**SUMMARY**

**Business Organization Solutions Specialist** with more than twenty-five years of experience in Business Enterprise and Systems Development performing Project Management, Information Systems Management, Operations Management, Business Process Analysis and Design, and

Technical Hardware and Software Consulting in web enabled, client/server, and mainframe environments. Completed projects requiring the design, deployment, and/or management of hardware and software platforms for billing, customer service, finance, and sales

processes.

**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

A career in Systems Development and Management in multibillion dollar business enterprises and public organizations. Performs project team administration with ability to be diplomatic and tactful with professionals and nonprofessionals at all levels. Excellent team-building skills. Capable visionary with the ability to define the right solution to a problem or opportunity, and manage the solution implementation according to best practices. Able to take projects from proposal initiation to solution implementation in order to satisfy multi-department functional needs. Highly capable of fulfilling various roles in during the System Development Life Cycle including the following:

* **Business Process Owner** – manages operational availability and capacity of multiple Internet service and web hosting data centers. Coordination of all aspects of day-to-day operations.
* **Business Systems Analyst** – provides the operation function workflow and information system solution along with defining and documenting business requirements, and creating and documenting test plans. A successful track record in the development and implementation of Premium Billing Revenue information system processes and data management solutions.
* **Implementation Manager** – oversees and coordinates the development of the project solution, including User Acceptance Testing through Production Initiation for the migration of information system processing to new data systems platforms.
* **Production Systems Manager** – manages and coordinates the resolution of production process and data problems for the Revenue Management function, especially billing and payment.
* **Project Manager** – manages administer new and enhancement information system projects in the areas of corporate accounting, billing, and financial reporting. Activities include the planning, analyzing, monitoring, and scheduling, and tracking of deliverables and project tasks. Lead the business development of the first Premium Invoice Presentment and Payment website in the healthcare industry.

**JOB HISTORY**

Companies include:

\* AT&T

\* Cognizant

\* EmblemHealth

\* PricewaterhouseCoopers

**TECHNICAL SKILLS AND KNOWLEDGE**

Hardware and Software: Cisco Networking Devices; Crossworlds

Middleware; Data Communications; Lotus Notes including minor database

development; Microsoft Project, Visio, VBA, and Office (including

Access, Excel, Power Point); Programming Languages (Fortran, C, C++,

Java, JavaScript. Visual Basic); Portal Intranet; RDBMS (Oracle,

Informix, SQL, and Sybase); Windows Operating Systems.

Methods: Computer and Router Networking; Client-Server Systems;

Database Design and Development; LAN/WAN Technology; Logical Data

Modeling; Object-Oriented Analysis; Process Management; Project

Management; Production Systems Management; Requirements Definition and

Management; Structured Systems Analysis and Design; System Development

Methodology; UML; UNIX System Administration; Web Development.

**ADMINISTRATIVE SKILLS AND KNOWLEDGE**

Budget Preparation and Management; Effective Negotiations;

Interpersonal Communications; Oral Presentation Communications;

Organizational Design; and Written Communications.

**EDUCATIONAL BACKGROUND**

**MS Industrial and Management Engineering** - Columbia University School

of Engineering and Applied Sciences. Concentration - Information

Systems Management and Quantitative Techniques.

**BS Industrial and Management Engineering** - Columbia University School

of Engineering and Applied Sciences. Core courses in Operations

Research, Production Management, and Industrial Economics.

**PROFESSIONAL TRAINING**

International Institute for Learning – Courses in Project and Program

Management, Business Analysis, Requirements Management, and Testing.

American Training Center Inc. – Queens, NY. - Internet Programming and

Web Development – Courses in HTML, JavaScript, ASP, and Java

Programming.

AT&T Data Systems Engineering Program – AT&T Computer Systems Training

School – South Plainfield, NJ. Classes in UNIX, Systems

Administration, AT&T PC Hardware, Data Networks, PC applications

software, and Systems Application Integration.

Diploma in Computer Repair - Control Data Institute - New York, NY.

Course - Computer Technology, Class standing #1.

**MILITARY EXPERIENCE**

United States Air Force. Honorable Discharge as a Sargent. Performed

duties in the Inventory Management Specialist career path using both

computer based and manual systems and procedures in the United States

and Southeast Asia.

**Resume with detailed chronological job history available upon request.**