

Jim Wallace
89 Opal Drive
Glastonbury, CT 06033
(518) 524-7908 cell

March 9, 2012

J. Morrissey
289 Broad Street
Windsor, CT 06095
Attn: Jason Gorack
Re: Business Analyst - Windsor, CT

Dear Mr. Gorack:

Being one of the most results based and trusted staffing resources for organizations in the Hartford region, there is no doubt that you are in search of a candidate that not only has the technical qualifications to excel in this position, but also has the potential to grow and be a long term contributor within your client's organization. If so, then I would ask that you please consider the following:

<i>Your Requirements</i>	<i>My Qualifications</i>
Minimum 5 years' experience in a Business Analysis or Business Systems Analyst Role supporting systems development efforts	Over 5 years experience developing system development requirements through collaboration with technical and business stakeholders, both internal and external.
College degree in related discipline preferred Strong business background in one or more of the following areas: Reinsurance, Insurance, Claims, Finance, Actuarial)	BS in Computer Science from University of North Carolina at Chapel Hill. Extensive finance experience while managing operations including P&L, bookkeeping, cash flow, budgeting, investment management, and investor relation responsibilities. Responsible for procurement and administration of multiple company and individual insurance products dealing with agencies. Strong business experience and acumen in GAAP, financial controls, attainment of unqualified independent auditor's opinion, and independent reviews...in other words...de facto CFO responsibilities for over 4 years.
Strong skills in Word, Excel, Visio, and PowerPoint Technical or database experience preferred	Proficient in MS Office suite including Word, Excel, Visio, and PowerPoint. Working knowledge and experience managing technical engineers including DBA's both directly and indirectly with a BS in Computer Science.
Quick learner, with ability adapt to changing environment	Experience in small business / start up environments with changing priorities sometimes on a daily basis.
Ability to effectively prioritize and execute tasks independently in a high-pressure environment	Project Management skills and experience provide ability to work independently, efficiently, and under pressure.
Experience interviewing business users, writing detailed systems specifications, documenting and defining new business process flows and creating use cases	Experience throughout career in collaborating with users to design new processes, or to improve existing ones. Includes detailed procedure documentation, business process modeling, and use case visualization.
Hands on person who is experienced in soliciting and documenting detailed requirements and uncovering issues	Experience working directly with subject matter experts and business stakeholders to define and document system/project requirements, including uncovering risks, technical barriers, etc.
Experience working with development resources to bridge the gap between business needs and technical	Experience translating complex technical requirements between customers and technical resources. This is one of my greatest strengths. Often liaison between technical and business leaders in the organization which usually leads to successful

implementation

Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of executives, managers, and subject matter experts

Strong problem-solving abilities, with a keen attention to detail

Strong customer service orientation

Ability to travel to global offices

designs and implementations.

Strong communication skills, including experience working directly with C-Level executives, business managers, engineers, customers, and suppliers.

Experience solving 'internal' problems to lower cost and improve profit margins, as well as solving 'customer' problems leading to increased sales and new revenue streams.
Managed large amounts of data with reporting responsibilities requiring attention to detail.

Experience managing customer service for multiple organizations, and professional roots in service based organizations.

Yes. Prior travel includes visiting customer and supplier offices in US and abroad.

While my resume provides details of my experience, I would love an opportunity to meet with you personally to discuss the role further and validate my feeling that I am the right person for your corporate client. I will follow up with you by phone on Tuesday, March 13th to discuss my application.

Sincerely,

Jim Wallace

JIM WALLACE

jwallace@pipeline.com – (518) 524-7908

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PROGRAM MANAGEMENT PROFILE

GENERAL OPERATIONS – PROCESS IMPROVEMENT – PROJECT MANAGEMENT – INFORMATION TECHNOLOGY

More than 10 years of progressive IT and Operations leadership experience directing strategic process and project management for diverse organizations. Pioneer in design and delivery of innovative processes, procedures, and general business programs that have generated millions of dollars in revenue and expanded market share. Expert in tapping into identified opportunities by having the right people, programs, and processes in place.

Combines project management and communications experience with demonstrated cross-functional acumen to meet fiscal and deadline commitments. Strategic, action-oriented leader capable of igniting top-flight team performance to exceed goals through full-cycle project planning and implementation. Exceptional communication skills including the ability to translate complex technical requirements between customers and technical resources.

KEY COMPETENCIES

*Process Development – Customer Service – Manufacturing Processes – Supply Chain Management – IT Management
Communications & Change Management – Outsourcing – Vendor Management – Deployment & Migrations
Internal Controls – Project & Program Management – Financial Reporting & Analysis – Customer Relationships*

PROFESSIONAL EXPERIENCE

PROPELL CORPORATION (ACQUIRED ARROW MEDIA SOLUTIONS & AULERON), San Anselmo, CA 2008 to Present
E-commerce company providing personalized web stores for school, military, nonprofit, and corporate partners.

VICE PRESIDENT OF OPERATIONS

Manage three direct and two indirect reports as well as core business and operations functions including supply chain, order fulfillment, IT, finance, product development, and customer service. Manage manufacturing suppliers and web development team. Conceptualize and implement systems and processes to manage order fulfillment, budgets and billing, and customer support. Conduct competitive analysis and select optimal product offerings.

- Architected order fulfillment process including routing from website to supplier, procurement of raw goods, manufacturing tracking and communication, and post-sale customer service for 1K monthly online orders.
- Evaluated internal margin targets and competitive market analysis in creating pricing model for wholesale partners and MSRP on all products.
- Expanded within K-12 education market, allowing schools to sell uniforms via e-commerce store and maintain aggressive pricing from offline traditional model, resulting in 400% year-over-year increase.
- Increased visibility of company sales through weekly sales report categorized by offering and vertical markets, assisting in key decision making and creation of presentations for investors.

PARTNER & DIRECTOR OF OPERATIONS - ARROW MEDIA SOLUTIONS (AMS), Lake Placid, NY (2005-2008)

Led up to eight direct and three indirect reports in operations for \$2M business. Controlled internal staffing, supply chain, accounting, inventory, customer service, and service delivery needs. Handled investor relations, internal taxes, budgets, and forecasting. Teamed with software development, hardware manufacturing, and equipment integration suppliers.

- Generated an additional \$1.5M in revenue by launching photo kiosk delivery and customer service model.
- Negotiated competitive pricing for design, hardware, and software components for flagship product.
- Led software development migration from in house to outsourced, including retrofitting \$500K+ worth of customer-owned kiosk equipment.

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PARTNER & DIRECTOR OF OPERATIONS - AULERON TECHNOLOGIES, Lake Placid, NY (2004-2005)

Constructed and managed operations for \$1.5M business, including staffing, outsourced partnerships, accounting, subcontractor hiring and project management personnel management. Oversaw five direct reports, and collaborated with more than 250 IT partners. Ran and partnered on finance efforts including budgets, forecasting, cash flow management, and bookkeeping. Created delivery process and project management services, and co-managed investor relationships.

- Conceptualized and executed technician outsourcing delivery model including MAC and rollout services.
- Commanded deployment of 5K+ IT devices valued at more than \$5M.
- Teamed with state of New York and town of Lake Placid to secure \$200K+ in grants and low interest loans.
- Instituted company-specific chart of accounts and daily accounting procedures.

CGI, Trumbull, CT

2003 to 2004

Global IT service provider

PROJECT CONTROL OFFICER

Multifaceted role directing project processes and procedures as part of a Tier 1 IT outsourcing engagement with Imagistics. Collaborated cross-functionally with customer and CGI support teams (Network, Lotus Notes, Server Maintenance, Desktop Support, Web Hosting, Help Desk, Incident Management, and ERP). Led office relocations, change management initiatives, and client service requests. Project managed aspects of \$10M ERP conversion.

- Implemented Service Request process allowing client to formally request work from any CGI support team.
- Executed project tracking and reporting process to ensure optimal efficiency.
- Administered network performance degradation process allowing CGI support staff to efficiently identify, communicate, troubleshoot, and execute corrective actions during network slowdown.
- Led relocation efforts for 50+ Imagistics offices, directing all facets of new voice and data lines, equipment configuration, and updating of internal records.

MANAGED NETWORK SERVICES, Morrisville, NC

1998 to 2002

BUSINESS DEVELOPMENT MANAGER (2002)

POST-SALE DIRECTOR (2000–2001)

PROJECT MANAGER (1999)

IS DIRECTOR (1998)

HOUSTON ASTROS, Auburn, NY; Davenport, IA; Kissimmee, FL

1997 to 1998

PROFESSIONAL BASEBALL PLAYER

EDUCATION

Bachelor of Science in Computer Science

University of North Carolina at Chapel Hill – Chapel Hill, NC (1998)