

**CHRONOLOGICAL STYLE****SCOTT JEFFERSON**

1102 Sanderson Ave., North York, ON • 416-555-0054 • Cell: 416-555-094 • [sjeff@kc.rr.com](mailto:sjeff@kc.rr.com)

**BUSINESS PROCESS MANAGEMENT**

Eager to contribute highly applicable business process management skills and ability to XML Corporation.

**PROFESSIONAL PROFILE:**

- Seasoned IT professional with comprehensive business/technical skillset and expertise in business process automation/management (BPM), enterprise application integration (EAI), process improvement, systems integration, requirements analysis, workflow design, project management, leadership, process modeling, testing/quality assurance, software development, customer service, project management, estimating, healthcare industry, and vendor relationships
- Proficient problem-solver who envisions business and technical perspectives to develop workable solutions
- Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner

**AREAS OF EXPERTISE:****Business Process Engineering**

- Business Process Management (BPM) tech.
- Business Process Management System (BPMS)
- Enterprise Application Integration (EAI)
- Performance Measurement
- Critical Success Factors (CSFs)
- Business Process Design/Measurement
- Process Improvement
- Reusable Business Processes Flows
- Services Oriented Architecture (SOA)

**Programming Languages and Software Applications**

- Java
- Visual Basic
- COBOL
- IBM Assembler
- Standard Structured Query Language (SQL)
- WebLogic Workshop 8.1: BPM Process Modeling
- J2EE Development Server
- MS Office: Excel, Access, Word, Visio
- Cost Xpert estimating tool: Marotz, Inc.

**PROFESSIONAL EXPERIENCE:****Independent BPM Consultant, Toronto, ON**

Oct. 2009 - Present

*Enhance business process management (BPM) skills/knowledge through these activities:*

- Develop proof-of-concept appointment scheduling/electronic medical record interface using WebLogicPlatform and WebLogic Workshop 8.1 to demonstrate database, Web services, and BPM capabilities
- Review BPMS systems and tools, such as Intalio|n3, Casewise Corporate Modeler, Microsoft BizTalk Server, WebLogic Workshop 8.1, ILOG JRules, Pegasystems PegaRULES Process Commander, Sonic SoftwareBusiness Integration Suite, and Ultimus BPM Suite
- Participate in BPM organizations, conferences, and seminars for professional development

**IT Consultant**, Rightway Computer Services, Chicago, IL, consulting for the following clients and projects:

**TESTING/QUALITY/CONFIGURATION COORDINATOR**

*KC VACATION OWNERSHIP, KANSAS CITY, MO*

June 2005 - Sept. 2009

- Successfully implemented new J2EE-based third-party strategic cashiering system that eliminated need for antiquated, obsolete hardware
- Collaborated on solution architecture and infrastructure requirements, led test data analysis and collection efforts, and coordinated test cycle runs with offshore support team; played key role in smooth operation of intensive testing environment, thus helping client keep its costs down
- Played key role as liaison with client in problem solving, project status updates, gathering performance measurements of new cashiering system, and generating positive impression that contributed to Rightway renewal of client IT contract for 10 additional years
- Led CMM-based process-improvement team effort to implement more efficient, documented estimating process that was previously unstructured and subject to customer complaints, resulting in CMM Level 2 certification, 20 percent reduction in estimate effort, and improved estimate quality

**SOFTWARE QUALITY ASSURANCE MANAGER**

*MIDWEST RESORTS, KANSAS CITY, MO*

Jan. 2004 - May 2004

- Managed Software Quality Assurance department for Midwest Resorts during complex implementation of multiple strategic applications, including Blue Martini CRM intranet/Internet order processing, Oracle Financials ERP, and Tibco enterprise application integration middleware
- Played key role in transition from old, inefficient systems that crashed, resulting in hundreds of thousands of dollars in lost revenue, to new, state-of-the-art applications that created potential for future business growth, and improved Midwest Resorts' competitive position
- Evaluated testing results for each potential release build by writing Visual Basic programs that extracted data from Web tool and automatically transformed it into formatted Excel spreadsheet listing summarized bug information in priority sequence; recommended viability of release for production; implemented all major milestone releases on schedule, and prevented release of any unidentified significant bugs into production
- Ramped up QA testing staff to support implementation while keeping QA activity within budget

**EDUCATION:**

**Bachelor of Science in Computer Science**

*University of Toronto, Toronto, ON*

2003

**PROFESSIONAL AFFILIATIONS:**

- Association of Business Process Management
- Professionals (ABPMP)
- Business Process Management Initiative (BPMI.org)
- Project Management Institute
- Software Development Forum (SDForum)
- Hospitality Finance and Technology Professionals

## Alexander V. Ilia

1234 Winterberry Crescent  
Toronto, ON M1K 4K7

416 555-5555

[Avilia123@hotmail.com](mailto:Avilia123@hotmail.com)

## FUNCTIONAL STYLE

**OBJECTIVE:** Entry-level Technical Support/Programming position utilizing strong computer skills.

### QUALIFICATIONS:

#### Programming Experience

- Utilized dBASE to create inventory /sales analysis tool for retailer. This program identifies customer buying trends and allows user to project sales of various product lines
- Designed and implemented Just-In-Time ordering system utilizing dBASE and EDI to directly interface with **book publishers' electronic ordering systems. This innovation reduced inventory** by 36% for these product lines
- Familiar with UNIX and dBASE; learning C/C++

#### Software Skills

- Implemented and administered UNIX-based integrated inventory, purchasing, and point-of-sale system for local retailer. System handles 100,000 transactions per year and has substantially streamlined inventory/ordering procedures
- **Installed, revised and administered Open-Write accounting system**
- Proficient in DOS, Windows 9.x, and Novell NetWare

#### Business Management Experience

- Administered payroll, accounts payable/receivable and all tax filings for retail business
- Managed \$120,000 securities portfolio
- Restructured organization for retailer, redefining job descriptions and reclassifying job responsibilities
- Reviewed business insurance policies and instituted changes resulting in 34% savings in annual premiums
- Reduced costs of direct-mail advertising campaign by 43% through analysis of mailing list and programming designed to minimize postage costs

### EMPLOYMENT HISTORY:

#### **Operations Manager/Financial Manager**

*Enchanted World of Toys Inc., Toronto, ON*

2008-Present

### EDUCATION:

#### **Graduate of School of Business Administration**

*Business College, Oakville, ON*

2007

#### **Bachelor Science, Aeronautical Studies**

*Institute of Technology, Russia*

2004

## Syed Mohammed

4431 McBride Crescent  
Scarborough, ON M1J 5J5  
415 555-5555  
[smohammed@txl.net](mailto:smohammed@txl.net)

## COMBINATION STYLE

### PROFESSIONAL FOCUS:

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Managerial/leadership role where broad-based experience in business technology will produce positive, profitable results in a constantly changing, challenging work environment.

### PROFESSIONAL PROFILE:

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- Highly effective business executive, manager and leader with an entrepreneurial edge for success
- Passion for technology to create improved operating efficiencies and competitive market position
- Diverse and successful sales and marketing background in both goods and services – solid grasp of accounting, finance, business operation and team leadership
- Personally bootstrapped, built and recently sold a vastly profitable small business that achieved recognition in INC Magazine's 500 Fastest Growing Private Companies
- Broad knowledge of both hardware manufacturing systems throughout an organization
- Willingness to accept challenges and identify cost-effective, functional business solutions
- Unquestioned commitment to business integrity, regulatory compliance and customer service excellence; penchant for details with drive, motivation and initiative in any endeavor undertaken

### KEY AREAS OF CIO & BUSINESS EXPERTISE:

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#### Management for a Balanced Operation

- Pattern of continuous improvements in systems, policies, practices and procedures to enhance organizational efficiency with success in gaining team-member support to make needed changes
- Solid understanding of cost and pricing relationships and its impact on sales growth and profitability
- Maintained accounting systems and practices to ensure sound financial management company-wide

#### Cost-efficient Utilization of Technology

- In-depth understanding of applying technology to maximize operational success and profitability
- Highly skilled in selection and implementation of cost-effective computer software/hardware
- Directed development and documentation of proprietary software projects in diverse environments
- Preferred environments: Visual Basic .NET, SQL Server, Microsoft BizTalk Server, XML, AS400

#### Team-Building for Organizational Stability

- Extensive team-leadership experience in building and/or supporting organizational stability
- Skilled in recognizing teams' competencies and leading members to attain realistic goals
- Communicate organizational goals with clarity, vision, confidence and a roadmap for success
- Keep team members focused by apprising of progress toward both short-and long-term goals
- Readily identify and resolve challenges inherent with goal achievement
- Consistently earned trust/respect of team members by recognizing/rewarding their contributions

**Strategic Planning for Long-Term Success**

- Maintain a “big picture” view of an organization’s operations
- Ability to develop and support a vision of where an organization can best operate to serve the interests of the group a vision of where an organization can best operate to serve the interests of the group
- Experienced in formulating and sustaining an effective, ongoing strategic plan

**Marketing and Sales for Growth and Expansion**

- Long-term successful track record in sales and sales management-have consistently taken goals seriously and exhibited relentless commitment to reaching/exceeding desired results
- Led new start-up venture to INC 500 status by developing and directing a successful marketing effort, identifying prospective customers and developing the means to sell both *to* and *through* them – a corner stone to my marketing philosophy
- Directed numerous individual marketing campaigns to competitively position products and elevate perceived value

**Product Development/Management for Competitive Advantage**

- Skilled at assessing market potential for proposed product by performing marketing analysis and evaluating potential success at a price necessary to be profitable
- Experienced in all facets of product development from inception through market introduction, including coordination of product development, packaging, support and marketing materials to deliver a complete product in a timely manner

**LEADERSHIP/MANAGERIAL EXPERIENCE:**


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**President/CIO/Partner** – IGLIO Technology Systems, Inc. *Mississauga, Ontario* 2000-Present

- Founded and managed company through its 15 year business cycle; specialized in providing servers, software, complex hardware integration and logistical support to software developers
- Developed /promoted client/server package; marketed through more than 200 independent dealers
- Achieved recognition in INC Magazine’s 500 Fastest Growing Private Companies List
- Led company through a successful acquisition by XLNC, a Phoenix-based software developer
- Transitioned into role of External Executive Consultant – increased sales by 48% during integration phase, increased gross profit, margins by 33% and reduced product warranty claims by more than 93%

**EDUCATION:**


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<b>MBA</b>	1999
<b>BBA, Finance</b>	1996
<i>The University of Iran, Tebran, Iran</i>	

**COMMUNITY INVOLVEMENT/INTERESTS:**


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The Woodland Council –Four years. Involved in a major reorganization that resulted in significantly improved customer service, stringent financial discipline and the completion of a new City Hall, Art Centre, Aquatic Centre, and youth athletic complex – all completed without a property tax increase

Member –The Woodlands Technology Commission – Four years  
Interests: Family, technology and golf