

Technology and Operations Executive with broad experience in [Transforming Technology](#) and delivering on capital initiatives.

Recognized as a [Passionate, Energetic and Results-Oriented](#) leader with the ability to bridge technology and business organizations to create optimal outcomes that deliver incremental value, while driving towards overall long-term strategic solutions.

My [Business Capabilities](#) and Accomplishments are demonstrated through Technology Leadership, Operational Management, Business Process Analysis, and Alignment of Technology to Business Needs.

DRIVING - SOLUTIONS, INFORMATION AND SOLVING BUSINESS PROBLEMS

[Proven Ability](#) to solve complex business problems through process design and technology solutions.

[Strong Success Record](#) in solution delivery, developing actionable information from data, managing multiple portfolios, providing business process change combined with IT investments, across organizational and geographical boundaries.

[Wide Functional and Industry Experience](#) creates a unique skill to provide technology leadership, including counsel to functional senior management team members that include realistic enterprise ROI outcomes.

[Experience Enriched](#) through roles in Business Operations, HR and IT.

[Varied Industry Background](#) including Health Care, Retail, Consulting, Government, Logistics and Software Design and Sales.

EXPERTISE – DELIVERING OUTCOMES THAT BUILD SHAREHOLDER VALUE

- Business Process Improvement
- Complex Problem Solving and Solutions
- Data and Application Security
- Enterprise-Wide Business Intelligence (BI)
- Application Development (On & Offshore)
- Advanced Analytics & Reporting
- Effective Data Warehousing
- Program & Project Management
- Senior IT Leadership
- Enterprise Technology Direction & Budgeting
- ERP /SAP Development and Implementation
- Negotiating & Purchasing Management
- E-Commerce/Internet/Intranet
- QA / CAT Testing Management
- Six Sigma Executive Black Belt
- Business Process Analysis

EXPERIENCE - THAT DRIVES TURNAROUND, GROWTH AND PROFITABILITY

UNITED STATES POSTAL SERVICE (2007 – Present)
Executive – Technology and Solutions Center
Executive – Integrated Business Systems Solutions Center

CELEBRATIONS INC (1999-2001)
Principle Partner

UNITED HEALTH GROUP (2001-2006)
Vice President IT, Data Integration
Vice President Information Technology

BEST BUY INC (1997-1999)
Director Service Systems
Director of Parts and Systems

TARGETED DISCIPLINES

Business Process Improvement | Business Intelligence | Data - Analytics and Reporting | Application Development
Operations Management | Program & Project Management | Best of Breed to Enterprise Wide Implementations

HIGHLIGHTS OF ACCOMPLISHMENTS – DRIVING RESULTS

- ◆ As Executive, Technology and Solutions Center at USPS, envisioned, championed funding, then led teams to [deliver one of the largest Business Intelligence \(BI\) suites](#) in the US. By leveraging an understanding of the business, then cross functionally correlating hundreds of millions of data elements, enabled non-technology managers to use data and trends that effected labor and contractor costs. Meaningful success was accelerated by presenting information via tools the user was already familiar with. The process and tool enabled the beginning of a culture shift to make fact based decisions based on accurate history and trends.
- ◆ As Executive, Integrated Business Systems Solutions Center at USPS, managed process and led teams to re-design, and [implementation U.S. largest SAP Human Capital Management](#) enterprise-wide suite. Program spanned multiple years and budget of over \$150 Million dollars. Deployment encompassed legacy data conversion of 800,000 active employees, including process re-design, technology configuration, and implementation. End state has allows USPS to enjoy a fully centralized Shared Service functionality.
- ◆ As Executive, Integrated Business Systems Solutions Center at USPS, [strategized, developed and deployed, new PMO and SDLC process](#) that introduced standards for project management, quality and six sigma processes to streamline efficiency.
- ◆ As V.P. Data Integration at United Health Group [developed behavioral health BI Vision](#), Strategy and Data Blending capabilities to combine Mental Health and Non-Mental Health Claims Data into an operational data store. The Analytical ability turned terabytes of health care claim data into operational ready trending that aided to reduce the cost of mental health. Data process served as a fact based guide for new product development and generation of new revenue streams.
- ◆ As V.P. Information Technology at United Health Group built relationships followed by negotiations with major software vendors and outsourcers; both domestically and internationally. Successfully led teams to [implement new technology packages](#) while simultaneously [reducing license and maintenance fees](#) by more than \$20 Million.
- ◆ As V.P. Information Technology at United Health Group performed [visioning in one of the key leadership](#) roles in \$25 million dollar technology and sales process re-design, enabling countries first Health Care mass customization and componentization of health care plans.
- ◆ As Director of Service Systems at Best Buy assumed central role in developing, designing, and bringing in, [on budget, \\$50 Million in service systems solutions](#), process restructuring and facilitating best practices for purchasing, inventory and store operations.
- ◆ As Owner and Principle Partner at Celebrations Inc., performed a process re-design followed by the configuration and international [implementation of a CRM/SFA software solution](#) for a division of Emerson Electric.