

VERA BALDWIN

2838 Lakeshore Dr., Chicago, IL 60601 • 847-555-9725 • Cell: 847-555-4560 • E-Mail: vpbaldwin@mindspring.com

IT and OPERATIONS EXECUTIVE • PMI-CERTIFIED PROJECT MANAGER

PROFESSIONAL PROFILE

- High-performing information-technology professional with 15 years of experience in project lifecycle management from conception to completion.
- Proven achiever who is committed to aligning technology and business to generate cost-effective solutions and deliver multiple, mission-critical, multimillion-dollar projects on time and within budget for your organization upon relocation to Chicago.
- Skilled performer who avoids scope-creep by balancing business- and tech-side needs with realistic project commitment and common sense while leading projects to successful completion that exceeds expectation.
- Compassionate yet demanding leader/mentor who has guided teams through three mergers in seven years, a Chicago to New York City relocation, as well as critical business and morale issues surrounding a post-9/11 disaster-recovery situation.
- Optimistic, imaginative, hard-working self-starter cited by senior management for exceptional multi-tasking ability.

PROFESSIONAL EXPERIENCE

Experience attained at BJD Trading (BJDT), a majority-owned sole provider of automated post-trade comparison, netting, risk-management, and pool-notification services to mortgage-backed securities market (trade volume of \$28 trillion par value matched/processing during 2001), which has experienced unique operating challenges from three mergers within seven years, 1995 relocation, and consistent membership expansion. Now a wholly owned subsidiary of Investor Trust Company and registered clearing agency, SEC.

Managing Director – Planning, BJD Trading, New York, NY, 2001 to Present

- Developed system integral to success of multiple mergers by navigating and smoothing over corporate culture differences; created real-time integration system for BJDT and Federal Securities Clearing Corporation (FSCC) by scheduling detailed project plan with target dates and resource allocations to reduce ambiguity; developed system and set tone for integration of companies, resulting in:
 - Enhanced employee comfort levels when corporate cultures merged.
 - Code of conduct integrated through organization and disciplined meetings.
- Revolutionized customers' trade capturing processing for reducing intra-day trade risk; spearheaded real-time trade managing system on aggressive deadline schedule and collaborated with cross-functional teams, including system developers, marketing, QA, end-users, to determine system flow and implementation.
- Attained hands-on disaster-recovery experience as member of management team that enabled BJDT/FSCC to continue to provide trade-processing services despite NY exchanges' post-9/11 closure and firm's location blocks from Ground Zero.

Managing Director – Information Technology, BJD Trading, New York, NY, 1998 to 2001

- Defined and structured cohesive methodology foundation by streamlining company's systems development, project-management lifecycles, procedures, and methodology; hired external auditing staff to identify and eliminate gaps and additional internal staff to maintain day-to-day operations; prepared BJDT for FSCC merger by substantially improving/updating internal documentation, resulting in:
 - Solid foundation for project methodology implemented for combined organization.
 - Streamlined internal operations and savings in manpower and dollars spent.
 - Sound infrastructure for BJDT/FSCC merger and a paradigm for company-wide implementation.
- Organized customers and company to manage Y2K concerns; as member of Securities Industry Association Y2K steering committee, determined Y2K application and/or third-party utility issues both internally and with customers by leasing hardware to create rollover date simulations and applications test. Results included:
 - Proof of company's testing performance to SEC and industry.
 - Full Y2K compliance for internal/external applications and remediation of all systems before Jan. 1, 2000.
- Reduced employee turnover from an average of up to 25 percent to less than 5 percent by crafting innovative revolving three-year staff-retention plan in collaboration with HR and COO.

Vice President – Planning and Development, BJD Trading, New York, NY, 1994 to 1998

- Conceived and led initiative that saved \$1 billion annually in industry settlement costs and eradicated costly customer error by eliminating manual customer input;
- Enlisted internal staff, including marketing, operations, and systems developers, to QA-test system without increasing staffing costs.
- Defined and executed extensive customer/user acceptance test; produced fully functional system on time and within budget with additional results that included:
 - A system terminal service interface to electronic pool notification (EPN) that utilized Stratus fault-tolerant computers to deliver five-minute recovery in a cost-effective environment.
- Reengineered and enhanced automated mission-critical trade-matching/risk-management application by effectively leveraging existing staff competencies; eliminated learning-curve intricacies associated with hiring additional personnel, keeping within two-year project deadline and budget restrictions, resulting in:
 - Demonstrable technological stability with mission-critical application that was implemented with zero defects and served industry for seven years.
 - A system that reduced annual settlement obligations 75 percent and improved customer productivity.
 - Industry's selection of BJD for system-development project.
- Transferred Chicago Stock Exchange systems to SIAC in New York and orchestrated business and systems-recovery initiative.
- Led full systems analysis, testing, parallel processing, user-acceptance testing, and production support.

Project Manager, BJD Trading, New York, NY, 1989 to 1994

- Decreased annual operating budget by \$2 million, enhanced productivity, and saved customers \$3.2 million in annual processing/communication fees by developing new system.

CONTRIBUTIONS THAT SPANNED MULTIPLE BJD POSITIONS

- Deliver consistent success in planning, development, and leadership of IT and operational projects, programs, resources, prioritizations, risk analyses, technologies, and process innovations that establish industry precedents and contribute to productivity, efficiency, and bottom-line performance.
- Administer operating, capital, and project budgets of up to \$7 million.
- Managed up to 10 direct reports and up to 25 personnel.
- Regularly present program/project plans to board of directors.
- Successfully managed post-integration issues through all mergers: Transition from Chicago Stock Exchange subsidiary to Federal Security Clearing Corp subsidiary with 800+ employees in 1995, to a FSCC affiliate with 100+ employees in 2001, and to current Investor Trust Company subsidiary with 3,000+ employees in 2002.

AREAS OF EXPERTISE/CORE COMPETENCIES

- | | | |
|------------------------------------|------------------------------------|--------------------------------|
| ◆ Strategic Planning/Budgeting | ◆ Quality Assurance | ◆ Customer Solutions |
| ◆ Project Management | ◆ Productivity Improvement | ◆ Vendor Management |
| ◆ Full Life Cycle | ◆ Cost Savings | ◆ Project Risk Management |
| ◆ Strategic Alliances/Negotiations | ◆ Resource Planning and Allocation | ◆ Standards and Best Practices |
| ◆ Mergers/Business Integration | ◆ Process and Procedure Redesign | ◆ Team Building/Mentoring |
| | | ◆ Presentations |

CERTIFICATION

- Certified Project Management Professional, Project Management Institute, Philadelphia, PA, Sept. 2002

EDUCATION and TRAINING

- Master of Science in Mathematics, Northwestern University of Illinois, Chicago, IL
- Bachelor of Science in Mathematics, University of Illinois, Chicago, IL
- Coursework in Process Improvement, IT Motivation, Project Management, and Case Tool Overview through Massachusetts Institute of Technology, New York University, Learning Tree, and KnowledgeWare
- Management Through Coaching, Investor Trust Company internal course

