



## Request SAP Consultant for Service

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<http://www.cendien.com/apps/sap/>

## Professional Summary

- I.T. Training Development / Delivery
- Software Services Sales / Client Interface / User Interface
- I.T. Development Manager / Production Support Manager / Program Manager
- Full Development Life Cycle Experience (Requirements Definition – Maintenance)
- Issues Resolution

## Clients / Experience

### USTRI – San Antonio, Texas

#### Programmer/ Project Manager

- QA Test Program Manager - Philadelphia, Pa. – major Cable account
- Schedule and manage QA Test Program
- Interfaces – client management, software vendors, onshore/offshore test team members
- IT Program / Project Manager – San Antonio, Texas. – major retailer
- Schedule and manage IT programs / projects
- Interfaces – IT management, software vendors, business SMEs
- Address / resolve issues and IT Production Support Team Lead – Retail Applications
- Interface with all level of management, offshore team members
- Interface with client business users
- Work with IT manager, SMEs and key business user to develop “learning projects” for offshore team – these projects are enhancements needed within the Retail applications
- Facilitated requirements clarification meetings with IT clients and business users
- Ensured USTRI processes and documents were used in production support activities
- Developed multiple documents to aid offshore team members in understanding and pursuing their workload

### TAC Worldwide - SBC, St. Louis, MO

#### Program Manager

- IT Program Manager - IT CRM enterprise-wide initiatives - major telecom client
- Program impact – Nationwide Call Center applications - CTI/IVR, Web, GUI, etc...
- Program incorporated E.piphany CRM components
- Focus was on Ameritech's use of CRM components
- Managed virtual team of 30+ Project Managers, Analysts, Developers
- Worked with Ameritech team through systems development life cycle
- Facilitated Weekly Team Status Meetings, published Meeting Minutes
- Environment - Web, Client Server, C++, Java, Windows N/T, Oracle, MQ Series, IVR, CTI, Genesys, other call center applications, legacy systems

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### **Sprint PCS, Overland Park, KS** **Program Manager**

- IT Program Manager – Call Center Applications - major telecom company
- Virtual team management of Project Managers, Business Analysts and Developers
- Daily Interfaces – Call Center Solutions users and Billing System Core Team
- Daily resolved issues by working with supporting teams such as Data, Delivery and Testing
- Conducted weekly team meetings / status reporting
- Lead requirements definition / documentation sessions
- Team supported twelve Customer Solutions applications
- Team assessed impact to call center applications of Amdocs Billing System
- Team designed, developed, tested and implemented required changes
- Environment - Client Server, C, Windows N/T, Documentum, Visio, ITPF (Method/1), Oracle, MQ Series, IVR, CTI, ICR

### **CSG Systems, Inc., Omaha, NE** **Senior Project Manager**

- Senior Project Manager – IT development projects - quarterly software releases
- Conducted weekly team meetings / status reporting
- Addressed / resolved issues
- Developed "Project Management How To" training module
- Presented "Project Management How To" - 40+ IT staff members
- Project Teams - modified cable billing / reporting applications
- Projects Team sizes - 15 to 40 technical members
- Projects hours - 4,000 to 12,000+
- Environment - Client Server, Mainframe, C, Cobol, Assembler, ODE, TSO, Roscoe, Infoman

### **Utilicorp United, Omaha, NE** **Senior Project Manager**

- IT Senior Project Manager - \$2.2M development effort / \$45 – 80K client server projects
- Obtained resources, budgeted, scheduled, managed projects
- Interfaces – IT management, software solutions vendors, users
- Addressed / resolved issues
- Environment: Client Server, PowerBuilder, Lotus Notes, SQL, SQL Server, Oracle, Erwin, Rational Rose, Visio, MSOffice

### **ConAgra Foods, Omaha, NE** **Senior Consultant**

- Senior Consultant - IT Analyst/Programmer - modified post-implementation SAP code
- Interactions - users - identified requirements / assured test results
- Documented projects' technical / user aspects
- Environment: IBM309X, MVS/XA, MVS-ESA, IMS, DB2, SQL, TSO/ISPF, ABAP, Visio

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### State of Nebraska, Lincoln, NE

#### Senior Consultant

- Senior Consultant - IT Analysis Team Manager - 10 analysts
- Analysts developed Functional Analysis documentation
- Project - State of Nebraska Y2K Expansion
- Interactions - Users - Development and Test teams
- Analysis activities - completed several months ahead of schedule
- Consulting company support - added additional resources to project team
- Environment: IBM309X, MVS/XA, MVS-ESA, IMS, DB2, SQL, TSO/ISPF, Cobol, Easytrieve

### Convergys, Omaha, NE

#### IT Manager

- IT Manager - AT&T Account Team - eight team members
- Managed all aspects human resources management
- Performed client contact / issues resolution
- Team – performed requirements definition - maintenance
- Environment: IBM 309X, MVS/XA, CICS, TSO/ISPF, Cobol

### West Teleservices, Omaha, NE

#### IT Manager

- IT Manager - Production Support / Development Teams – 45+ people
- Managed all aspects human resource management, recruiting - performance evaluation
- Managed teams in all phases of systems development life cycle
- Managed 7 x 24 production support - Inbound telemarketing applications
- Environment: Tandem, Cobol, MS-Project, PowerBuilder, Forte

### MCI, Colorado Springs, CO

#### IT Manager

- IT Manager/Release Coordinator - Facilitated Client Server software releases
- Managed 4 programmer analysts - Production Support
- Software - Sales/Service System - 11 in/outbound Call Centers nationwide
- Interacted with QA Test team and LAN Administrators
- Environment: Client Server, OS/2, MS-PROJECT, C, OOA-D, Lotus Notes, MSOffice

### Professional Services Group Inc., Detroit, MI

#### Senior Consultant

- Professional Services Manager - 60 IT consultants
- Performed recruiting through performance evaluation
- Met with consultants and clients - reviewed existing / new development projects

### Keane, Inc., Cleveland, OH

#### Senior Consultant

- Senior Consultant – Developed / implemented IT Training Plans, Processes / Curriculums by IT job definition - major greeting card client
- Led JAD Sessions to tailor Method/1 – major greeting card client
- Major Retail Client – Tailored / implemented Method/1

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- Method/1 implementation - developed / delivered multiple training sessions - 60+ IT team members
- IT outsourcing project - convinced Keane team to adopt consultative interviewing approach versus Q and A audit approach
- Worked with Corporate Keane team - assessed and documented outsourcing need
- Interviewed executives – developed proposal
- Consultative approach - very well received by client executive staff
- Won major retail IT outsourcing project
- Program Manager - Managed 30-member outsourcing team
- Team maintained - 29 application systems
- Team developed - interfaces to Retail Information System (RIS) - DB2 environment
- Environment: IBM 309X, MVS/XA, IDMS, DB2, TSO/ISPF, Cobol, SQL, Method/1, Timeline

### **SAIC, Inc., Omaha, NE**

#### **Marketing Rep**

- Marketing Representative - Opened commercial IT accounts
- Activities - Cold calling, proposal writing, placing consultants on client assignments
- Interactions – management, clients, assigned consultants

### **Computer Task Group, Inc., Omaha, NE**

#### **Branch Manager**

- Branch Manager - Opened CTG branch office - Omaha, NE
- Performed client cold calls - Omaha/Lincoln area
- Sales calls - Identified client IT staffing / project needs
- Proposals - Defined CTG capabilities, project timelines, project resource requirements, project deliverables
- Recruiting – Interviewed, hired, assigned project consultants
- Market Awareness - maintained significant awareness - competitors' activities
- System Support Handbook – major publishing client
- Performed needs analysis, proposal development, proposal delivery - System Support Handbook project
- CTG - chosen vendor
- Managed 4 people - developed system support handbook
- Project included all development life cycle phases
- Developed implementation strategy
- Developed and delivered user training
- Project Delivery - on time, under budget
- Nationwide telecommunications accounts – wrote proposals
- Developed, presented, sold proposal - Bell Atlantic - feasibility study - Outside Plant Contract Processing Mechanization (OPCPM)
- CTG - chosen vendor
- Completed Feasibility Study, presented results to Bell Atlantic Management
- Project Delivery - on time, under budget
- Major publishing company - over 30 month period, managed design, development, and test teams of 5 - 12 people
- Major user interface activities - functional reviews, and test team training

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- Developed / kicked off functional review meetings - facilitated I.T./users interacting
- Functional Review Meetings - spanned three days
- Developed / presented test team training sessions – 3 days each
- Billing System design - used HIPO design tool - defined / designed new Customer Advertising Order document / related application programs
- Environment: Honeywell DPS90, CGOS, IDS/II, TSS, Cobol, SSDM

## SAP Consultants – SAP Software Consulting Services

### CENDIEN – SAP SOFTWARE CONSULTING EXPERTS

14875 Landmark Blvd, #100

Dallas, TX 75254

**(214) 245-4580**

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