

SCOTT JEFFERSON

1102 Grand Avenue, Kansas City, MO 64106 • 816-555-0054 • Cell: 816-555-0947 • E-Mail: sjeff@kc.rr.com

BUSINESS PROCESS MANAGEMENT

Eager to contribute highly applicable business process management skills and ability to personalize service delivery to analyzing business needs and translating them into executable strategies for your firm

PROFESSIONAL PROFILE

- ◆ Seasoned IT professional with comprehensive business/technical skillset and expertise in business process automation/management (BPM), enterprise application integration (EAI), process improvement, systems integration, requirements analysis, workflow design, project management, leadership, process modeling, testing/quality assurance, software development, customer service, project management, estimating, healthcare industry, and vendor relationships.
- ◆ Proficient problem-solver who envisions business and technical perspectives to develop workable solutions.
- ◆ Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner.

AREAS OF EXPERTISE

Business Process Engineering

- ◆ Business Process Management (BPM) technologies
- ◆ Business Process Management System (BPMS)
- ◆ Enterprise Application Integration (EAI) concepts
- ◆ Performance Measurement
- ◆ Critical Success Factors (CSFs)
- ◆ Business Process Design/Measurement
- ◆ Process Improvement
- ◆ Reusable Business Processes Flows
- ◆ Services Oriented Architecture (SOA)

Programming Languages and Software Applications

- ◆ Java
- ◆ Visual Basic
- ◆ COBOL
- ◆ IBM Assembler
- ◆ Standard Structured Query Language (SQL)
- ◆ WebLogic Workshop 8.1: BPM Process Modeling and J2EE Development Server
- ◆ MS Office: Excel, Access, Word, Visio
- ◆ Cost Xpert estimating tool: Marotz, Inc.
- ◆ MS Project

PROFESSIONAL EXPERIENCE

Independent BPM Consultant, Kansas City, MO, Oct. 2003 to Present

Enhance business process management (BPM) skills/knowledge through these activities:

- ◆ Develop proof-of-concept appointment scheduling/electronic medical record interface using WebLogic Platform and WebLogic Workshop 8.1 to demonstrate database, Web services, and BPM capabilities.
- ◆ Review BPMS systems and tools, such as Intalio|n3, Casewise Corporate Modeler, Microsoft BizTalk Server, WebLogic Workshop 8.1, ILOG JRules, Pegasystems PegaRULES Process Commander, Sonic Software Business Integration Suite, and Ultimus BPM Suite.
- ◆ Participate in BPM organizations, conferences, and seminars for professional development.

IT Consultant, Rightway Computer Services, Chicago, IL, consulting for the following clients and projects:

TESTING/QUALITY/CONFIGURATION COORDINATOR, *KC VACATION OWNERSHIP*, KANSAS CITY, MO, JUNE 2002 TO SEPT. 2003

- ◆ Successfully implemented new J2EE-based third-party strategic cashiering system that eliminated need for antiquated, obsolete hardware.
- ◆ Collaborated on solution architecture and infrastructure requirements, led test data analysis and collection efforts, and coordinated test cycle runs with offshore support team; played key role in smooth operation of intensive testing environment, thus helping client keep its costs down.
- ◆ Played key role as liaison with client in problem solving, project status updates, gathering performance measurements of new cashiering system, and generating positive impression that contributed to Rightway renewal of client IT contract for 10 additional years.
- ◆ Led CMM-based process-improvement team effort to implement more efficient, documented estimating process that was previously unstructured and subject to customer complaints, resulting in CMM Level 2 certification, 20 percent reduction in estimate effort, and improved estimate quality.

SOFTWARE QUALITY ASSURANCE MANAGER, MIDWEST RESORTS, KANSAS CITY, MO, Jan. 2002 to May 2002

- ◆ Managed Software Quality Assurance department for Midwest Resorts during complex implementation of multiple strategic applications, including Blue Martini CRM intranet/Internet order processing, Oracle Financials ERP, and Tibco enterprise application integration middleware.
- ◆ Played key role in transition from old, inefficient systems that crashed, resulting in hundreds of thousands of dollars in lost revenue, to new, state-of-the-art applications that created potential for future business growth, and improved Midwest Resorts' competitive position.
- ◆ Evaluated testing results for each potential release build by writing Visual Basic programs that extracted data from Web tool and automatically transformed it into formatted Excel spreadsheet listing summarized bug information in priority sequence; recommended viability of release for production; implemented all major milestone releases on schedule, and prevented release of any unidentified significant bugs into production.
- ◆ Ramped up QA testing staff to support implementation while keeping QA activity within budget.

PROJECT MANAGER, MIDWEST RESORTS, KANSAS CITY, MO, AUG. TO DEC. 2001

- ◆ Managed multiple multimillion-dollar projects to implement new business intelligence reports for Midwest Resorts customers; projects resulted in new customers and new online reports that generated \$2+ million in annual revenue; increased customers by 25 percent and added new reports to 67 percent of existing customers.
- ◆ Reduced by 30 percent the time needed to run previously too-lengthy informatics quarterly reports cycle that had negatively impacted customer satisfaction; collaborated with Java lead developer to identify improvements and help streamline process.
- ◆ Managed releases of Java-based application used for data cleansing of critical core data that formed basis for all reporting; assisted developer in prioritizing changes to Java-based regimen-assignment application and then scheduled changes that most significantly improved regimen assignment specialists' productivity, timeliness, and efficiency.
- ◆ Focusing on customer satisfaction, developed clear business requirements for individualized business intelligence reports sold to customers; deployed standardized project-management processes and deliverables for implementing four new/existing customers.
- ◆ Collaborated with Midwest Resorts Program Management Office to improve project-management process and increase its responsiveness to customer needs.

ESTIMATING CHAMPION, EDUCATIONAL COMPUTER SYSTEMS, CHICAGO, IL, JAN. 2000 TO JULY 2001

- ◆ Functioned as project manager for implementation of standardized software estimation process.
- ◆ Led process analysis and design efforts to establish standardized process; identified alternative solutions and recommended most effective solution for account.
- ◆ Performed cost-benefit analysis of software estimation process, enhancing it customer focus; sold the idea to management and delivered value to customer.
- ◆ Selected and trained estimation coordinators at multiple locations on standard process.

INTERFACE MANAGER, EDUCATIONAL COMPUTER SYSTEMS, CHICAGO, IL, JULY 1997 TO DEC. 1999

- ◆ Managed analysis, design, construction, testing, and installation of nine real-time and batch interfaces associated with new managed-care processing system; project generated more revenue for Rightway than was initially budgeted.
- ◆ Selected to co-lead multi-company blended interface development team; played key role in demonstrating the value of multi-consultant projects.
- ◆ Collaborated with other consulting firms and customer operational business units to define systems architecture and create initial cost estimate – used in project ROI calculation – for integrating new system with 60+ existing systems.
- ◆ Streamlined estimation process, enabling Rightway to realize value of structured approach to complex estimation.
- ◆ Contributed to inspiring Blue Shield to stay with Rightway and sign 10-year renewal deal based on team's supportive approach during implementation.

IMPLEMENTATION MANAGER, RIGHTWAY JOINT VENTURE/STARBRIGHT NOVELTY PRODUCTS, CHICAGO, IL, OCT. 1994 TO JUNE 1997

- ◆ Led implementation of manufacturing electronic record system; post-implementation, re-engineered IPS implementation processes, resulting in a 70+ percent time savings; tightly managed implementation and generated a profit.
- ◆ Led Rightway implementation team in all implementation aspects, including project management, process analysis, workflow design, configuration data set-up, systems interface development, system installation, testing, training, go-live, and post-implementation monitoring.
- ◆ Created MS Word/Access standardized template of workflow options within healthcare delivery that simplified time-consuming and labor-intensive workflow process, took advantage of electronic medical record system's automation benefits, and enabled client to effectively, efficiently communicate with customers about how workflows might change with an electronic medical record.
- ◆ Championed creation of an implementation laboratory to re-engineer client's system implementation processes and was selected to create lab.

STUDY MANAGER, RIGHTWAY JOINT VENTURE/STARBRIGHT NOVELTY PRODUCTS, CHICAGO, IL, MAY 1991 TO SEPT. 1994

- ◆ Led all aspects of feasibility studies and benefits realization studies for StarBright prospective clients.
- ◆ Deployed process-centric vision to analyze study process, championed its re-engineering, and significantly improved study process by conceptualizing standardized study templates and deliverables.
- ◆ Reduced study cost by 50 percent, thus facilitating increased sale of study engagements and improving client's expert image in marketplace and with prospective customers, by transforming study process from ad hoc to structured and streamlined; led three studies, two of which resulted in purchases of StarBright products.
- ◆ Developed and delivered training class on documenting current processes and conducting information-gathering interviews to teach process to client staff and avoid a long learning curve.

EDUCATION

- ◆ Bachelor of Science in Computer Science; *summa cum laude*, University of Notre Dame, Notre Dame, IN; Phi Beta Kappa

PROFESSIONAL AFFILIATIONS

- ◆ Association of Business Process Management Professionals (ABPMP)
- ◆ Business Process Management Initiative (BPMI.org)
- ◆ Project Management Institute
- ◆ Software Development Forum (SDForum)
- ◆ Hospitality Finance and Technology Professionals