Full Service Interim IT Management – Strategic & Tactical
Prepaid Industry – Financial Services

Multiple engagements in various domain areas including:
- Interim VP positions leading both IT and Product Management
- Developed and documented a strategic, 2-yr IT roadmap
- Application architecture consolidation determination and recommendation
- Strategic and tactical improvements implemented across the business & IT PMO
- Tools implementations to support major process changes
- Business and IT linkage initiatives
- IT operations improvements including ITIL metrics internal and external
- Monitoring and NOC processes revamped
- Documented strategic and tactical processes for acquisitions integrations
- Implementation support for VM LabManager and Project Portfolio Management software
- Addressed core transaction processing system and the back office integration needs
- Redirected project and team direction for Oracle e-Business implementation

IT Operations & Application Stability
Travel/Financial Services Application Services Provider
Reviewed and recommended operational stability and quality changes for a client's ASP-based transaction processing product in areas of operations, process and architecture, including external data integration and communications. Conducted root cause analysis of operations and application issues and documented short and long term fixes. Recommended changes in IT processes in in line with ITIL, Cobit and other best practices

IT Strategy, Organization & Resources
Distribution Business Client
Developed IT strategy from business goals and needs. Specified a five year action plan for IT initiatives linked to projects. Recommended specific skills, people and other resource needs to enable the plan. Recommended specific actions in the area of Web Services as necessary to stay competitive in the future business segment environment.

IT Strategy, Governance & Alignment
Financial Services Client – E-payments
Developed IT strategy and direction and aligned with the business strategy. Consolidated business and IT needs to create objectives, statement of direction, and goals for the IT organization. Identified processes and controls which need to be addressed to better align with global best practices in IT governance. Recommended IT/business alignment changes which would allow for more effective service provision to both internal and external clients. Addressed technology areas needed to support the changing financial services industry such as web services and service oriented architecture

ERP Implementation Process Management
Distribution Business Client
Provided executive management, and all levels of the organization, guidance in specific process activities necessary to facilitate completion of a custom developed ERP project. Direction in the areas of specifications, project management, business processes, open activities tracking, testing, CRPs and final go-live planning was provided. Other activities included network analysis, infrastructure readiness tasks and vendor interfacing. This particular ERP systems was a state-of-the-art visual work flow system utilizing a real-time state machine to provide icon based desktop information for all business processes.

Software Engineering Process & Situational Assessment
Software Developer & Service Provider – Transportation Client
Provided an assessment of companies current environment in the areas of customer top needs, product strategy, M&A activities, globalization in the industry, software development process and industry support initiatives. Made short term recommendations with actions in these areas for an anticipated new CIO to address.

Analysis & Coding Specifications for Ecommerce/EDI system
Manufacturing Client
Analyzed all business processes utilizing EC with customers including finance, ordering and shipping processes. Reviewed existing EC code and integration code with ERP system. Documented all process and coding changes needed.