

## DYNAMIC TECHNOLOGY AND BUSINESS LEADER



### executive summary

Dynamic technology and business leader with an outstanding record of directing large-scale global information technology and business teams. Excels at project and people management, budgeting, cost administration and developing operational processes for full systems development life cycle (SDLC) from requirements definition through development, implementation, final testing, installation and ongoing processing. Strong technical and business leadership skills, relationship management, team building, hiring, motivation, mentoring, training and resource utilization skills. Leveraged eLearning and collaboration tools including wikis, knowledge databases, document sharing environments and web/video conferencing. Recognized clear vision of social media's impact on business culture including corporate social networking, blogging and micro blogging, and establishing cost effective engagement of external customers through social media. Drove operational efficiency, profitability and shareholder value by utilizing best-in-class technology to drive business growth.



### critical skillset

- Enterprise Technology Leadership
- Systems Development / Support
- Process Improvement
- Mergers / Acquisitions
- Organizational / Leadership Development
- Project / Portfolio Management
- Relationship Management
- Budget / Cost Management
- Vendor / Contract Management
- Knowledge / Wiki systems
- Team Building
- Problem / Risk Management
- Social Media Strategy
- Negotiation
- E-learning / Talent Management



### professional employment history

**FOUNDER, MANAGER** 2009 – Present Top Recommended People.com

Established and manage the Top Recommended People Group on LinkedIn and its companion website [toprecommendedpeople.com](http://toprecommendedpeople.com). The 2k plus member group has become one of the most influential groups on LinkedIn. Developed website utilizing different web technologies including HTML, Flash and MySQL on a Linux based host.

- *Succeeded through inspiration to create the first group of individuals on LinkedIn with 10 or more recommendations each. Worked with LinkedIn to develop an advanced search functionality to identify members by the number of recommendations. This group of highly recommended people is now recognized as adding significant value to the overall LinkedIn community.*
- *Grew the group to well over 2k members in 18 months through direct recruiting, effective membership engagement, and viral social media solicitation campaigns.*
- *Created the external website to expand group communication and highlight member value.*
- *Demonstrate clear leadership skills by managing the communication and group interaction of a worldwide group of exceptional individuals who are thought leaders in social media.*
- *Chair bi-weekly group meetings to discuss common goals, issues, interests and build relationships.*
- *Manage a group manager, several group moderators and establish clear group guidelines.*
- *Plan and organize group-networking events on location further developing member interaction.*
- *Champion charitable causes requested by members through effective member negotiation.*
- *Developed social media strategy skills necessary to lead in the social media revolution.*



**AUTHOR, BLOGGER** 2009 – Present How to Lose Debt.com

Researched, wrote, edited, and published “*How to Lose Debt*”. The 260-page book published by Two Harbors Press enables the reader to map a strategy to become completely free from debt. The book is available in on Amazon.com in paperback and Kindle format, as well as on other book sales websites, and on [howtolosedebt.com](http://howtolosedebt.com) in paperback and PDF format.

- Personally developed [howtolosedebt.com](http://howtolosedebt.com), a website and blog established using HTML, Wordpress, a shopping cart and an external e-book control application, on a Linux based host.
- Established [howtolosedebtbook.com](http://howtolosedebtbook.com) through Two Harbors Press to provide an additional access opportunity for book purchases outside of the standard sales channels.
- Since July 2009, have written and maintained a blog at [howtolosedebt.com/blog](http://howtolosedebt.com/blog) to provide the reading public free information about ways to become debt free and/or increase income.
- Researched many different resources to provide debt reduction and income increasing ideas.
- Provide presentations to organizations on reducing debt and gaining income.
- Writing second release of book with expanded ideas.

**SENIOR DEVELOPMENT MANAGER** 1999 – 2008 Fidelity Human Resources Services

Held several senior leadership positions within this wholly owned subsidiary of Fidelity Investments providing benefit enrollment, payroll and retirement services to external corporations. Reporting directly to the Vice President of Project Portfolio Management and the Director of Development led many large projects and teams responsible to satisfy the benefits software development needs of a significant number of external clients, as well Enterprise Technology Division’s project portfolio.

- Implemented the Enterprise Technology Division’s Project Management Organization (PMO) to create cost control over the entire project portfolio. Established a series of Key Performance Indicators (KPIs) to drive efficiency across all projects leading to a significant reduction in overall project costs.
- Oversaw an annual enrollment campaign that became the model for future efforts based on its success. Reduced one potential \$40MM exposure to \$50k by actively managing enterprise operational risk.
- Redesigned business process, and consolidated business and systems analyst roles as part of Six Sigma project to reduce costs. Significantly reduced human resource costs and led to the effective re-deployment of 10 individuals to other roles in the organization.
- Expanded the division’s Health & Welfare product line profitability by providing top shelf technology development on Oracle OAB that led to a 100% increase in the client base over 5 years.
- Led a root cause analysis to determine the underlying cause of continued system defects, as part of ITIL Service Implementation. Significant reduction in the number of defects and the cost of resolution by implementing the necessary system changes as multi-client product updates.
- Acting as interface to the business and its external clients, led a team of onshore and offshore systems and business analysts supporting ongoing and annual enrollment requirements of 10 clients with over 500k employees.
- Managed successful transition of 12 clients from Conversion Organization into ongoing system support including resource planning, issue resolution, relationship managing and negotiating Service Level Agreements (SLAs).
- Successfully managed redeployment of 4 managers and 24 indirect reports while continuing to support core legacy benefits system through decommission.
- Direct responsibility for \$1.6MM vendor contract budget.



**SENIOR PROJECT MANAGER** 1996-1999 Fidelity Investments Systems Company

Reporting directly to the Vice President of Corporate Oversight, led a team of Project Managers responsible for managing enterprise operational risk including vendor relations and project status reviews across Fidelity Investments. First corporate wide Project Management Organization (PMO) ever established to implement corporate control and to communicate Y2K project status directly to Corporate Senior Management. Established corporate governance and negotiated communication strategy and project resolutions with Senior Management. Negotiated solutions with over 1.5k vendors to ensure their products became Y2K ready in time. PMO was widely credited for the successful Y2K turnover of this national and international company.

- *Planned, organized, structured, and led the Vendor Relations Department responsible for the successful Y2K turnover of over 2k vendor products. Developed mailing lists, wrote communications, negotiated with external vendors and internal development groups and established mutually acceptable timelines for product updates.*
- *Analyzed the best process for implementation of the PMO including Corporate Senior Management communication processes and timelines and negotiated with Senior Management across the parent organization and its subsidiaries.*
- *Owned direct responsibility for the successful Y2K turnover of eight of Fidelity Investments' largest subsidiaries including the Retail Business and communicated project statuses to Corporate Senior Management.*
- *Recognized major subsidiary's project delays and accelerated resolution through communication and negotiation, significantly reducing enterprise operational risk.*

**ENTERPRISE INFORMATION TECHNOLOGY MANAGER** 1996 Summit Financial Services Corporation (now part of Bank of America)

Reporting to the Enterprise Vice President of Technology drove the strategic technological direction for the largest independent commercial bank in New Jersey. Directly responsible for research, selection, design and implementation of all technology related solutions including all desktop and local area network (LAN) software and hardware, a technology support helpdesk and technology training.

- *Held direct responsibility for salary and capital budgets of \$1.4MM and \$2.0MM.*
- *Reduced yearly budgets by 10% based on anticipated purchase revenues by negotiating with vendors, and retiring underutilized technology.*
- *Led the corporate wide implementation of virus software and email to 200 LANs and 6k desktops.*





## additional employment history

### END USER COMPUTING INFORMATION SYSTEMS MANAGER Summit Financial Services Corporation

- *Implemented the company's first DB2 data warehouse, middle-ware, and PC based query tool, which included a help desk and training functions.*

### PROJECT MANAGER / PRINCIPAL SYSTEMS ANALYST Summit Financial Services Corporation

- *Managed a \$1.5MM bank merger project including systems and technology, operational processes and procedures, operational forms and contracts, signage and logo utilization.*

### BRANCH OPERATIONS MANAGER Summit Bank

- *Researched, wrote, communicated and provided training for branch policy in this 143 branch banking organization*



## education, accreditations, affiliations and awards

Ramapo College of NJ – Majors in Business Administration and Psychology  
 Examination Institute for Information Science – ITIL Certificate in IT Service Management  
 Founder – Top Recommended People Group on LinkedIn with 27 personal recommendations  
 Outstanding Service Award (OSA) – Fidelity Investments Chairman's award  
 Internal Customer Service Awards – Fidelity Investments  
 Customer of the Quarter Award – Dow Jones News Service



## technical expertise

- Languages: OS/JCL, TSO/ISPF/CLIST, Easytrieve Plus, COBOL, Lotus Notes, HTML, Visual Basic
- Platforms: OS/MVS VSE, XA, ESA, Windows XP, Vista and 7, Web
- Query Languages: SQL
- Databases: DB2, Oracle OAB, MySQL, MS Access, VSAM
- Productivity Tools: MS Office Applications Excel, Power Point, Word, Outlook, Access, Visio, Project, SharePoint, HP Mercury, Camtasia, GotoWebinar



## contact

919.295.4017 | Email Ross  
 Website | LinkedIn Profile

