

SUMMARY

Information Technology (IT) professional with over twenty years of industry and consulting experience in the wireless mobile device, electronic commerce, financial services, healthcare industries.

Firms ranged from \$10M to \$120B in revenue, both national and international. Robust corporate and global experience and education. Led direct and indirect, cross-functional, national and global teams of up to 35+ members, to deliver business intelligence, CRM, customer integration, eCommerce, ERP, operational and organizational change, and outsourcing initiatives. Contributed to M&A, acquisition integration teams, IT due diligence and other corporate development activities. Career progression from business analyst/developer to project/program management and IT leadership roles and responsibilities. Completed Kellogg Executive MBA program, CAPM (PMI Project Management) and ITIL certified.

PROFESSIONAL EXPERIENCE

BUSINESS RELATIONSHIP MANAGER, Brightstar Corporation, Libertyville, IL 2010-PRESENT

Building on the expertise gained in the mobile device industry, part of an elite team of seasoned technical and business professionals who participate in pre-sales activities, assisting business development and account management teams in engaging prospective customers, with a focus on technology integrations to ERP, and warehouse management systems. Exposure to all facets of the wireless mobile device ecosystem, including carriers, OEMs, and retailers in B2B, B2C, and Enterprise customer channels, as well as corporate development.

Key Responsibilities:

- Establishing and Maintaining Relationships with Prospective and Key Customers
- Developing Proposals to Respond to Requests for Proposal (RFP) from Mobile Device Retailers and Carriers
- Providing Strategic Direction to Customer Technology Integration Engagements
- Participating in Merger and Acquisition (M&A) and Joint Venture (JV) Due Diligence
- Lead Large-Scale, Cross-Functional Merger and Acquisition (M&A) and Joint Venture (JV) Integration Projects
- Reporting Weekly Status to Executive Management
- Developing Customer-Facing and Executive Presentations
- Contributing to Budgeting and Planning Activities, Vendor Management
- Providing Internal IT Strategy and Business Consulting

Key Achievements:

- Assisted Departmental Leadership with Recruiting, Interviewing and Hiring Staff
- Led an engagement to deploy a retail kiosk application to 400 stores for a major multinational retailer, and the United States Army and Air Force Exchange Service (AAFES), which contributes to over 18% of the firm's total revenue
- Participated in a warehouse automation initiative, leading a team to integrate enterprise resource planning (ERP) and warehouse management systems (WMS) systems with an automated, robotic induction and order picking solution which increases the firm's capacity to fulfill customer orders
- Led two corporate development initiatives integrating an acquisition and a launching a joint venture, which added a device insurance and activation service capability, and enhanced reverse logistics capabilities

PRODUCT MANAGER, Burn the Box, Inc., Hawthorn Woods, IL 2009-PRESENT

Self-motivated and operating entirely in a virtual environment, launched a mobile software design firm with a focus on iPhone mobile software development, and successfully designed, developed, marketed, and sold four major releases of a commercial software product for the Apple iPhone and iPod touch in 66 countries around the world.

Key Achievements:

- Successfully designed, developed, marketed, and sold four major releases of a commercially-available entertainment software product which implements Bluetooth peer-to-peer connectivity, 3D graphics and animation, digital audio, voice chat, touch and motion detection, and Facebook and Twitter social networking integration

- Introduced and successfully implemented an electronic entertainment concept that combines gaming, marketing/advertising, and social media networks
- Developed product to Apple's stringent standards of software development and device specifications
- Invested 7% of profits into microloans through Kiva.org, investing in the Philippines, Peru, Ukraine, Lebanon, and Cambodia
- Developed brand identity, logo, and all marketing materials including all digital assets including website and search engine optimization, promotional product videos, manuals, FAQs, and marketing materials required for Apple iTunes App Store product sales
- Developed business intelligence database of sales reporting and customer information and track worldwide application and website traffic with Google Analytics
- Technology infrastructure is run on an entirely vendor-managed, "cloud computing" model of hosted applications, web content, and email
- Developed all software end-user documentation, project documentation, requirements, and designs
- Managed software releases using a unique Agile project and product management approach

Key Tools and Technologies:

Apple Xcode and iPhone SDK (Cocoa Touch), Facebook and Facebook/iPhone API, FileMaker, Flash MX CS4, Google Analytics, Google Apps, Google Chrome, HTML, iMovie, JavaScript, Objective-C, Photoshop, Twitter and Twitter/Open Source iPhone API, XML, YouTube

CONTRACT PROGRAM MANAGER, Abbott Laboratories, International Division, Abbott Park, IL 2007-2010

Post-MBA completion, leveraging international business skills, education, and experience, plus a robust technical background, ***engaged as a consultant*** to develop a strategy and long-range plan as well as execute program to develop ITIL-based standardized, regional service desks throughout European, Latin American, and Pacific Asian regions, with a primary focus on European Large Business Units in Germany, France, UK, Netherlands, and Spain

Key Achievements:

- **Entire project team was presented a President's Award, the highest honor at Abbott Laboratories - The first time** in the history of the Abbott organization Information Technology earned this distinction!
- Service Management strategy development including a standard service catalog, and harmonizing Service Level, Configuration, Incident, and Change Management technology tools and high-level processes
- Developed standard performance metrics, and regional reporting standards for Western Europe and Canada
- Developed and implemented a strategy to consolidate disparate Western European service desk technology implementations into a central system located in Germany, reaping operational efficiencies and cost savings
- Strategy development, vendor management, contract negotiation, and relationship management responsibility for Service Management software vendor (Axios Systems) and Service Management outsourcing services provider (Capgemini) for Western Europe and Canada region
- Responsible for program budget and leading local, international, multi-cultural, regional program managers
- Reported status to executive steering committee comprised of international, regional IT executives
- Involved in Server Management, Virtualization, Server Consolidation, Desktop Management, Collaboration and Communication, Virus Management, and Voice Over IP (VOIP) Divisional IT Strategy Development
- Involved in Long-Range Planning and Projected LRP Budget Development
- Performed Total Cost of Ownership (TCO) Analysis and Determining Incremental Cost Comparisons of Software, Hardware, and IT Services

FULL-TIME MBA STUDIES ABROAD IN CHINA AND EUROPE, 2005-2006

IT MANAGER, Navigant Consulting, Chicago, Illinois 2004-2005

While pursuing MBA studies part-time, Sought out opportunity to implement IBM Websphere portal enterprise-wide, and challenged to build a brand new application development team from scratch. Created IT department budget, application development and system development lifecycle strategy. Introduced project and portfolio management methodologies. Developed departmental performance metrics and managed vendor relationships.

Key Projects & Achievements:

- Selected by CIO to transform and align IT organization using COBIT (Control Objectives for Information and Related Technology) and ITIL (Information Technology Infrastructure Library) best practices
 - Became recognized as a vital, highly-organized resource, proving the business value of the IT organization
 - Reduced need for additional staffing to implement projects in the IT portfolio by engaging on-demand resources as needed; profit and loss responsibility; Budget and direct report responsibility; vendor management; Mentored and developed staff
 - Regularly participated in M&A activities, served on integration teams, and provided IT due diligence services within the organization
 - Improved capability to accurately project budgets and performance with best-practice methodologies; ushered in system development lifecycle (SDLC) and release & delivery management methodologies

IT PROJECT MANAGER, Boise Office Solutions, (now OfficeMax) Itasca, Illinois 2002-2004

While pursuing MBA studies part-time, was tapped to manage eCommerce and portal projects from initial planning through implementation. Oversaw project teams and project budgets. Reported to executive management and steering committee.

Key Projects & Achievements:

- Planned and executed one of the company's largest strategic projects that brought in over 65% of company revenue, grossing \$4-5 million daily:
 - Deployed a new, custom-developed B2B eCommerce site for Boise Office Solutions to sell products using a new platform while simultaneously merging and re-branding with OfficeMax
 - Participated on M&A integration team to implement IT application development synergies
 - Coordinated over 35 FT resources from cross-functional areas such as business analysis, marketing, customer service, software development and application support to deliver a world-class eCommerce site on time and within budget; implemented software development outsourcing strategy
- Post merger, led selection of a common eCommerce platform to serve both B2B customers of Boise Office and the B2C customers of OfficeMax that:
 - **Seamlessly integrated IT resources of both companies** and their respective technology investments
 - Reduced development costs, testing time and manpower needed to create customized platforms
 - Eliminated the need for an eCommerce custom development department while contributing to revenue growth and increasing profit margins
- Improved productivity, centralized information and eliminated numerous disparate systems and portals by implementing new IBM Websphere portal.

MANAGER, Whittman-Hart, Oak Brook, Illinois 1998-2002

Originally started with a firm that was later acquired, and then spun-off again as a smaller firm. Provided business and technology consulting services, and oversaw a team of consultants working in disparate locations on diverse projects. Managed change initiatives during acquisition, and divestiture. Profit and loss (P&L) and direct reporting responsibility of 10 direct reports. Responsible for consultant recruiting, on-boarding, performance reviews, mentoring, and career development as well as client project status reporting, client pursuits, proposals, presentations, and engagement management. Brought large-scale IT consulting experience and project/software development methodology to smaller spin-off boutique firm. Developed and negotiated contracts, provided professional services on key engagements, and brought in nearly 80% of new business. Engagement management, consulting management, and client-facing responsibility.

Key Projects & Achievements:

- Practice developed a custom executive dashboard tool for Levi Strauss to manage enterprise inventory turnover and sales performance which facilitated executive decision making in strategic planning, as one of several custom projects. As a result, Levi's minimized inventory mismanagement, improving product arrival rates from 65% to well over 95%, growing sales for the first time since 1996.
- Practice developed a custom self-service risk management tool for Arthur Andersen, which is now sold as a service through Protiviti Consulting, a division of Robert Half International, as part of their Protiviti Governance Portal, which reduces audit-related consulting fees by 20%
- Developed and launched a state-of-the-art customer-facing, self-service annuity management website for Zurich Kemper using Java that streamlined customer service operations.
- Recognized as a subject matter expert on newly emerging technologies such as Internet technology, Application Servers and Java; developing and delivering training that:
 - Brought consulting force up to speed with new technologies, creating highly billable human capital
 - Increased consulting utilization, landing new business account with Walgreen's for Java implementation
 - Helped to create a consulting workforce that became a catalyst for future acquisition by Whittman-Hart, and then a Internet-technology-focused consulting practice that was later spun-off
- Appeared as a regular technology panelist on a television series aired on a local financial news channel
- Published the book "Professional Java Server Programming" for the Wrox Press with a focus on enterprise-class Java application development in 1999
- Published the book "Professional Java Data" for the Wrox Press with a focus on newly emerging wireless technology in 2001

PROJECT MANAGER, Cargill Investor Services, Chicago, Illinois 1996-1998

Hired on as business analyst to develop a hedge fund management software application. Rapidly promoted to project manager, handling diverse initiatives with travel to the UK. Profit and Loss, multi-national direct reporting responsibility. 4 direct reports. Budget responsibility. Vendor management responsibility.

Key Projects & Achievements:

- Created a customer information portal to deliver trade position and market information worldwide that became a premier differentiator for the firm, and later led to firm's segue into Internet information delivery.
- Implemented a customer relationship management (CRM) initiative that was adopted worldwide.
- Developed a decision support tool to gauge key metrics that led to an 80% increase in profitability in following year; increasing the company's value for a subsequent acquisition. Presented strategy and recommendations to Cargill executive management.

SUPPORT ANALYST/PROJECT LEADER, Chicago Title and Trust Company, Chicago, Illinois 1993-1996

Originally recruited while finishing university studies to provide 3rd level application and systems support for a title and escrow system, working on the Service Desk. Worked with application team to resolve defects and resolve issues. Later promoted to project leadership role to consolidate multiple satellite office systems into centralized regional systems, reducing maintenance costs, headcount, and excess infrastructure.

EDUCATION

KELLOGG SCHOOL OF MANAGEMENT, NORTHWESTERN UNIVERSITY, Evanston, Illinois
Post-MBA Executive Program, 2009

CAPM Project Management Certification, PMI (#1666666), 2010
ITIL *Foundation Certification*, EXIN, 2007

BRENNAN SCHOOL OF BUSINESS, DOMINICAN UNIVERSITY, River Forest, Illinois
MBA - Master of Business Administration, 2007

Member, **Sigma Iota Epsilon** Management and Academic Honor Society, Inducted 2004

Outstanding Graduate Student of the Year Award, Brennan Graduate School of Business, 2007

Developed and Presented a Business Case Study at the **Academy of Business Management Education** Conference in Bermuda, 2007

Studied abroad for MBA at the following Asian and European universities:

- Beijing Institute of Technology, Beijing, People's Republic of China
- East China Normal University, Shanghai, People's Republic of China
- IECS - L'Ecole de Management de Strasbourg, Université Robert Schuman, Strasbourg, France, European Union

CONCORDIA UNIVERSITY CHICAGO, River Forest, Illinois
BA - Bachelor of Arts, Computer Science, 1993

Hobbies and Interests: Emerging Technology Trends, Foreign Culture and Languages, Golf, Investing, Motorcycling, Movies, Snowboarding, World Events

Industry Knowledge:

Advertising Industry, Automotive Industry, Banking Industry, Business-to-Business (B2B) Electronic Commerce (eCommerce), Business-to-Consumer (B2C) Electronic Commerce (eCommerce), Chemical Products Industry, Derivatives Industry, Disease Management Industry, Financial Industry, Futures Industry, Healthcare Industry, Hedge Funds Industry, Information Technology (IT) Consulting, Insurance Industry, Internet and Online Community Industry, Investment Banking Industry, Litigation Support Consulting, Management and Strategy Consulting, Options Industry, Pharmaceutical Industry, Retail Industry, Title Insurance Industry, Wireless Mobile Device and Mobile Technology Industry

Keywords:

21 CFR Part 11, Administrative Management, Agile Methodology, Apple iPhone, Apple iPod touch, Application Development, assist, Axios Systems, Best Practices, Budget Authority, Budget Responsibility, Budgeting, Business, Business Analysis, Business Analyst, Business Intelligence, Business Manager, CAPM, CIO, COBIT, CTO, Change Management, Chief Information Officer, Chief Technical Officer, Client-Facing, Contract Negotiation, Cross-Functional, Decremental Cost, Development Director, Director, Direct Reports, eCommerce Director, e-Commerce, Electronic Commerce, Electronic Marketing, Employee Evaluation, Engagement Management, Engagement Manager, Enterprise Change Management, Executive, Executive Management, Executive Manager, Executive MBA, EXIN, Food and Drug Administration, FDA, Fortune 100, Fortune 500, Incremental Cost, iPhone software development, IT Director, IT Governance, ITIL, ITIL Certified, ITIL Foundation, ITIL Foundation Certification, ITIL Certification, IT Portfolio, IT Service Management, IT Strategy, International Business, JAD Session, Joint Application Development, Key Goal Indicator, KGI, Key Performance Indicator, Kiva, KPI, Knowledge Management, Knowledge Manager, Leadership, Long-Range Planning, LRP, Management, Management Consulting, Marketing, Marketing Director, Marketing Management, Marketing Manager, MBA, Metrics, Microlending, Microloans, Mission, Motivate, Multinational, Near-Shoring, Near shoring, Offshoring, Off-Shoring, Outsource, Outsourcing, Overseas, P&L, Performance Management, Performance Reviews, Planning, Portfolio Management, Portfolio Manager, Process Improvement, Product Evaluation, Product Manager, Product Selection, Profit and Loss, Program Management, Project Budget, Project Budgeting, Project Management, Project Management Professional, PMP, Project Manager, Proposal, Recruiting, Relationship Management, Request for Proposal, RFP, Requirements Definition, Requirements Gathering, Reviews, SDLC, Senior Leadership, Senior Management, Senior Manager, Service Catalog, Software Development, Software Development Life Cycle, Sourcing, Sourcing Strategy, Standard Operating Procedure, SOP, Steering Committee, Strategic, Strategic Planning, Strategy, Strategy Consultant, Strategy Consulting, Team, Teams, Team-Building, Teamwork, Technology, Technology Acquisition, Technology Director, Technology Governance, Technology Manager, Technology Strategy, Thought Leadership, Total Cost of Ownership, TCO, Utilization, Vendor Integration, Vendor Management, Vendor Selection, Vision, Visionary

Technical Skills and Certifications:

CAPM Project Management Certification (via PMI), ITIL Foundation Certification (via EXIN) **Software Applications:** Google Apps, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, Project), Visio **Databases:** FileMaker Microsoft SQL Server, Microsoft Access, Oracle, MySQL **Operating Systems:** Microsoft Windows, Apple iPhone, Apple Mac OSX, Linux, Sun Solaris **Programming Languages:** Cocoa Touch, Facebook API, HTML, iPhone API, Java, XML, Flash, JavaScript, Objective C, SQL, Twitter API **Application Platforms:** Microsoft .NET, IBM WebSphere, J2EE, Business Objects, Monster Commerce **Graphic Design Tools:** Flash CS4, Photoshop, Dreamweaver, iMovie **Electronic Marketing Tools/Services:** Yahoo, MSN, and Google Advertising, Search Engine Optimization (SEO), Google Analytics, Constant Contact Email Marketing, WordPress Web Log (Blog) **Web 2.0 and Social Networking Tools:** Facebook, Twitter, LinkedIn, YouTube