

PROFESSIONAL SUMMARY:

Highly-accomplished, results-driven, and respected IT Executive with a successful track record of leading IT organizations and managing significant product/project development efforts. Exceptionally skilled in developing and managing a multi-year technology plan in support of business strategy and key corporate objectives. A profit-oriented leader with a passion for challenge and dedication to cost effectiveness.

Career interest in Information Systems, Related Management, Consulting, Sales/Marketing.

PROFESSIONAL QUALITIES:

- Well above and beyond the IT professional norm
- Proven ability to establish and execute strategic plans to accomplish key corporate objectives
- Positive, dynamic and demonstrated leadership skills
- Promotes accountability while maintaining a highly motivated staff
- Highly respected professional with strong organization and presentation skills
- Self motivated, results oriented, team player
- Gets the job done!

PROFESSIONAL EXPERIENCE:

Lorillard Tobacco Company, Greensboro, NC

2007 - Present

Manager – IT Quality Assurance, PMO

- Primary responsibility for developing the strategy and implementing the quality management framework and processes to support computer system validation and maintaining validated software systems.
- Ownership of the investigation, conceptualization, standardization, implementation, training, support, and continuous improvement practices for standards, infrastructure, resources, policy guidelines, and tools relative to software development processes and methodologies, quality management practices, and change and configuration management processes. This ownership was for all application development languages, on all platforms.
- Responsible for providing visionary guidance, implementing, and managing the IT Quality Center of Excellence.
- Established strategic partnerships with Lorillard business partners, IT project managers, and software development teams to continuously improve the delivery of IT products and services.
- Owner of enterprise change management processes that manage the introduction of all change to Lorillard IT production systems and environments.
- Responsible for Lorillard's Business Continuity Planning and Disaster Recovery planning and testing.

Major Accomplishments

- Implemented the IT Quality Center of Excellence that formalized quality management practices and processes for all IT deliverables. This was implemented as a joint effort with the Lorillard IT Project Management Office (PMO) and is part of a continuous improvement effort aimed to improve the delivery of IT services.
- Working in conjunction with the CIO, implemented an enterprise change management strategy to manage the introduction of all change to Lorillard IT production systems and environments. This included the implementation of an electronic workflow product to manage the routing, approval, and communication process for all IT changes.
- Working in coordination with the Lorillard IT PMO, developed a long-term, continuous improvement strategy related to project management methodologies, software development process methodologies and standards, quality management processes and techniques, and change and configuration management. This strategy includes the continuous introduction of new processes and methodologies on a quarterly basis.
- Successfully managed seven complete disaster recovery tests. This included, for the first time, the participation of Lorillard business partners in disaster recovery testing.
- Negotiated and implemented a service where the Lorillard BCP recovery services partner performs all system recoveries in the event of a disaster declaration. This effort included the creation of detailed recovery procedure documentation for every Lorillard IT system and application.
- Saved over \$275,000 in direct dollars due to contract review and renegotiation with a vendor service provider.

**PROFESSIONAL
EXPERIENCE:****Laboratory Corporation of America, Burlington, NC**

2005 - 2006

Director – Product Director

- Partnered directly with senior business management to define new market opportunities, establish strategic healthcare product roadmaps, and to deliver IT solutions to meet corporate and business strategies.
- Led the alignment of corporate business units to develop and deliver a comprehensive and cohesive e-business strategy for the entire enterprise. Worked directly with Marketing and Legal Departments to build brand consistency while maintaining compliancy.
- Established councils and a governance process to manage the enterprise e-business strategy. Led the implementation and migration to this internet/intranet, portal-based strategy.
- Developed technical strategies and managed a multi-year technology plan in support of business strategy and key corporate objectives. Served as a "Solutions Provider" to offer visionary guidance to business partners in using technology to enable business solutions.
- Provided full leadership to several business and IT teams to take strategic product roadmaps and turn those into marketable and profitable products. These teams were responsible for project management, business and functional analysis, technical analysis and design, product development and testing, product implementation, and P&L measurement and reporting.
- Performed complete vendor relationship management and contract negotiation, including RFP creation and development, for all product outsourcing activities. Managed the vendor relationships from inception to product release to guarantee a quality product.
- Developed and implemented full support methods, controls, and SLA's for all products, users, and operational systems. As several products were the first to offer such extensive online interaction directly with the patient, many of the methods and controls had never previously existed.
- Provided complete accountability and responsibility for budget and expense management and reporting.
- Partnered with senior business unit management to establish external corporate relationships and to evaluate other companies for possible product synergies, or as acquisition targets.

Major Accomplishments

- Delivered several new product launches that met all dates, milestones, and budget projections. These new products are estimated to add \$2.5 million annually in additional corporate revenue.
- Implemented a comprehensive and cohesive e-business strategy for the enterprise that included oversight, management, and governance processes. Provided influential leadership in the consolidation of disparate applications and content into a comprehensive solution that met customer needs.
- Created a model RFP, vendor evaluation, and selection process that is used across the organization in selecting vendors for outsourcing efforts.
- Assigned to this role by the CIO due to my ability to build long-lasting business relationships, to establish, evaluate, and execute a strategic vision, and to manage vendor relationships and budget dollars. Served as the "IT Front Man" to several highly visible and valuable projects.

**PROFESSIONAL
EXPERIENCE:****Laboratory Corporation of America, Burlington, NC**

2000 - 2005

Director – Development Technologies

- Provided direct leadership to multiple departments consisting of Development Concepts (Standards, Policies, and Procedures, Development Methodologies, and Technical Communication), Development Environments (COBOL, COOL:Gen, EAI, and J2EE/Java), and IS University (IT technical training).
- Budget accountability for a \$2.4 million operating budget and \$1.4 million capital budget.
- Ownership of the investigation, conceptualization, standardization, implementation, training, support, and continuous improvement practices for standards, infrastructure, resources, policy guidelines, and tools relative to software development processes and methodologies, quality management practices, change and configuration management processes, project management methodologies, technical communication, and technical training. This ownership was for all application development languages, on all platforms.
- Developed the LabCorp enterprise architecture baseline (current), the future state architecture baseline, and implemented a process to secure adherence to the baseline for all IT projects.
- Implemented and served as Chairperson for the Technical Architecture Team (TAT) to manage the enterprise architecture baseline. The TAT evaluated all IT projects for compliance with both current and future state architectural plans, including integration strategies.
- Departments directly developed the enterprise integration and S.O.A approach, provided direct service-level architecture and integration support to application development teams, and owned all enterprise-level common services for security, platform integration (including legacy - IBM and Unisys Mainframe), and data integration activities. Teams were responsible for implementation strategies, development tools, standards, techniques, processes and EAI coordination activities relating to the use of MQ Series, MQ Broker, and J2EE/Java technologies.
- Responsible for all vendor relationship management and direct contract negotiations relating to enterprise architecture planning and implementation, current and future application development tools and services, and IT technical training.
- Responsible for technical writing services and the coordination and communication of all technical information to the entire LabCorp IT community.
- Responsible for the IS New Hire training program, the IS Rookie training program, and for offering IS University technical training services to the entire LabCorp IT community.

Major Accomplishments

- Provided primary leadership to negotiations and project management for a project to replace ISV software products with IBM offerings. This project will save LabCorp approximately \$12 million over a five-year period.
- Developed the vision and implemented the “IS Rookie Training” program designed to train high aptitude college graduates in LabCorp application development, tools, standards, techniques, processes, and procedures. Secured \$150,000 grant from the State of North Carolina to assist with costs associated with this program. Saved LabCorp over \$500,000 in recruiting and labor costs as a result of this highly successful program.
- Departments were under budget yet exceeded all expectations and commitments in each year of my leadership.
- Established and managed full support methods and SLA’s for all customers, product users, and operational systems. Implemented measurable controls and SOP’s to guarantee customer and operational commitments were being met.
- Provided primary architecture planning and support for the implementation of IBM Broker technologies for the delivery of patient results. This project is expected to save LabCorp \$17 million over a three-year period.
- Provided project management and primary architecture planning and support for the implementation of a collaboration portal for the LabCorp Board of Directors. This project replaced a current fax-based system with an electronic collaboration portal that included the use of electronic signatures.
- Developed the vision and implemented the IS Communicator publication to coordinate and disseminate all technical communications to the entire LabCorp IT community on a regular basis.

**PROFESSIONAL
EXPERIENCE:**

Laboratory Corporation of America, Burlington, NC

1997 - 2000

Manager – Systems Architecture

- Responsible for the strategic planning, rollout, implementation, training, and support of a dynamic development environment utilizing Micro Focus Mainframe Express and related product technologies. Directly accountable for the success of this new development environment.
- Increased application developer productivity over 18% by implementation and support of development environments for Micro Focus COBOL, Computer Associates COOL:Gen, and IBM Websphere/J2EE/Java technologies. Development environments serve as reference installations for the respective software vendors.
- Management and leadership experience in quickly building a team to support a rapidly growing user base to include 200+ users. Responsible for all aspects of management relating to this team.
- Actively coordinated product contract negotiations while creating positive vendor relations.
- Dynamically utilized team members to build a highly successful development environment from the ground up in a very short period of time.
- Responsible for all vendor relationship management and direct contract negotiations relating to the Micro Focus environment and related product technologies.
- Serve as a model installation of reference for the software vendor.

State Farm Mutual Insurance Companies, Bloomington, IL

1991 - 1997

IS Analyst / IS Specialist

- Served as Technology Resource Council leader for a division consisting of 650 development and business analysts. Coordinated and led a group of 32 unit representatives within this division.
- Provided sole leadership over a 4000 man-hour project to implement a new company to the Budget and Salary Estimating systems.
- Served as project manager to the Budget Worksheets project, which saved 400,000 sheets of paper and 1,400 labor hours annually.
- Responsible as overall project manager for “Year 2000” system and application changes for a division of 650 analysts.

**SKILLS AND
ABILITIES:**

- | | | |
|------------------------------------|----------------------------------|----------------------------|
| - Management/Leadership | - Budget/Expense Management | - Asset Management |
| - Strategic Planning and Execution | - Vendor Relationship Management | - Contract Management |
| - Enterprise Architecture Planning | - Business Process Engineering | - Rational Unified Process |
| - Product/Project Management | - Change/Process Management | - SCM Practices |
| - J2EE/Java | - .NET/Visual Basic | - Web Development |
| - IBM Websphere | - Web Services | - IBM MQ Series |
| - HP Quality Tools Suite | - IBM Universal Database | - COBOL |
| - Microsoft Office | - IBM Mainframe Technologies | - DB2 |

**FORMAL
EDUCATION:**

Illinois State University, Normal, IL

1992 Graduate

B.S. in Computer Science

GPA: 4.0

- 1990 Who’s Who Among American College Students
- Vice President - Society for Advancement of Management

Lincoln College, Normal, IL

1989 Graduate

A.A. in General Studies

GPA: 4.0

- 1989 Lincoln College Graduating Valedictorian

**PROFESSIONAL
LICENSES,
AWARDS, AND
AFFILIATIONS:**

2009 Certified Test Manager - International Institute for Software Testing (<http://www.iist.org>)
2006 Quality Leadership Executive of the Year Award Winner (<http://www.qualityleadershipawards.com>)
2006 Manchester Who’s Who, 2002 Who’s Who of Professionals
North Carolina Licensed Insurance Agent: Property & Casualty; Life, Accident and Health