**Summary:** Wide-ranging Information Technology management experience. Budgeted, planned, staffed, evaluated and organized resources, Domestic and Offshore. Served on corporate and industry committees. Interacted with and coordinated efforts of people from diverse functional areas, Domestic and International.

Project Manager on numerous Projects and performed Business Systems Analysis and Design on Client-Server and Mainframe applications. **PMP Certification from 2002 through Dec. 2018**. Particular expertise in:

* **Full SDLM/Waterfall/Agile Methodologies**
* **Applications Development/Maintenance**
* **Business Systems Analysis/JAD/Use Cases**
* **IE/CASE/OOAD/Web Page Design/RUP**
* **Insurance Industry: Pensions/Life/Health**
* **Datacomm Software (VAN/WAN/LAN)**
* **Systems Quality Assurance/Software Metrics**
* **Systems Integration**
* **Database Design**
* **Publishing, State Government, Telecom**

Described as enthusiastic, self-motivated, hands-on Project Manager and Business Systems Analyst, with

excellent written and verbal communication skills; a team player who empowers and coaches his team.

**Software &** PowerBuilder, COBOL, Assembler, C, Pascal, Visual Basic, Windows, XML, HTML,

**Technologies**: ASP, Ultradev, Fireworks, MS-Word, Lotus 123, MS-Excel, MS-PowerPoint, Oracle, MS-Access, IMS

DB/DC, DB2, ADF, SNA/DS, TOTAL,Oracle Designer 2000, IEF/I-CASE, Excelerator XLII/IE, RUP,

SRI STW/REG test tools, Lotus Notes, X.25, ATM, TCP/IP, SNMP, LU 6.2, CICS, VTAM, MVS,

Unix, various CTOS, Ethernet LANs, **Primavera, MS-Project,** MS-Project Server**,** **Timeline,**

**Project Workbench, SuperProjectExpert**, Checkpoint, Mapper, Visio, Peoplesoft’s Vantive,

and Siebel Customer Contact Tracking applications. **Used PMBOK on numerous projects since 2002.**

.

**Hardware:** PCs; IBM & Unisys Mainframes; Unisys B2x (CTOS) Servers, Workstations and LANs; Microvax;

HP9000; Datability VCP200/300/1000 (Superset of DECServer)

**Professional Experience:**

**Illinois DOT, Springfield, IL**

**Consultant/Project Manager/Business Systems Analyst**

**8/13-7/31/14 Contract**

* Lead BSA on a Rewrite of two IMS Mainframe systems for State Construction Contracts Letting/Awarding of Vendor Bids; this new SQL Server application is using an **Agile methodology** with a relational database.
* Developed ‘AS IS’ & ‘TO BE’ Requirements for an RFP to procure a new COTS Electronic Timekeeping

application for the 5700 plus IDOT employees, replacing antiquated software of a legacy mainframe system.

Created Vendor Scripts for demonstrating how well a vendor’s software meets the requirements.

* The COTS application to be procured will include secure, self-service, real-time capture of work hours via

on-line, and electronic mechanisms (e.g. Bio-clocks, badge readers, and mobile devices).

* The COTS application will provide for capturing and assuring the eligibility and accrual of all valid types of Leave & Absence time-off, as well as overtime and costs, while replicating all interfaces to other legacy

Systems.

**Environment: I used PMBOK/SDLC, MS-Office, Visio, Sharepoint**

**Illinois DOT, Springfield, IL**

**Consultant/Project Manager/Business Systems Analyst**

**4/12-09/12**

**Contract**

* Created Test Scripts for a new **e-commerce** web-based system that allows Carriers with Oversized and Overweight Vehicle movements to enroll and apply on-line for permits from the state to transport goods and equipment from point to point within the state of Illinois. Updated and created addendums to Business Rules.
* The application includes routing software based on Navteq GPS routing that avoids road restrictions.

on tonnage, width and height so that a viable route can be generated and a permit can be granted via a web

based.NET application subject to fees paid to the state IDOT.

* Currently working as liaison to user staff as they perform User Acceptance Testing.
* The web-based application will replace a legacy mainframe application that is outdated and requires

much manual effort.

**Environment: I used PMBOK/SDLC, MS-Office, Visio, Sharepoint**

**Self-Employed Author**

**Info Tech Consulting**

**9/08–4/12**

* Took the opportunity to fulfill a life-long desire to exercise my writing skills as an author.
* During that time I have written a novel and several short stories, all of which are available on a website

I created for that purpose.

* In addition I have continued my education in order to renew/continue my PMI’s PMP

Certification, which I have held since 2002.

* Have done self-study on Agile and current PM methodology literature. Also have a franchise **web presence**

**for selling websites** to small to medium sized businesses.

**Bowne, Inc., West Caldwell, NJ**

**Consultant/Project Manager**

**6/08 – 9/08**

**Contract**

* Project Managed 4 short term projects for this publishing company specializing in printing, assembling

and fulfillment of corporate financial reports, pension & health benefit statements and Enrollment

Documents for various industries.

* In addition performed role of Business Analyst on two of the projects,
* Developed requirements documents.
* Responsibilities involved leading a team of **internal and external customers and 3rd party vendors**,

including a vendor who Hosts a website for end user participants to access their employee benefit

statements as an **e-commerce** application service.

* **Responsible for managing project finances.**

**Environment: I used MS-Project, PMBOK/SDLC, MS-Office, Visio**.

**Illinois State Police, Joliet, IL**

**Consultant/Project Manager**

**11/06 – 4/08**

**Contract**

* Managed two projects which include **e-commerce** Web Services on a Web Portal: one for procuring a

**Content Management Digital Imaging & Workflow System** and one for procuring an **Accounting/Fisca**l

**System (Non-Criminal Justice Transaction System)**.

* As Project Manager I was responsible for leading the Requirements Gathering, creation of Design Specs

And RFP’s, creation of tools to evaluate Vendor responses to RFP’s, and coordinating with IT staff for

maintenance to interfacing systems.

* As PM I **successfully** **interfaced and communicated with stakeholders and officers in both the IL State Police division and with the state’s Central Management Services procurement authority.**
* **I led several presentations to leaders in both Joliet and Springfield.**
* I developed Project Management Plans, Schedules with MS-Project 2003, Project Charters, Risk Analysis/Assessments, funding requests, RFP Scoring Spreadsheets, and weekly status reports.
* I m**anaged project financials,** contributed to development of documented processes for establishing a PMO, and Use Case Reviews.

**Environment:** **I used MS-Office, Visio, PMBOK/SDLC, Lotus Notes, MS-Project Server.**

**CareFirst/BCBS, Owings Mills, MD**

**Consultant/Project Manager**

**3/06 – 6/06**

**Contract**

* Performed Project Management for this health insurer, reporting to the PMO.
* Project involved **managing project financials**, **coordinating work** performed by IT and Business Resources

to develop a new **e-commerce** consolidated quoting, proposal system that is intended to replace two existing older systems.

* The new system uses J2EE development for a web-based application.
* Participated in RFI/RFP evaluations, Use Case Reviews, and led Status meetings. .
* RFP led to vendor selection.
* Attended 3-day CMMI3 class

**Environment: Used MS-Office, RUP, Visio, PMBOK/SDLC, MS-Project, Primavera.**

**PennTreaty America Insurance Co., Allentown, PA**

**Consultant/Project Manager**

**2/05 – 1/06**

**Contract**

* Performed Project Management for this **health insurer** who specializes in **Long Term Care Insurance**.
* Responsible for creating and managing a project plan that had up to **2500 tasks**.
* The project involved coordinating the work performed by in-house IT resources with the work performed

by a third party software vendor, who is tailoring its integrated software application package to meet the Insurance Company’s requirements.

* This software package handles New Business Enrollments, Renewals, Claims, **General Ledger Financials**, Premium Rating & Receipt, and assorted other functions and features. The Insurer is replacing an old, antiquated system.
* Project encompassed full SDLC from Feasibility/Requirements Phase through Model Office/UAT Testing

and Installation/Release Management Phase.

**Environment: Used MS-Office, Waterfall, PMBOK/SDLC, MS-Project (created filters to highlight late, completed and about to be completed tasks), MS-Project Server.**

**Volvo Information Technology, NA; Hagerstown, MD**

**Consultant/Business Systems Analyst**

**6/04 – 12/04**

**Contract**

* Performed Business Systems Analysis, and ran JAD sessions.
* Documented End-to-End Production Process for the manufacture of Diesel Truck engines – The As-Is and

The To-Be.

* Initial effort involved in-source of 8 Computer Systems from Sweden, **including MRP, SCM, Ordering**

**and Quality**.

* Worked two weeks at manufacturing facility in Sweden, observing and documenting the integration testing effort for the various computer systems, including the middleware and interfaces to global application

systems.

* Applications were developed off-shore in Sweden.

**Environment: Used MS-Office, PMBOK/SDLC, MS-Excel, MS-Project.**

**National Exchange Carrier Association (NECA); Whippany, NJ**

**Temp/PIA Reviewer/Associate Manager**

**(1/03 – 5/04)**

**Temp Employee (Contract on previous job at NECA ended after 5 years due to budget contraction)**

* Auditing applications from schools and libraries across the nation that request funding for

Telecommunications and Internet Access services.

* This Includes the Hardware & Software to support the infrastructure and connections that enable the

delivery of these services from eligible service providers.

* This project is under the auspices of the FCC.
* Used Peoplesoft’s Vantive and Siebel **Customer Contact Tracking** applications to record contact

information.

**National Exchange Carrier Association (NECA); Whippany, NJ Consultant/Project Manager**

**(9/97 – 10/02)**

**Contract**

* Directed the development, enhancement and maintenance of the Customer Database (CDB), the

Settlements and the Billing/Payment Financial Client-Server applications.

* The CDB Client-Server system contains all cross-application information about FCC Regulated Telephone Businesses.
* The data for these applications reside on an IBM AIX Server in an Oracle 8.1 Database and accessed from

PCs via a Client front-end developed in PowerBuilder 6.0/7.0 with backend processes coded in Pro-C.

* Also managed a **project to assemble Marketing Data for a corporate new business development** group.
* All projects were on-time andwithin budget.
* Responsible for full development life cycle (PMBOK/SDLC) from Inception to Test Management to Application
* Release (i.e. Release Management), plus hands-on builds of PowerBuilder executables and documentation for change control for Unix C and Oracle Pro-C programs.

Selected Accomplishments:

* Managed teams of up to 10 on development, enhancements to the **Customer Database** (CDB) and Settlements applications; included conversions to populate Oracle DB Tables and over 300

maintenance requests

* Participated in the design and implementation of a Web interface to a Corporate Web Site for external

customers and a **mass e-mail application** to allow users to send messages and attachments to groups of

external customers

* Resolved prior auditor concerns regarding insufficient system documentation, primarily for test cases
* Performed Business Systems Analysis and Data, Process and Interaction Modeling using Oracle

Designer 2000

* Prepared and made formal presentations of proposed changes to Region and HQ Business Sponsors

3/96 – 9/97 **Prudential Insurance Co.; Roseland, NJ Consultant/Project Leader**

Led the Business and Systems Analysis for a subsystem to capture and store the data required for

**calculating Cost Basis of insurance contracts**. The subsystem included the design of on-line CICS

screens for inquiry, update, and calculation of quotes. The data was stored on a DB2 database. The system

integrated with a Legacy Mainframe application under MVS, as well as other functional financial

subsystems for policyholder tax processing. A separate standalone subsystem developed in Visual Basic

provided initial estimates for Cost Benefit calculations.

Selected Accomplishments:

* Performed hands-on Business and Systems Analysis with Use Cases, working directly with business

users, developers, and legal staff at all levels in a matrix organization

* Led JAD sessions to gather Business and Systems Requirements
* Produced Project Plans for RAD Prototyping and industry standard SDLC approaches (from

Requirements Gathering through Test Management to Release Management).

* Prepared and made formal presentations of conceptual designs to Business Sponsors and System

Management

9/95 – 3/96 **American International Group; Livingston, NJ Consultant/Project Manager**

Directed the development of a P&C underwriting application outsourced to and installed in Hong Kong.

This application was a client-server implementation in Visual Basic and Microfocus COBOL, with a SQL

Server Database, running under Windows for Workgroups. This application included a **rule-based rating** program that ran under OS/2 on a separate server.

Selected Accomplishments:

* Led a team of 10 consultants and employees in delivering the application for Hong Kong users
* Coordinated the entire release process among System Test, Quality Assurance, Configuration

Management, Release Management and other development teams in Hong Kong and Australia

(where interdependent applications were developed)

9/94 – 9/95 **Prudential Insurance Co.; Roseland, NJ Consultant/Project Leader**

Directed the Analysis and Conceptual Design for a rules-based expert system that determines the tax

impact to policy owners on insurance and annuity contracts. This included preparation of an RFP, and

gathering the requirements for the system. The system was designed to be portable across multiple

platforms (ultimately to be implemented in a client-server environment in an APPC, LU6.2 peer-to-peer

network). Initial roll-out was for a mainframe, CICS, DB2 environment to communicate with a legacy

Policy Administration system.

Selected Accomplishments:

* Led a team of 7 employees and consultants in use of Excelerator II/IE3.0 and Use Cases (RUP) to

perform the Business Area Analysis (BAA) and Business System Design (BSD) with Info Engineering

Case Tools

* Led the determination of a “make” versus “buy” decision (vendor packages in “C” Language)
* Completed the conceptual design of the rules-based system and a generic message-based API interface

that would allow any client system to “call” the rules engine for tax determinations based on tax rules

8/92 – 9/94 **AT&T EasyLink Services; Parsippany, NJ Consultant/Project Leader**

Directed a complex test effort for a new Ordering, Provisioning, Billing and Customer Assistance

application.The application resided on a platform that integrated several technology tools in a first-ever

combination (IEF/I-Case, Oracle, and HP-UX). Also took over responsibility for Requirements Analysis,

Documentation and User Training.

Selected Accomplishments:

* Led the analysis and selection of automated test tools, enabling expedited development and

auto-regression of 2,000+ test cases; load testing was enabled by a set of programs developed in C.

* Selected and led a team of 8 system testers; planned and scheduled the entire system test effort

(4 incremental implementation phases)

* Controlled cutover of application phases to end-users; worked with users to get acceptance of system

1991 – 1992 **Datability Inc; Carlstadt, NJ Manager of Software Development**

Directed three software engineering groups in developing embedded software for company’s product line

of Terminal Servers. Products were sold through direct marketing channels, resellers and OEMs for Value

Added Network (VAN) applications. Responsible for full SDLC from Inception through Testing and

Release Management.

Selected Accomplishments:

* Developed software for network interfaces and protocols: Ethernet LAN, DEC LAT, TCP/IP, X.25,

SNA 3270, SNMP, SLIP/CSLIP, PPP. Software was developed in C and Intel Assembler on PCs and

Unix Workstations and embedded in EPROMs

* Established project management discipline and rapid response team to provide technical support to

customers

1984 – 1991 **Unisys Corporation; Flemington & Lebanon, NJ Software Engineering Manager**

Directed Datacomm Software Development and Quality Management. Managed $2-3 million budgets.

Served on Divisional Quality Council. Corporate member International Function Point Users Group.

Worked with and coordinated efforts of staff in domestic and international locations, including the UK,

France, India, and Hong Kong.

Selected Accomplishments:

* Directed integration of over 20 network and Branch Automation products for major Bank in United

Kingdom; provided advanced distributed network and development platform deployed in over 1600

branches; this effort helped conserve a $70 million plus contract; commuted to UK for 10 months

* Developed an Integration Test Strategy for on-line branch system (300+ branches) for Hong Kong

Shanghai Bank; successfully presented the plan to the Bank’s VP/IS; regained the customer’s

confidence and helped retain this $30 million plus deal

* Led the development of Datacomm software for interconnecting workstations to IBM SNA Peer-to-Peer

Networks (VANs, LANs, WANs); products included SNA/DS, OSI/STI, VTAM, using C and Pascal,

CTOS and Unix for protocol implementations. Responsible for full SDLC from Inception through Test Management to Release Management.

* Instituted Structured Analysis and Design methodology, CASE tool selection, and process improvements

Via Unisys Total Quality Management Program

**Other Work Experience:**

**Dell Publishing Co.; Pine Brook, NJ Quality Assurance Administrator**

Established and managed Systems Quality Assurance function. Interfaced with all levels of company management including the President. Developed Corporate Procedures and Practices for Disaster Recovery. Represented Dell on Book Industry Standards Advisory Committee (BISAC)

**Mutual Benefit Life Insurance Co.; Newark, NJ Systems Development Manager**

Managed staff of 28 systems professionals in development and maintenance of on-line/batch IMS Database

applications for **Fund Accounting** with interfaces to General Ledger and AP/AR Financial systems .

Managed $1.2 million budget. Performed systems planning. Worked closely with internal business unit

executives and corporate clients to prioritize and better service their needs. Implemented a two-phase

on-line/batch IMS application, the **Experience Credit Fund** System. Implemented major new subsystem to

enable company to administer pension funds for State of Alaska employees. Responsible for full SDLC

from Inception through Release Management.

**Prudential Insurance Co.; Newark, Roseland and Florham Park, NJ Project Manager**

Led numerous projects and performed systems and programming analysis on large Group Pension Defined

Benefit and Defined Contribution plans and Fund Accounting Financial applications. Responsible for full

SDLC from Inception through Test Management to Release Management. **Responsible for Pru Employee**

**Retirement and Savings Plan systems for over 100,000 employees and agents**.

**Education: MBA – Management** – Fairleigh Dickinson University, NJ

**B.S. Mathematics and Science** – Marietta College, OH

**Recent Courses:**

* Emerging Technologies
* Network Protocols
* Web Applications Development
* ATM Essentials
* Developing Web Pages With HTML 4.0
* Advanced Web Design
* XML Fundamentals
* LiveMotion (Adobe’s software tool for animating Web objects)
* Dreamweaver Ultradev (Macromedia’s rapid web page development tool)
* Fireworks MX Essentials (Macromedia’s web tool for graphic object design)
* Adobe Illustrator 10
* Flash MX
* Front Page Web Design
* MS Access, Advanced
* Intro to CMMI v1.1

# Professional Affiliations:

* Project Management Professional (PMP), 2002
* Member - Project Management Institute (PMI)
* Member – PMI Charleston Chapter
* Accepted into International Who’s Who in Executives and Businesses, 2001
* Accepted into Who’s Who in Information Technology, 1998
* Member of Data Processing Management Association (DPMA). International Director 1981- 1985;

Chapter President 1986 – 1987; Individual Performance Award 1987

* Inducted into Delta Mu Delta, National Honor Society in Business Administration, 1988
* Awarded CSP (Certified Systems Professional) 1985
* Awarded FLMI (Fellow of the Life Management Institute) in 1975

## Resume Supplements

## CASE Experience

Implemented Structured Analysis and Design methodology at Unisys, Round Valley Development Center. This involved:

* Establishing the training program
* Reviewing a number of CASE tools to support the structured methodology
* Selection and implementation of Excelerator as a tool
* Ongoing review of CASE tools for:
* Object Oriented Programming
* Reverse Engineering
* Software Testing
* Project Management
* Systems Development Life Cycle Metrics

For AT&T EasyLink Services, directed the system test effort for a new Ordering, Provisioning and Billing application to

Support its electronic messaging services (email, FDI, VAN, Telex, etc.). This application was developed and tested using

Texas Instruments’ IEF/I-CASE toolset on HP-UX, with Oracle RDBMS. SRI’s STW/REG (toolset for automated regression

testing) was used along with other Unix test tools we developed to automate 2,000+ test cases.

For Prudential Insurance Co., directed the BAA and BSD of a rules-based, expert system, using Excelerator XLII/IE R3.0

& Use Cases (RUP).

For NECA, performed Data, Process and Interaction Modeling, using Oracle Designer 2000 v1.3.2 for Windows 95/NT.

### Function Points

Was Unisys Corporate Representative to the International Function Point Users Group (IFPUG) for 2 years. Attended IFPUG

conferences and seminars on implementing and using Function Point Analysis for software productivity metrics. Reviewed

CASE tools that support Function Point Analysis and related project metrics – these included Checkpoint, IEF, IEW/ADW,

Battlemap, EXPERT, RA-Metrics and others. Reviewed and voted on adoption of IFPUG proposed standards for Function

Point Counting Rules and Practices. Pursued adoption of Function Points as a metric within Unisys and coordinated the

dissemination of information about Function Point Analysis and IFPUG activities.

## Systems Quality Assurance

Established and managed Quality Assurance function for Dell Publishing, involving development and administration of all

standards, policies and procedures for I.S.

Over 4 years as a Product Assurance and Support Manager for Unisys Corporation, responsible for testing and assuring the

readiness of software products for shipment to customers and tracking/resolution of customer reported problems. Led the

implementation of a TQM Program. Served on Divisional Quality Council (instrumental in defining the Charter for the QC).

Served on a corporate task force that improved software manufacturing and distribution resulting in improved customer

satisfaction. Served on a corporate committee that recommended models for ensuring and improving the Reliability,

Availability and Serviceability (RAS) of software products. Chaired a divisional committee that defined a base set of metrics

for software development.