**RICHARD B. GREEN**

**QUALIFICATIONS:**

* Eighteen years of project management and business analysis experience
* Eighteen years of full life cycle software development, software maintenance and web development
* Twenty years of team supervisory, team management and project leadership of small and large teams. (Performance evaluations, mentoring, staff recruitment and intern hiring.)
* Fifteen years’ experience in Malcolm Baldridge, TQM, ISO 9000 and SEI implementation for IT
* Ten years of experience in Business Continuity management, Risk Assessment, Disaster Recovery and Business Impact assessment and execution.
* Twenty years of requirements gathering, cost analysis, system design, testing, training and consultation.
* Industry experience includes contracts, proposals, financial services, back-office banking, manufacturing, telecommunications billing, supply chain, post sales support, and engineering, Executive Information Systems, Decision Support Systems, customer service, quality and training systems.

**PROJECT MANAGEMENT SKILLS:**

Budget Management, Risk Management, Change Control Management, Metrics, Client Engagement, Vendor Management, RFP, Requirements Management, JAD, Estimating, SDLCs, PMO, PMI, CMM, SEI, MS Project 2000 - 2003, Primavera, Team Player, CA-Superproject, AutoPlan , AutoTask

**TECHNICAL SKILLS**:

Informix, Lotus Notes, Domino, Verity Topic, Documentum, Remedy, Clarify, Oracle, WebLogic, HTML, Javascript, TCL, JAM, REXX, SQL, RCS, Ramis, Focus, DB2, CICS, TSO, VM/CMS, Unix, Business Objects, SAP, Visio, Clearcase, Java, C/C++, SQL, XML, WinRunner, LoadRunner, Windows NT, 2000, XP and Microsoft Office applications.

**WORK EXPERIENCE:**

**Living Green, LLC.** 01/2010-Present

**Business Consultant**

* IT Business Development start-up consultation for small businesses. Server selection, web-site development, backup and recovery design and implementation. Application selection for small businesses. Turn-key application selection.
* Project management and implementation of solutions for small businesses.

**Ubistor, Inc. LLC**

**Sr. Project Manager 04/2012 – 09/2012**

* Engineering Scheduling Manager responsible for all aspects of hardware and software implementations.
* Process delivery and re-engineering of the Project Management Office for Ubistor
* Responsible for cost reductions in engineering delivery through project management initiatives.
* Coordinated and managed issue tracking and resolution for all projects

**HCSC –** Chicago, Ill

**Sr. Project Manager** 11/2006 – 03/01/2010

* Work directly with the project sponsors and line of business project leads in the in implementation and delivery of HCSC’s infrastructure upgrades. Performance measured by SQA compliance as monitored by weekly reporting.
* Manage the Cost, Resources and Schedule issues with the business and technical project leads to resolution.
* Coordinate the projects quality delivery and compliance to HCSC’s SQA compliance reporting.
* Translate project needs into executive presentations for senior management.
* Coordinate all project artifacts, which included project plan, proposals, labor estimates, project budget, operational metrics, software development plans, configuration plans and change management processes through Lotus Notes Team-room.
* Ensuring all project deliverables and artifacts are produced timely for the project by tracking and resolving issues as well by adhering to HCSC’s problem management process and communication plan.

**Abbott Labs –** Waukegan, Ill

**Project Management Consultant** (Contract) 02/2006 – 08/04/2006

* Work directly with the project sponsors and line of business project leads in the Quality Assurance area to coordinate various interfaces to Abbott’s validated and non-validated systems in the implementation of their manufacturing Work Orders for Lake County and Puerto Rico. Performance measured by adherence to CRQS compliance as monitored by weekly reporting.
* Manage the Cost, Resources and Schedule issues with the business and technical project leads to resolution.
* Coordinate the projects quality delivery and compliance to Abbott’s ESR reporting.
* Translate project needs into executive presentations for senior management.
* Coordinate all project artifacts, which included project plan, proposals, labor estimates, project budget, operational metrics, software development plans, configuration plans and change management processes through Lotus Notes Homeroom.
* Ensuring all project deliverables and artifacts are produced timely for the project by tracking and resolving issues as well by adhering to Abbott’s problem management process and communication plan.

**ABN Amro** Bank – Chicago, IL

**Project Management Consultant** (Contract) 11/2004 – 03/27/2005

* Work directly with the project sponsors and line of business project leads to coordinate the Check 21implementation into the bank’s item processing area. Satisfy the business needs which were measured by MAP compliance (ABN Amro’s CMM software process procedures), client feedback and completion of the project schedule. Conduct/coordinate interview sessions with ABN Amro to gain an understanding of the requirements as well as assist in documenting requirements and defining project scope.
* Manage the Cost, Effort and Schedule issues with the business and technical project leads to resolution.
* Coordinate the projects quality delivery and compliance to ABN Amro’s CMM goals of phase containment for both developed software and vendor purchased software.
* Translate project needs into executive presentations for senior management.
* Coordinate the SOX assessment and remediation of impacted systems.
* Coordinate all project artifacts, which includes project plan, proposals, labor estimates, project budget, operational metrics, software development plans, configuration plans and change management processes.
* Ensuring all project deliverables and artifacts are produced timely for the project by tracking and resolving issues as well as establishing both a problem management process and communication plan.

**UAL** – Schaumburg, IL

**Project Management Consultant** (Contract) 05/2004 – 07/2004

* Work directly with the project sponsors and line of business project managers to coordinate the requirements analysis, project schedule, project resources, cost analysis, risk assessment of the systems migration project for United Airlines. Satisfy the business needs, which were measured by client feedback and completion of the project schedule. Conduct interview sessions with UAL to gain an understanding of the requirements as well as assist in documenting requirements and project scope.
* Manage the Cost, Effort and Schedule issues with the business project managers to resolution.
* Translate project needs into executive presentations for senior management.
* Coordinate all project artifacts, which includes project plan, proposals, labor estimates, project budget, operational metrics, software development plans, configuration plans and change management processes.
* Ensuring all project deliverables and artifacts are produced timely for the project by tracking and resolving issues as well as establishing both a problem management process and communication plan.

**Motorola Inc., Arlington** Heights, IL

**Project Manager/Business Intelligence** 05/2002 to 05/2003

* Worked with business teams to define the functional and task requirements for the reporting requirements of their functional areas in finance, purchasing and procurement. Projects coordinated and managed in Primavera, resources managed in Team Play.
* Managed the estimating process, tracked resource requirements for each project phase and managed the task assignments for +50 individuals.
* Generated the project plans, project reports, project schedules for the functional project teams.
* Authored the GTSS operations risk assessment for the DR implementation.
* Coordinated the Disaster Recovery resources and executed the DR implementation plan for the Informatica, Weblogics delivered Global Supply Data Warehouse as part of SAP implementation.
* Coordinated the performance improvement and systems continuity of the Data warehouse by automating and monitoring a series of timed reports with SQL.

**Motorola Inc., Rolling** Meadows, IL

**Services Business Development Manager**06/2000 to 05/2002

* Developed twenty revenue based service product specifications for communications infrastructure. Services included Turn-key based hardware/software solutions for cellular infrastructure, ASP services, backup and recovery services, system optimization, security services and warranty packages.
* Created the internal and external cost and pricing models for services and implemented those models into SAP as part of order processing.
* Generated the business full life cycle model for service delivery and incorporated those models into Motorola’s Warranty and Support (NSP) processes. Services available through e-Business for external customers. First year revenue $1 million projected revenue $50 million for $2003.
* Coordinated and tracked sales of services through Sales Funnel and the Customer Acquisition Process (CAP).
* Coordinated the service sales delivery as the Business Manager for sold services.
* Served on the cross-corporate BA team in streamlining the On-Board process for new hires by mapping the complete process and implementing the recommendations.

**Motorola Inc., Arlington** Heights, IL

**Project Manager/Business Continuity** 06/1998 - 06/2000

* Developed the Y2K reporting and status delivery process using ASP, HTML, JavaScript and Frontpage.
* Coordinated and supervised the Y2K Business Continuity project plan and schedule across the entire GTSS IT geographical infrastructure by site.
* Developed, coordinated and implemented the Risk Assessment criteria for IT Operations, IT applications, IT Network infrastructure, and business data elements.
* Conducted Business Continuity and Risk Assessment audits of suppliers and vendors pre Y2K.
* Supervised, managed and approved the GTSS ITY2K remediation budget. (+$25million)
* Supervised, staffed and coordinated the Y2K Emergency Command Center. (Zero defects, outages and no incidents)

**Motorola Inc.,** Arlington Heights, IL

**Development Manager/International Operations** 11/1994 to 06/1998

* Managed +25 staff team of developers and contractors developing applications for International Support.
* Worked with International support teams to close the sales loop by generating business requirements to define Pre and Post Sales Support processes. (Commitment tracking, warranty support, proposal and contract management tracking.)
* Managed and conducted JAD sessions with a select requirements team for in-country China (Beijing, Shanghai and Hong Kong) in order to gather site-specific requirement specifications.
* Managed, tracked and measured project progress and activity of full life cycle applications for International Business Information System (IBIS). Metrics based delivery used to meet SEI Level three certification.
* Managed, monitored and was ultimately accountable for the CMM certification and compliance for applications developed as part of the project.
* Developed an object-oriented Java training application to be used to process training data from TED (Technical Education Department) for International and domestic business users.
* Developed a training course availability web page using JSP, VB Script, HTML and JAM, which allowed the customer to modify course selection, based on customer requirements, course requirements and course specifications.
* Developed automated testing scripts using Mercury Interactive for performance loading and regression testing across Motorola’s Intranet.
* Developed a graphical client based site support system for commitment tracking in Oracle and then converted to Informix to support the engineering community. Web and MS-Windows based JAM front-end with Informix as the database backend.
* Developed an automated Web-based FAX response system for customer training tracking using Fax software, JAVA and HTML from mainframe based Oracle database.

**Motorola Inc.,** Arlington Heights, IL

**Systems Development Manager***,* 01/1992 to 11/1994

* Migrated and converted Motorola’s mainframe legacy systems for the Motorola/Nortel Joint Venture with an 8 staff team using JAM, Oracle, Verity TOPIC, and Documentum for the UNIX platform. Training Systems, Contract Risk Assessment Application, Engineering Drawing Tracking Systems and the Motorola Messaging Center call database.
* Metrics tracking and reporting for all projects SEI based and Level 2 certification.

**Motorola Inc.,** Arlington Heights, IL

**Resource Center Manager**01/1991 to 01/1992

* Coordinated and managed the UNIX based computing requirements for GTSS internal users (all Non-Engineering) around the Motorola UNIX platform.
* Assisting internal users in writing their Business Case for computing resources.
* Vendor and relationship management in porting applications to the Motorola UNIX platform.
* Requirements and business analysis specifications authoring for non-engineering departments in developing justifications for computing resources.

**Motorola Inc.,** Arlington Heights, IL

**Sr. Business Analyst**11/1989 to 01/1991

* BA for the complete migration of the entire Cellular System business system from IBM mainframes to UNIX (GL, Order Processing, Billing, Inventory, Bill of Materials, HR systems) using Informix.
* Malcolm Baldridge assessor for GTSS IT systems. Conducted all assessments and recommended KPI remediation.
* Lead the SQA IT teams in adopting and implementing SEI as the Software development process.

**Motorola Inc.,** Arlington Heights, IL

**Executive Information Center Manager**06/1994 to 11/1989

* Developed and implemented cooperative process EIS and Decision Support systems for Senior and Operation’s management. Client based PC/3270 delivery of Quality and Financial data from IBM mainframe systems.
* Implemented EIS War room for Senior Management.
* Implemented exception-reporting dashboard for EIS in OS/2 using VB, REXX, HLLAPI, Lotus, DB2 and FOCUS.
* Lead Business Analyst team in converting data from mainframe based financial applications for EIS delivery. (Sales and Quality)

**Motorola Inc.,** Arlington Heights, IL

**Computer Information Center Manager**11/1983 to 06/1984

* Developed, authored and conducted executive training systems for Senior Management.
* Staffed and managed the shared resource Corporate Computing center.
* Implemented and managed a Corporate Computing resource model for business users. Specification, sign-off and justification for computing resources.

**Motorola Inc.,** Arlington Heights, IL

**Computer Applications Analyst II & I**06/1980 to 11/1983

* VM/CMS, TSO and CICS internal application support programmer. FORTRAN, COBOL, JCL, PASCAL and BASIC programmer maintaining and developing utilities and applications for Engineering and Business users.
* Developed numerous REXX programs and utilities.

**GPE Controls,** Morton Grove, Il

**Application Engineer** *06*/1979 to 06/1980

* Client level requirements gathering for the Petroleum based control industry.
* Developed and designed controls for communications, monitoring and reporting on error alerts and over-fills.
* Designed and implemented firmware based (Motorola 6800) controls for graphical representation of tank farm filling rates.

**Cummins Allison,** Elk Grove Village, IL

**Systems Test Engineer**06/1977 to 06/1979

* Designed firmware based controls for electronic corn sorters for the banking industry.
* Designed and wrote assembler level software (Motorola 6800) for the control of electronic coin sorters.
* Executed component, modular and system level testing of check processing equipment for the banking industry.
* Component and board level testing, debugging and repair of MICR (Magnetic Ink Character Recognition) systems for the banking industry.

**Dept. of Children & Family Services,** Chicago, IL

**Resident Supervisor** *06*/1974 to 06/1978

* Direct supervision of wards of the state (13-18)
* Mentoring and tutoring for grade levels Jr. High and High School for Wards of the State of Illinois.
* Administrative support for housing, clothing and nutrition for Wards of the State of Illinois.

**Austin Y.M.C.A.,** Chicago, IL

**Gymnastics Instructor**06/1972 to 06/1977

* Developed gymnastics training courses and routines for adults, juveniles and toddlers
* Conducted and supervised gymnastic classes by age groups
* Lead the supervision of training resources for Y.M.C.A.
* Coordinated fundraising exhibitions

**Education:**

**University of Illinois (Chicago)**, Major Electrical Engineering, Minor Computer Science 1971 – 1980

**References:**

Available upon request

**Additional Training:**

Manager of Managers (Motorola University)

Dale Carnegie

**Community:**

Director, Program Support

Stand-Up For Kids, Chicago

[www.standupforkids.org](http://www.standupforkids.org)

United Way Campaigner

JA Volunteer

Sheridan Park Little league Coach

Near West Little League Coach

**Affiliation:**

President CA-ISSCO Regional Graphics User's Group 1984-1985

**Hobbies:**

USVBA Volleyball, 16in softball, bicycling, Computers, LAN Gaming