flow within the facility. Provided an assessment of AIR-CON’s operation to uncover opportunities related to operational efficiency, labor productivity, quality control, and customer service.
* **General Electric Transportation Systems, Erie, PA - (2004 to 2005)**

**Consultant- Reason for leaving: Completed the contract**

* + As an **eCommerce / Technical Business Analyst**, utilized Six Sigma Methodologies for Tollgate Reviews of Wireless eServices & EDI Projects for GE Transportation Systems.
  + Designed and implemented the solution which used new screens and modified existing screens for PocketPC eServices application with WiFi on iPAQ’s. Interfaced XML to EDI to meet Shortlines requirements. Lean methodology Six Sigma experience. Used Waterfall Methodology and utilized Microsoft Project & Earned Value Management (EVM) to track budget and ERP implementation.
  + Enhanced GE's Customer Web Center to save, import, and export orders to / from Excel. Used Visio and PowerPoint for Six Sigma presentations and MS Project.
* **eSourceDocumentation, Inc., Erie, PA - (2003 to 2004)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Chief Software Engineer / Technical Business Analyst** designed the architecture and implemented the solution to the development of dynamic software to track and support clinical drug trials for Merck and other Pharmaceutical firms with front end design on HP Tablet PC's using Microsoft Visual Studio .NET Framework IIS tools with Visual Basic .NET and C# .NET with database design and development on MS SQL Server for a startup firm, eSourceDocumentation, Inc. The software to track the Clinical Drug Trials had a special focus on the safety of the test subject during the clinical trial process. The subject’s corresponding medical vitals and biomedical data were recorded on a real time basis during the trial period. Jira and Greenhopper was used to support and track Agile software development as a SCRUM Master and utilized Agile Methodology andutilized Microsoft Project & Earned Value Management (EVM) to track budget. Posted clinical testing results with SharePoint for FDA auditors. Worked within FDA regulations and in support of Legislation constraints.
* **Lewtan Technologies, Inc., Waltham, MA - (2002 to 2003)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Clarify CRM Enterprise Solutions Architect / Technical Business Analyst / Consultant**, implemented a contracts module into AMDOCS Contact Center Clarify eFrontOffice for Lewtan Technologies, Inc. in Waltham, MA, which included Investment Accounting training, deals, asset classes, database co-marketing, budget types, and revenue recognition for a Financial Services eCommerce software firm. Used Waterfall Methodology.
* **SPX Corporation, Horsham, PA - (2001 to 2002)**

**Consultant- Reason for leaving: Completed the contract**

* + As **Program Manager** presented and implemented the solution to set up Global PMO Program Management Office and standardized Status Reporting and Project Planning methodologies within SPX Corporation, Horsham, PA with Waterfall Methodology, to help manage IT requests originating from 27 international subsidiaries. The solution included training the project leaders and managers to use standard project implementation and reporting tools such as Microsoft Project, Earned Value Management, Milestone Status Reports, Project Charter, Issue, Risk, and Change Control Logs, Quality Test Plans with Performance Certification Testing.

**eLOYALTY CORPORATION, a TeleTech Company**

***A Customer Interaction Consulting and Managed Services company based in Austin, TX***

**Principal CRM Solutions Architect** 1999 to 2001

**Direct Hire- Reason for Leaving: Laid off & started my own Consulting firm**

* Worked with clients, HP Medical Products/Agilent Technologies (1999), HP OpenView (HP BTO – Business Technology Optimization) (1999), Federal Express (2000), AAA – American Automobile Association (2000), Spring Tide Networks (2001), and Minicom International (2001) involving CRM Project planning / program management, including the application of Earned Value Management with software development, telecom / network conversion.
* Coordinated full project lifecycle, proposed road maps, architecture, managing budgets of over $28 Million, creating project plans / SOW’s / SLA’s, developing and implementing processes, using Waterfall Methodologies, Portfolio Management, Microsoft Project & Earned Value Management (EVM) to track budget, and maintaining vendor / customer communications.
* Lead the Functional Teams that facilitated in the Design Session Methodologies for gathering requirements, Business Process Reengineering, and Technical Writing for the $150 Million CRM Compliments and Complaints project for Federal Express, Memphis, TN.
* **Implementation Manager** and **Functional Architect** for the Customer 2000 Sales & Marketing Contact Center using Clarify within Agilent Technologies Healthcare Solutions Group (Philips Healthcare), Andover, MA. Gap Analysis produced functional and technical specifications. Web enabled application for customer self-service of creation and status of cases.
* Authored and implemented process developments and documentation including SOW’s, project plans with Microsoft Project and PlanView Enterprise, and SLA’s. PeopleSoft training.
* Set up the Infrastructure within eLoyalty’s Austin, TX Lab to benchmark Oracle’s PeopleSoft HCM, PeopleSoft CRM, Oracle’s Siebel CRM, Oracle’s Siebel Sales, Service, Repair, Contracts, Oracle eBusiness Suite and CRM, Clarify CRM, Unix, Linux, Cisco UCCX and UCCE solutions to demonstrate to clients the functionality of Oracle’s PeopleSoft ERP and CRM, Oracle’s Siebel, Clarify & Oracle Contact Center comparisons.

**CLARIFY, INC. (AMDOCS)**

***CRM Software Company – eFrontOffice Suite based in San Jose, CA***

**Consulting Manager** 1998 to 1999

**Direct Hire- Reason for Leaving: Received opportunity to expand career and move into CRM Architecture**

Configured and sold Clarify system architecture to 50 customers within the US northeast region. Managed miscellaneous professional service projects including software migration for customers, help desk and client software updates, and metrics to gauge customer service levels.

* Provided proactive support on a complete suite of Clarify eFrontOffice software products to customers in the Northeast client base. Managed staff of 12 including six contract consultants, which brought in $3.6 Million Consulting Revenue. Maintained Budgets.
* Successfully completed software implementation to customers within the Northeast US.
* Provided Clarify Training Consultants for the Boston Clarify University.

**MARKETMAX, INC. (SAS Institute, Inc.)**

***The leading provider of Supply Chain Management planning applications which include: advanced retail planning and merchandise intelligence software based in Wakefield, MA***

**Director of Product Development** 1997 to 1998

**Direct Hire- Reason for Leaving: Career move to the CRM/Consulting industry**

* As **Program Manager**, managed team of 32 software developers, 8 projects, project managers, systems architects, consultants and quality assurance test engineers to develop, deploy and release Integrated Merchandise Planning & Allocation software solutions. Utilized Visual C++ Microsoft MFC to develop solutions on separate Oracle, SQL Server, Informix, and Sybase database Servers under Unix and Linux operating systems to support different customers utilizing Waterfall Methodology, Omni Channel Retailing Architecture.
* Release Management of Software Product with Quality Assurance Acceptance Test results.
* Travelled to ShopKo in Greenbay, WI weekly to propose new retail systems architecture, and solution sell by eliciting new business requirements to incorporate enhancements and customizations into the software product to benefit all customers.
* Applied scientific techniques to retail business intelligence, pricing, forecasting demand, in-store operations, localized assortment strategy, merchandise operations management and planning, profit optimization, and supply chain management planning.
* Integrated Merchandising software product included data mining capabilities for data marts and EDW enterprise data warehouses. Conducted Oracle SCM Testing.
* Implemented Flow Replenishment pilot project for Wal-Mart and VF Corporation for Lee and Wrangler jeans.

**SYSTEMS ENGINEERING, INC. (NWN Corporation) *a Consulting firm with State of Massachusetts and other commercial clients based in Waltham, MA***

**Consulting Services Manager** 1995 to 1997

**Direct Hire- Reason for Leaving: Got offered the opportunity with MarketMAX, and wanted to expand career**

* Designed, developed, and implemented business applications using unique system architecture with MS Access for American-London in Norwood, MA and The Gillett Company consisting of a manufacturing system to measure production and the Quality Management process and reporting systems using Waterfall Methodology. Worked closely with the Massachusetts Department of Public Health to develop a system to capture biomedical information concerning monitoring cervical cancer patients.

**NUTMEG INDUSTRIES, INC. – A VP CORPORATION COMPANY**

***Licensed Sportswear Apparel Company based in Tampa, FL***

**Manager of Advanced Technology** 1992 to 1995

* Designed and implemented the solution as Systems Architect of Nutmeg’s FanWare Sales Force Automation Interactive Color Image Catalog/Sales Order Management system, Sales Force Automation (SFA) project on Apple PowerBooks.
* Gathered requirements, proposed new architecture, and sold vision for the SFA project to 30 key representatives of the company to produce a Gap Analysis which compared as-is to to-be business processes which resulted in a full software development life cycle of a custom SFA to support a global team of Sales personnel for a licensed sports apparel company.
* Designed and implemented the Team Machine Point-Of-Sale Multimedia touch-screen Kiosk to display an Interactive Color Image Catalog and allow users to self-configure Sports Clothing orders through VF Outlet stores and Sears’s stores nationwide.

**INSTITUTE FOR INSTRUCTIONAL RESEARCH & PRACTICE**

**Educational Think Tank based within the University (of) South Florida (USF) in Tampa, FL**

**Director, Systems Integration** 1988 to 1992

* Proposed successful architecture which implemented Department of Insurance certification testing sites in ten different cities across the State of Florida which tested for specific knowledge of all forms of Insurance.
* Managed a Software Development & Support Unit of a Non-Profit Institute within the University of South Florida (USF). Supported the Development and Administration of DOE Teacher Certification and DOI Insurance Certification for State of Florida.

**WANG LABORATORIES, INC. (WANG GLOBAL / GETRONICS)**

**Computer Systems to support Office Automation based in Boston, MA**

**Principal Systems Consultant** 1982 to 1987

* Designed and sold the architecture and solution to implement Wang Professional Image Computers to instantly store and retrieve Insurance Policies within Provident Life and Accident Insurance Company, Chattanooga, TN quickly within a unique document management system.
* Managed relationships between Wang Laboratories and the State of Georgia’s GENESIS project in Atlanta, GA, to automate and electronically connect over 200 school districts as part of **G**eorgia’s **E**ducational **N**etwork **E**xchanging **S**chool **I**nformation **S**tatewide.
* Sales Support to National Accounts: Westinghouse, Pittsburgh, PA, Provident Life and Accident Insurance Company.

***EDUCATION & PROFESSIONAL DEVELOPMENT***

**MBA Degree, Marketing | Minor in Operations Management - Gannon University,** Erie, PA, 1981

**Bachelor of Science Degree, Engineering Sciences | Minor in Operations Research - Johns Hopkins University,** Baltimore, MD, 1974

**PMP Certification**, 2014 / **Six Sigma Certification – Green Belt –** General Electric, Erie, PA, 2005

**CRM Consultant Certification,** Siebel, 2001 / **CRM Consultant Certification,** Clarify, 1999

**MCP Certification –** Microsoft, MCP ID# 219307, 1996