

## SENIOR-LEVEL ENTERPRISE BUSINESS ARCHITECT

Highly-skilled in developing operational strategy and long-term business architecture:

- Key in the development and execution of multi-year strategic roadmap for Care Organization

Expert in launching successful process improvement and architecture organizations:

- Built internal business architecture team that generated \$3M in savings within 1<sup>st</sup> year
- Created consulting services offering generating \$5M in total revenue

Proven track record of implementation and the delivery of substantial improvement results:

- Total *realized* process improvements of \$15M+ (BPMS / IVR initiatives )
- Identified \$85M+ in client opportunities / implemented and *realized* \$9M *in hard savings*
- Discovered \$50M in client improvement opportunities

High-performance executive consultant with 15 years background driving significant change within complex business environments. Extreme savvy in assisting companies identify operational weaknesses, developing improvement strategies, defining future architecture, and in executing roadmaps to achieve objectives and create competitive advantage. Skilled at leading the implementation of innovative process and system focused solutions to radically reduce costs, create efficiencies, and enhance the overall customer experience.

### Key Professional Assets and Areas of Expertise

- |  |   |                                      |
|--|---|--------------------------------------|
| ▪ Strategic planning and execution           | ▪ Practice Development / Launch           | ▪ Exemplary work ethic and integrity |
| ▪ BPMS, workflow, & document management      | ▪ Financial Services / Telecom Industries | ▪ CMM and Zachman Framework          |
| ▪ Six Sigma Green Belt Certification – DMAIC | ▪ Call center and data processing         | ▪ Self education on industry topics  |
| ▪ Vision – Ability to see “big picture”      | ▪ Insurance claims process                | ▪ MS Office, Outlook, Project, Lotus |
| ▪ Process Modeling - BPWin & Visio           | ▪ Performance metrics                     | ▪ Strong communication skills        |
| ▪ Complex problem solving and data analysis  | ▪ Financial / P&L management              | ▪ RFI / RFP software selection       |

## Professional Experience

**MAJOR INSURANCE / TELECOM ENTERPRISE**, Kansas City, Missouri [year–Current]

*Venture backed, private company focused on the insurance of 60M consumer wireless devices in the US and abroad.*

### SR. MANAGER – ENTERPRISE BUSINESS ARCHITECTURE

Reporting directly to the CIO / VP of Enterprise Architecture, spearheaded efforts leading to the creation of the Enterprise Business Architecture Team. Lead team of architects accountable for process modeling, the identification of improvement opportunities, the creation and delivery of corrective action plans, and the orchestration of future strategy across processes, legacy apps, IVR, web, and BPM systems.

- Developed Multi-Year Strategic Operating Plan Tied to Corporate Objectives
  - Facilitated development of multi-year integration strategy for Care Organization following merger.
  - Executed blueprint to achieve \$15M+ in total cost reductions over a three year time span.
- Implemented BPM Solution to Achieve \$5.5M in Cost Reductions and Efficiency Gains (AWD)
  - Automated non credit card deductible process to decrease unidentified payments by 95% and lowered AHT of all incoming Sprint calls by 45 seconds (\$3.1M).
  - Enhanced manual refund process and shortened cycle time by 52% (\$400K)
  - Generated 40% reduction in cycle time for processing of warranty registration forms (\$300K)
  - Decreased cycle time of processing formal complaints by 56% (\$300K)
  - Consolidated enterprise wide adjudication claims processes and reduced cycle time by 30% (\$1.3M)
  - Re-engineered forms related to adjudication process and eliminated re-work by 25% (\$170K)
- Teamed with I.T. to Attain \$10M Impact via the Rollout of IVR and Enhanced Call Processes
  - Jointly teamed with IT for the initial implementation of telecom technology into the call center.
    - Utilized IVR / CTI to systematically capture and pop key customer data to CSR desktops.
    - Systematically captured data such as mobile #, model of phone, loss type, loss date, etc.
    - Automation resulted in the elimination for the need to hire 300 additional CSR's (\$10M)
  - Contributed in improving the customer experience by simplifying the call flows and related scripting
  - Executed time in motion studies on IVR of merged company to identify additional opportunities and recommend improvements.

**SYSTEMS INNOVATOR**, Baltimore, MD;

[year–year]

*\$7B NYSE traded global software and consulting company focused on the telecommunications industry.***MANAGER – PROFIT ENHANCEMENT CONSULTING PRACTICE**

Built the consulting strategy and led the development of the Profit Enhancement Practice. Delivered proposals to executives of perspective clients and directly supported sales of \$1.5M within first 12 months of practice inception. Created whitepapers and teamed with Marketing to assemble formal sales collateral. Led all projects and managed teams of up to 10 analysts. Managed P&L's, reported metrics to management, and executed client invoicing. Also, was accountable for 3<sup>rd</sup> party vendor relationships.

- Identified in excess of \$85M in client opportunities across all projects –Developed strategic recommendation portfolios and corrective action plans and presented them to customer management.
- Achieved \$9M in realized savings for customers via additional follow on engagements – Led project teams in implementing recommendations to address root causes of identified operational issues.

**ABC SYSTEMS**, Kansas City Missouri;

[year–year]

*\$8B NYSE traded financial services and software company focusing on mutual fund and insurance industries.***BUSINESS PRODUCT CONSULTANT – AWD PROFESSIONAL SERVICES ORGANIZATION**

Participated in numerous small to large scale BPMS installations for mutual fund and insurance companies. Executed process re-engineering to automate processes in call center and data processing environments.

- Designed flows and performed configuration of BPM solutions, software testing, and end user training.
- Obtained understanding of full software development life cycle in working with AWD development team.
- Assisted companies in developing mail centers / obtained expertise in imaging and bar coding technology.

**MUTUAL FUND REPRESENTATIVE – BERGER MUTUAL FUNDS**

- Worked in call center as a Series 6 licensed CSR fielding calls and processing mutual fund transactions.

**EDUCATION****BS, BUSINESS ADMINISTRATION, *New York University*** – [year]**ADDITIONAL EDUCATION & CERTIFICATIONS:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>▪ <i>Six Sigma Green Belt Certification</i></li> <li>▪ <i>Introduction to Business Architecture</i></li> <li>▪ <i>Business Change Management Methodologies</i></li> <li>▪ <i>Metrics and Process Management</i></li> </ul> | <ul style="list-style-type: none"> <li>▪ <i>Project Management Framework Class</i></li> <li>▪ <i>Essentials of Project Management</i></li> <li>▪ <i>Telecom Network Fundamentals</i></li> <li>▪ <i>Telecom Fundamentals</i></li> </ul> |
|---|--|

**INDUSTRY ASSOCIATIONS:**

Association of Business Process Management Professionals (ABPMP)

**PROFESSIONAL / BUSINESS PUBLICATIONS:**

Currently attempting to publish an article