

Richard H. Allen

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Lansing, MI 55555

IT PROJECT / PROGRAM MANAGER – AUTOMOTIVE INDUSTRY
Global Cross-Functional Team Leader ■ MBA
Process Reengineering ■ Change Management ■ Six Sigma

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* Available for Relocation
and Travel

Core Qualifications & Strengths

- ✓ Managed multi-year, multimillion-dollar IT projects, on time & budget
 - ✓ Progressively responsible career in Fortune 50 companies
 - ✓ Global, cross-functional project team management
 - ✓ PMI Member, PMP Certification
 - ✓ Differentiators: Six Sigma Green Belt, agility with finance, versatility
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SENIOR PROJECT MANAGER

Expertise in:

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|--|---|
| ✓ Automotive, Healthcare, Telecommunications | ✓ Project Management Office (PMO) |
| ✓ Software Development Methodology / SDLC | ✓ Client/Server, J2EE, Oracle, DB2, Websphere |
| ✓ MS-Project / Excel / PowerPoint / Word | ✓ Capital / Expense Budget Management |
| ✓ Vendor Management | ✓ Sarbanes-Oxley Compliance |
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Project / Program Management Highlights

TOP AUTOMOTIVE COMPANY

Global Car/Truck Manufacturer

1996 to present

SOFTWARE DEVELOPMENT PROGRAM MANAGER (2002-PRESENT): Charged with delivering cutting-edge bill of material solutions by customizing industry standard software (client/server, J2EE, Oracle, Websphere). Led internal personnel and vendor teams (up to 30 people) to deliver releases on time/budget using structured project management techniques. Project budgets range to \$5 million, 3-18 months in duration.

- Delivered bill of material solution to replace a variety of homegrown solutions, leading to a strategic solution used in U.S, England, Japan, Germany, Australia that yielded BOMs of significantly higher quality. Led a six sigma project which yielded a 600% improvement in system interface performance. Provided on-site support for initial pilot launch in England.
- Tasked with rescuing a series of releases that were crisis-driven and stabilize the process. Delivered 3 subsequent releases using formal development methodology, implemented vendor management processes that reduced personnel acquisition from 2 weeks to 5 days, and yielded a 25% improvement on product quality.
- Deployed to help manage department's \$19 million capital budget for software development. Drove process simplification and streamlined reporting processes. Decreased late purchase orders by 73%.
- Charged with managing the transition from department's homegrown development methodology to the new corporate methodology. Built consensus among key thought leaders, developed transition plan, and developed/delivered training classes.

RE-ENGINEERING ANALYST (1999-2001): Challenged to assess a set of global, disparate product development processes and recommend solutions to standardize processes and leverage best practices.

- Managed logistics for a 70-day global offsite meeting to recommend global solutions. Served as communications lead, researched current state business practices for North America, presented topics, and created management presentations. Results: the team produced a 5-stage strategy for global alignment of bill of material and feature management processes.
- Led a cross-functional team to produce design specifications for Stage 1 of the global process re-engineering effort. Received departmental recognition for driving 11 separate teams in a process that resulted in reduction of costly part errors in product development and tooling activities.

SYSTEMS ANALYST (1996-1998): Led and participated in efforts to select corporate software tools, revise the corporate systems development methodology, and align disparate hardware and telecom solutions.

- Developed recommendation for new corporate calendaring and e-mail solution, conducted feature and financial analysis for the product that was selected and is still in use in the company. Results: saved \$2 million/year over the legacy mainframe solution.
- Selected as software methodology expert, and with one other colleague drafted the RFI/RFQ portion of the new corporate methodology. Subsequently identified as the department representative on the corporate methodology governance board to manage rollout and methodology evolution.
- Selected to lead 2 weeks of discussions in Japan to help align foreign subsidiary's UNIX and telecommunication infrastructure to corporate standards. Brokered agreements about key hardware suppliers and developed next steps to consolidate redundant telecommunication networks, saving the company millions of dollars annually by leveraging corporate buying power, reducing support costs.

SOFTWARE SYNERGY INC., Indianapolis, Indiana

1994 - 1995

Middle Tier IT Consulting Firm

CONSULTING ANALYST: Led project team of 5 people to deliver customized client/server document management solution for a leading medical devices company.

- Developed design specifications, managed scope, assisted in vendor contract negotiations, led system testing, and designed/delivered training materials. Addressed last-minute concerns about system usability by working with a programmer to develop 'wizards' for key functionality in 72 hours that played a significant role in gaining customer acceptance of the system. Results: delivered 25% productivity gains.

SPRINT CORPORATION, Irving, Texas

1992 - 1994

Major long-distance telecommunications company

PROGRAMMER/ANALYST: Senior programmer/analyst providing production support and enhancements for telecommunications applications using Natural programming language, ADABAS, DB2, CICS.

- Automated monitoring and maintenance for a key system, eliminating manual monitoring and on-call support requirements, avoiding prior delays in processing customer requests, and simplifying support.
- Received a 'Making a Difference' award for recovering a struggling project by assessing current programming difficulties, determining root cause, and implementing a solution in 48 hours.

ANDERSEN CONSULTING, Dallas, Texas

1988 - 1992

'Big Six' Global Consulting Company

SENIOR CONSULTANT: Progressive responsibilities including LAN support, lead programmer, and team leader on multi-year, multi-million dollar client engagements (primarily COBOL, CICS, DB2, VSAM)

- Sample Project: Led 15-person team responsible for 25% of the deliverables for a \$40 million, 2 year healthcare distribution project. Subsequently chosen to lead 2 additional teams bringing deliverable responsibility to 33% overall. Replaced antiquated order entry and inventory system to deliver medical supplies across the USA, saving the client several millions of dollars annually.

Education and Additional Qualifications

UNIVERSITY OF INDIANA, Bloomfield, Indiana, **MBA**

SOUTHERN METHODIST UNIVERSITY, Dallas, Texas, **B.S. Engineering Management (*cum laude*)**

Professional Development: Executive-level training includes: Risk Management, Project Scheduling and Cost Control, Rapid Assessment and Recovery of Struggling Projects, Six Sigma Green Belt Training, Change Management, Facilitation Training