

John Smith

430 Main Street • Pleasanton, CA 65588 • 733-255-4227 • jsmith@abc.com

SUMMARY

Experienced leader with an MBA and excellent project management, problem solving, analytical and communication skills. Solid background in Fortune 100 telecommunications consulting and insurance marketing, product development and operations. Proven success working in both team and independent environments.

PROFESSIONAL EXPERIENCE

ABC Corp, Chicago, IL

2000 - Present

A management consulting and technology services organization with over \$11 billion in annual revenue.

Consultant, Communications & High Tech Market – 2001 to 2002:

Supervised teams of consultant and client personnel, created work-plans, managed the timely completion of project deliverables, built and maintained strong client relationships, facilitated group discussions, reported team status to project senior management, documented system requirements and mentored to junior project members.

- Team Lead, CRM Project: Identified business and technical requirements, selected an offer management software and implemented this software to be deployed to over 25,000 customer service representatives. This initiative was part of a multi-year CRM program to transition a Fortune 100 telecommunications firm from a product to a customer focus.
- Created the User Acceptance Test (UAT) work plan, schedule, approach document and scenario template.
- Coordinated (UAT) project test schedules and entry / exit criteria with the leaders of all other test teams.
- Supervised and directed the work of consultant and client personnel to collect technical requirements.
- Documented call center volume data and infrastructure cost information for the offer management software selection.
- Developed an inventory of the data elements to be used by the offer management Software.
- Created statement of work documents to describe function, data flow and requirements for several incumbent computer systems with which the offer management software would interface.

Business Analyst, Central Office Project:

Evaluated client needs to design and implement a software application to manage technician workflow, work assignment and time reporting. This application would reside on a wireless hand-held device, present a standardized user interface and connect with the necessary legacy systems.

- Analyzed and assessed high level project goals to produce business vision and project assessment documents.
- Created process flow and system documentation through site visits and subject matter expert interviews.
- Co-led a requirements preparation team to create process templates.

Team Lead, Technician of the Future Project (CIO Magazine's CIO-100 award winner, Aug. 2001):

Project team developed an enterprise-wide application for the more than 30,000 field technicians of a Fortune 100 telecommunications firm to be used for job dispatch, trouble testing, material ordering and time reporting. This application interfaced with numerous legacy systems, presented a single standardized platform and was deployed on a durable laptop that utilized wireless technology.

- Trained and managed a team of consultant and client personnel to provide test data support to all project teams including development, product test, QA test, architecture and infrastructure.
- Implemented several process improvements for system flow-through and test data authenticity resulting in faster detection and correction of system defects.
- Ensured on-time delivery of the application by coordinating issue resolution through communication with other teams and client organizations.

Analyst, Communications & High Tech Market — 2000 to 2001:

Developed problem solving skills, built knowledge of the telecommunications industry, ensured timely completion of project deliverables, reported status to team leadership, built and maintained strong client relationships and produced process improvements.

- Championed the project team's knowledge building and test data coordination for the application's most critical and widely used legacy system.
- Developed contacts with client personnel and leveraged relationships to solve complex issues.

XYZ Insurance Company, Livermore, AK

1991 - 2000

A life and health Insurance company with 300 employees and \$188 million in assets.

Manager, Life Marketing — 1997 to 2000:

Managed the operational, product development, training and administrative functions for the life line of business. Created and implemented plans to promote and protect profitability.

- Led a team in a nine-month project that developed an on-site, NASD licensed broker-dealer branch office.
- Managed a 10-month project team that outsourced the premium billing, remittance, and broker-dealer functions to a third party administrator. This protected approximately \$4 million in annualized premium.
- Solved problems and gave direction as the point person for approximately 40 people across departments such as customer service, marketing, new business/underwriting, programming, accounting and agent licensing.

Account Coordinator, Life Marketing — 1994 to 1997:

Liaison between lead marketers, a sales force of over 1,500 agents and all home office departments. Reduced costs and improved customer service through process improvements to internal systems.

- Created and implemented a product promotion financing system with annual value of \$675,000.
- Led a project team that analyzed and revised a management/agent/product information system. This 8-month project resulted in the production of a reliable field management reporting system.
- Analyzed and streamlined the new business / underwriting workflow process, resulting in reduced turnaround time by 30 percent and in significantly increased agent retention and acquisition.
- Designed and implemented programs to monitor agent financial activity, which improved agent debt collection and control.

Supervisor, Commission Accounting — 1993 to 1994:

Ensured timely and accurate payment of commissions to 200 agents weekly and 5,000 agents monthly. Resolved issues through communication and teamwork with other departments. Trained and supervised a staff of three.

- Created and implemented a system which generated and monitored financial loans to agents.

Management Trainee / Internal Auditor — 1991 to 1993:

Performed departmental rotations through all administrative and sales support areas.

- Recovered over \$100,000 in erroneously paid agent commissions through monthly audits.

EDUCATION

- Blue Wave University Festus, MO — Master of Business Administration (Management & Finance), 1999
Member of The Beta Gamma Sigma Honor Society
- University of Alabama, AL — Bachelor of Arts in Economics, 1991
Alabama Economic Society
- Fellow Life Management Institute (FLMI), 1994