

PROFILE

Accomplished, client-driven professional offering 17 years of progressive experience in technology, training, and troubleshooting, managing and building client relationships, critical problem resolution, assessing competitive markets, and implementing creative IT solutions and projects. Expertise in Account Management, Sales Engineering Product Development Support and Program Management. Well-established IT professional with ability to secure strategic alliances by effective communication with top business executives.

AREAS OF PROFICIENCY

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| ✓ Systems Engineering | ✓ Customer/Executive Briefings |
| ✓ Project Management | ✓ Technical Training |
| ✓ Solutions Development and Deployment | ✓ Client Relations |
| ✓ Program Management | ✓ Software/Hardware Development and Deployment |
| ✓ Consultative Assessments | ✓ Team Synergy |

SUMMARY OF MAJOR ACCOMPLISHMENTS

- Support the Account Managers and CFT in pre-sales and post-sales activities for the State and local government, education, and retail industries.
- Provide detailed customer technology training on specific devices and customized solutions, including demonstrations, technical support/troubleshooting training and general technology training.
- Worked directly with the CFT to differentiate Lexmark products and services in order to promote sales and customer loyalty.
- Performed multiple discoveries, assessments and workshops, including workflow and print assessment, and facilitated many customer briefings at customer locations, CSCs, and the Executive Briefing Center and Solutions Showcase (PASS).

EXPERIENCELexmark International**Senior Systems Engineer** (2007 – Present)

Support the customer focus teams in presales and post sales customer activities. Presales responsibilities include providing technical expertise to customers and the customer focus teams, and to demonstrate and train customers on new technologies and solutions. Postsales responsibilities include providing support to customers to ensure support standards, assisting on discoveries and assessments with customer accounts. The territory included the State and local government, education, and retail industries.

Solutions Architect (2005 – 2007)

Work closely with the Federal and Healthcare industry and sales teams to qualify opportunities, gather customer requirements, discover customer needs and identify workflow inefficiencies, develop solution design architecture, and pilot and package repeatable industry solutions. Customer-facing activities include performing workshops and discoveries, facilitating customer requirements meetings, performing briefings about Lexmark offerings, participating in industry advisory boards, and customer presentations and discussions at conferences and trade shows. Researched, discovered and developed relationships with several technology partners to facilitate the development of solutions for the Industry or to meet individual customer needs.

Citigroup, CitiFinancial Mortgage**VP Business Development, Operations** (2004 – 2005)

Overseeing the implementation of multiple projects across several business channels and companies. Process includes validating business requirements, auditing the project management process for effectiveness, acting as liaison between the business groups and the technology areas, and providing strategic reporting to senior management on project statuses and operational performance.

Citigroup, Auto Division**Senior Project Manager** (2002 – 2004)

Manage multiple project teams simultaneously, utilizing the internally developed methodology of Citigroup to implement new systems and application modifications. Implementations include systems such as AS/400, I-Series,

FiServ systems, and web-based applications. Responsibilities include building effective project teams, reporting statuses to the CIO, full project life cycle planning, identifying and mitigating inter-project dependencies and code-conflicts with concurrent development, and working with the Business on shifting project priorities to mirror the changing Business objectives.

Blockbuster, New Media Division

Director - Site Content Integration Program Manager (2000 – 2002)

Solely responsible for managing projects to add functionality to the E-Commerce website. Projects exceeded \$30 million, dealing with vendors such as America Online, Vignette, Double-Click, WebSphere, LinkShare and MicroStrategy. Responsibilities included developing relationships with vendors, Blockbuster IT, and Blockbuster Marketing to select the appropriate solutions for Blockbuster, reviewing pending contracts with vendors, managing budgets, identifying staffing needs, building business requirements, ensuring new implementations integrate into website interface changes made by Site Operations, assisting in the high-level development of test cases with Site Quality, working directly with development teams on and off site, managing development and testing teams, and working within the Corporate Information Technology infrastructure.

The Associates

Project Office Director (1997 - 2000)

Managed the Project Office, which included 5-7 Project Managers. Also handled all requests made to the Project Office, and assigned Project Managers to new projects. Other duties include controlling all of the project plans, ensuring Service Level Agreements are utilized, working with the Technical Office Director to assign appropriate technical resources to the projects, addressing staffing concerns, reporting project statuses to senior management, and resolving any escalated situations.

Price Waterhouse, LLC, Global Core Competencies Group

IT Consultant (1996 - 1997)

As a Project Manager technology consultant in the GCC Group, responsibilities included Lotus Notes database management, support, and development, as well as assisting in the Lotus Notes r4.5 software upgrade, providing development and technical Notes expertise to the CI infrastructure, working with various groups in developing and implementing databases. Major projects include Knowledge Information Transfer statistics generation, Global Benchmarking Alliance database and Internet web page development, and the implementation of internal processes of database maintenance. All projects were managed using the Price Waterhouse Project Methodology.

IntellAgent Control Company, Consulting Division

Technical Support / Consulting Manager (1992 - 1994)

Managed Consulting Group and Technical Support Areas. Developed a Technical Support Department with tracking tools and monitoring procedures. Create a storage device for the answered call problems and transfer the information into a knowledge database for customer access via the Internet and internal training purposes, train new representatives, formulate reports of data to the CEO and department managers, and database application development for internal operations.

Lanier Worldwide

Major Account Sales Representative (1991 - 1992)

Targeted select major accounts with a regional presence, and worked to penetrate these accounts and build long-term relationships with consultative sales methodology focused on customer value. Prospected and closed new accounts as well as serviced existing accounts in order to market additional Lanier products and solutions.

EDUCATION

University of Texas, Richardson, TX

Southern Methodist University, Dallas, TX

Bachelor of Business Administration, Major: Management Information Systems