



2010 - PMI CVC Board of Directors Nomination Form

	<ul style="list-style-type: none"> ➤ Latin America. Developed \$4mm 2006 budget 2005 ➤ Card Operations (during MBNA merger) 2006 ➤ Deposit Products & the bank's Call Centers 2007 <p>VP, SENIOR PROJECT MANAGER, NETWORK COMPUTING GROUP, 6/03 – 4/04</p> <p>Led 65 team members, including 5 vendors, in design, procurement, installation, networking & configuration of 15 HP Compaq & Sun servers in bank's Tier 1 data center in 2 months, enabling the move of production hosting in-house for a Credit Card Services web application used by 44 client government agencies. New hosting model cut business cost 50% from \$3.8mm/year to \$1.4mm/year. Management awards.</p> <p><u>GE FINANCIAL ASSURANCE, Richmond, VA 1998 to 2003</u></p> <p>SENIOR PROJECT MANAGER/BLACK BELT, E-PRODUCTS & TOOLS, FINANCIAL SERVICES GROUP, '99-'03</p> <p>Designed and program-managed web-based products and tools for customers and internal use</p> <ul style="list-style-type: none"> ➤ Launched term life "quick app" in 90 days, reducing cycle time 25%, eliminating double data entry, enabling \$1.5 million in premium. Patent pending. Management award. ➤ Took over \$2.8 million outsourced project to bring retirement planning tool to beta and final delivery. Patent was pending. ➤ Took over \$5 million outsourced project, renegotiating \$1 million software maintenance contract to \$0 for online instant-issue term life product. ➤ Created "OneAnswer" knowledgebase for 100+ global customer service employees. Management award. <p>PROGRAM MANAGER, HEADQUARTERS MARKETING CALL CENTER, '98-'99</p> <p>Managed single point of entry across 9 business lines enabling cross selling and service through "800-THINK-GE" advertised on TV spots</p> <ul style="list-style-type: none"> ➤ Developed strategies & tools to support simultaneous high-volume ad campaigns, \$2 million sales in 9 months. <p><u>GE FANUC AUTOMATION, Charlottesville, VA 1993 to 1998</u></p> <p>Manager, CNC Technical Support Center, '96-'98</p> <p>Managed \$1 million operating budget and staff of 12 engineers and support personnel</p> <ul style="list-style-type: none"> ➤ Created Call Center Council to unify 7 call centers, taking singular ownership of "800-GE-FANUC", and garnered common cost savings across all product lines. ➤ Set and achieved service level goals by reengineering workflow & creating formal recruiting programs. ➤ Nominated for CEO Leadership Award in 1997.
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	<p>Manager, Marketing Communications Systems, '95-'96</p> <ul style="list-style-type: none"> ➢ Changed information distribution to sales channels from paper to electronic saving \$180,000 annually. <p>Team Leader, CD-ROM/Print Production, '93-'94</p> <ul style="list-style-type: none"> ➢ Managed \$2 million budget for CD-ROM/printed technical manuals, managing multiple vendors. <p><u>GARTNER GROUP, Stamford, CT 1989 to 1993</u></p> <p>Manager, Electronic Delivery</p> <ul style="list-style-type: none"> ➢ Managed \$500,000 budget, 4 employees and 4 vendors; saved \$100,000 by streamlining vendor services ➢ Launched Gartner Online on GE Information Services worldwide network (pre-Internet) <p><u>Haver Analytics, New York, NY 1986-1989</u></p> <p>Database Manager/Staff Consultant</p>
Educational Summary:	<p>B.A. Hamilton College - Economics and French</p> <p>M.B.A. University of Connecticut (included courses at Darden School of Business at University of Virginia, and L'Ecole Superieure in Ecully, France)</p>
Other Professional Organizations, Certifications, and Involvement	<p>PMP Certification 2002</p> <p>Black Belt Exam 2002</p> <p>VA Life and Health License 2001</p> <p>Green Belt Certified 1997</p>
Reason for Nomination: <i>(maximum of 100 words)</i>	<p>As VP, Programs, I led the expansion to 2 locations per month for the chapter. Successful West End meetings were established along with the volunteer structure to support both meetings (Site, Finance, and Program Director definitions). I am passionate about what the PMI-CVC chapter can offer its members in terms of quality speakers, networking and professional camaraderie. I would like to use this passion to organize & lead the 200+ volunteers that the chapter cannot run without, get even more members actively involved with the chapter which us allows us to do even more things in the community and for the membership, and participate as board member to help lead future direction over the next 2 years.</p>

Contact Information

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