

# CONDENSED CURRICULUM VITAE

Relevant Professional Citations Including:  
Work History, Project Portfolios and Achievements



# Outline

- Relevant position previously held
- Related projects portfolio
- Vendor Relationship Management
- Similar experience during a major project rollout
- Achievements



# Relevant Work History

## Relevant Role

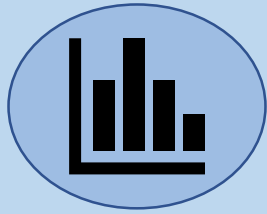
RBS Citizens, Cranston, RI

Head of Retail Bank Architecture, Development, and Projects, SVP

Oversaw 40 fulltime employees and 250 contractors while reporting directly to CIO in leadership of \$300MM technology portfolio encompassing retail banking activities.

### Responsibilities:

- Established roadmaps that define long term business and technology strategies for the bank in areas including relationship management, program management and finance.
- Interfaced with key business leaders in all aspects of projects ensuring alignment the business architecture.
- Managed full life cycles of projects in portfolio from inception through deployment to include prioritizing tasks, and coordinating Proforma approval.
- Head of retail banking operations teams, project managers, architects, developers and testers.
- Drove contract negotiations with vendors and partners. Developed statements of work (SOW) and service level agreements (SLA).



# Relevant Project Experience

Selected Projects with similar dimensions to UHIP

RACI	Project Name	Budget	Duration	Geography	Field Offices	User Agents	Customers	Logical Service Providers	Physical Service Providers	Field Agent Installs
R & A	Branch Automation	\$100 MM	Multi-Year	6 States	800	5000	9 Million	20+	1250+	800
R & A	Charter One Acquisition and Branch Conversion	\$10.5 Billion+	Multi-Year	7 States	800	6000	6 Million	60+	2000+	800
R & A	Teller Image Capture	\$150 MM	Multi-Year	13 States	1600	15000	15 Million	50+	2000+	1600
R & A	Retail Portfolio	\$300 MM	Annual	N/A	N/A	N/A	N/A	N/A	N/A	N/A
C	Accenture Contract	\$400 MM	5 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A

R(Responsible) A(Accountable) C(Contributor) I(Informed)

# Contract Experience

IBM and Microsoft Master Services Agreements

Branch Automation(multiple independent vendors)

Infosys offshore utilization(contract, risks, compliance, security)

Accenture Outsourcing

Teller Automation, received **The Annual Excellence Award, RBS Manufacturing's Highest Honor, for driving multi-vendor, multi-dependency contract to conclusion.**

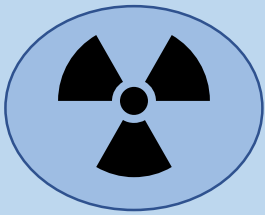


# Vendor Relationship Management

Partnerships Cultivated During 20+ Years in IT and Finance

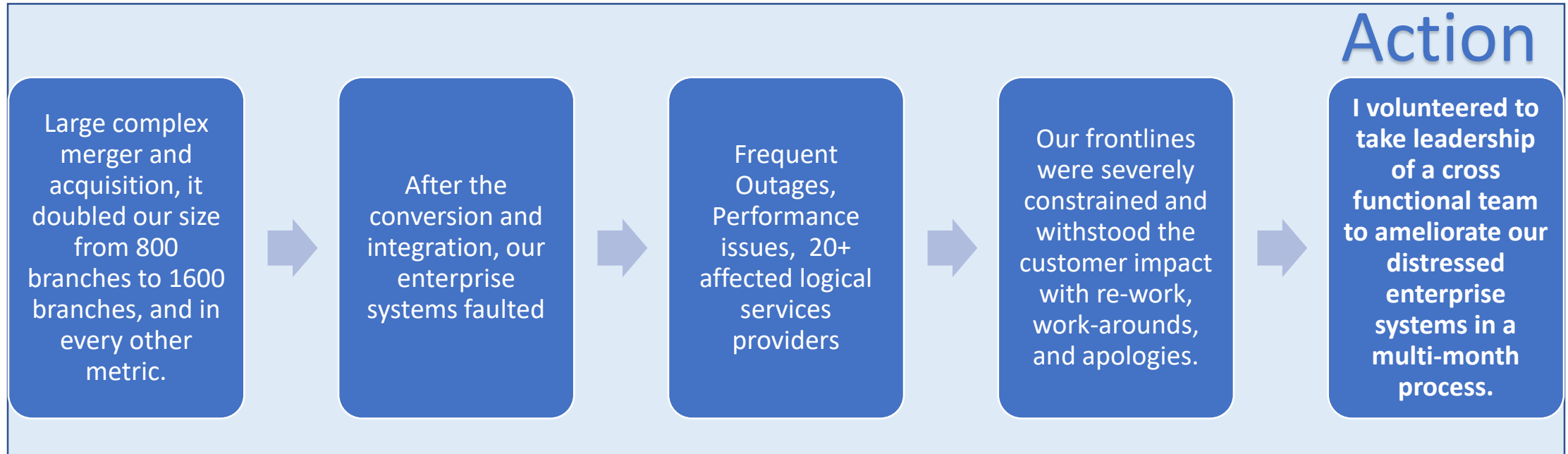
**Bold Denotes  
>500 Hours of  
Engagement**

Software Companies		IT Consulting
<b>Microsoft</b>	<b>SunGard*</b>	<b>Accenture</b>
<b>Oracle</b>	NEC	Deloitte
<b>IBM</b>	<b>Dell</b>	<b>Bearing Point</b>
Symantec	Teradata	<b>PWC</b>
<b>EMC</b>	NetApp	<b>Gartner</b>
Vmware	NCR	<b>Forrester</b>
<b>HP</b>	Informatica	<b>Cisco</b>
Salesforce.com	<b>Fiserv</b>	<b>Infosys</b>
<b>Intuit</b>	Avaya	<b>BigIP</b>
<b>Adobe</b>	Kronos*	<b>Hobbs Madison</b>
<b>CA Technologies</b>	<b>The Attachmate Group*</b>	<b>Argo Data</b>
<b>Cisco</b>	Wincor Nixdorf	<b>BBN Planet</b>
<b>Siemens</b>	FICO	
Fujitsu	<b>FIS</b>	
<b>Citrix</b>	SWIFT	
Google	Micro Focus	
Apple	ACI Worldwide	
<b>BMC</b>	Genesys	
ADP		



# Relevant Experience

## Charter One Acquisition \$10.5 Billion +



### Communicate and Identify

- Regular Updates to Stakeholders
- Issue Consolidation
- Issues Classification
- Event Correlation

### Validate Hypotheses

- New logs and systems monitoring in place
- Baseline Branch User Satisfaction Surveys

### Prioritized Remediation

- Incremental Updates
- 10/25/50 Rollout
- Report Success
- Validate reporting of reduced system errors resulted in increased Branch User Satisfaction.

# Branch Automation

Transform and Automate the Branch Banking Experience from Product Focused to Customer Focused

## Problem

1. Not Real-Time Account Opening, ~7 Business Days.
2. Branches with green screens don't have access to Customer Data.
3. Account Opening Process ~53 minutes, 7 Forms for 7 signatures.
4. Siloed service channels: host applications, call center, back office requests, and branch transactions can only be viewed in their respective channel.
5. No back-office infrastructure to support the transformation.

## Action

As the Technical Owner, execute \$100MM Project that includes 1600 branch locations in 13 states, as well as back office enabling projects.

## Results

1. Achieved Real-Time Account Opening.
2. Rich Customer Data available and enriched daily.
3. Account Opening Process ~11 minutes, 2 forms for 2 signatures.
4. Stream-Lined Multi-Channel with Enterprise visibility and Workflow
5. Replace Novell with Active Directory for Identity Management,
6. Oracle RAC for HA, Branch Portal, Industry First Forms Printing to local printers, and much more.





# Waterfall to Agile Transformation

**Independently initiated the conversion from Waterfall to Agile, completed first Agile Project, Fee Rebates.**

## **Problem**

1. Common Practice between the US and the UK PMO was a desired end state.
2. Common conception was that agile is too immature for a bank.
3. Getting Funding for a project that has changing requirements, and an unknown end state, confound the ROI hurdle placed to get funding, The Cone of Uncertainty.
4. Multi-Tasking Potential Product Owners

## **Action**

1. Use technology budget, to make a fixed cost investment for outside experts and internal SMEs.
2. Present the case for Agile.
3. Identify a high trust business partner and a candidate project.

## **Results**

1. Created Project Exception Process to navigate Common Practice barriers. Developed the Fee Rebate Project using SCRUM with expert guidance.
2. Prior to this project, there was no visibility or guidance for branch bankers to determine if they should submit a free refund, and suspected abuse.
3. After, full visibility and technology guided algorithms to gate any request for a rebate
4. Created credibility with lower trust business lines.
5. Upon success, created another SCRUM TEAM.
6. Colleague Engagement soared.



# Increase Sales Revenue Challenge

*Challenge: Build into the legacy (1983) Teller application, a sales opportunity. Seamlessly integrate new technology without changing the legacy applications.*

## Problem:

- Insufficient customer data at the Teller line for targeted product recommendations.
- Very-Low Teller Referrals leading to missed revenue.
- Inability to advise customers if they had incorrect products.

## Action:

As the Technical Owner, economically integrate the next most likely product database into the Teller Application within a 6-month time box.

## Result:

- Real-Time, Intelligently Sourced Product Offering at Teller line.
- Example: Database algorithm identifies customer's child just turned 17yo. Offer a College Loan Product.
- Teller Referral Bonus Payouts increased dramatically, as well as engagement and sales.
- Technology solution was loosely coupled and extensible.
- It was so successful, business wanted it for the call center, which was delivered in 5 months.
- One of my most profitable projects ever delivered.



# Thank You



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