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## **SUMMARY**

Business-oriented software professional with 18 years of outstanding experience providing management consulting and technology solutions to Fortune 500 companies. Adept at teaming with users, customers, developers, and third parties to deliver real business value. Strong technical skills with full SDLC experience delivering business solutions in financial services, manufacturing, logistics, telecommunications, and other industries. Highly refined writing, speaking, and presentation skills. Expert at hearing customer needs, both spoken and unspoken. MS in Engineering Management and Pragmatic Marketing Certified.

## **RESULTS**

### **Business and People Management**

- At Clarify CRM, structured an \$8 million license and services deal at Best Buy by negotiating with product management, sales, and engineering to meet customer needs.
- Eliminated write-offs of consulting fees through operational excellence. Saved as much as \$100K annually.
- Managed teams of up to 15 technical consultants through two years of significant corporate restructuring. Maintained 10% attrition rate. Achieved 100% technical certification rate in my team.
- Teamed with sales organization to close software license and services deals of \$400K or more each quarter.

### **Project Management**

- Delivered Oracle Applications Upgrade project for Dell Financial Services (DFS) on time and on budget. Reduced reporting run times by 95% and greatly improved system stability. Dramatically improved user satisfaction.
- Created and executed get-well plan for a failing project to develop major enhancements for a funding application at DFS. Successfully managed project including production deployment of two enhancements.
- Deployed major upgrade of large Clarify CRM system at Best Buy. Managed a virtual team with staff in Cyprus, Minneapolis, and Austin. Delivered the project on time and on budget.
- Extensive other software project management experience.

### **Development Skills**

- Developed application architecture for a distributed CRM application at Barclays Bank. Designed and coded APIs for application developers to achieve data integration.
- Designed, coded, and deployed technical architecture at Tenneco Packaging. Integrated SAP with Catalyst and Manugistics supply chain systems, enabling faultless end-to-end business processes.
- Designed a resilient distributed data model for Canadian Armed Forces.
- Developed business applications for sales force automation, inventory management, call center management, and others.

## Communications

- At SupportSoft, taught very technical courses to customers, internal employees, and consultants. Courses consistently achieved ratings of 90% or higher.
- Designed and wrote customer technical training courses. Collected information from developers, product management, and professional services for course content and analyzed product source code to fill in detailed content.
- Wrote winning sales proposals for professional services. Delivered pre-sales presentations for software license prospects.

## SPECIAL ACCOMPLISHMENTS

- Earned “Star Contributor” award at Clarify CRM
- Designated “Top Talent” at Nortel
- Interviewed by Austin American Statesman regarding personal organization skills (1/27/08)

## TECHNOLOGY SKILLS

OSs:	Windows, Linux, Unix, OSX
DBMSs:	SQL Server, Oracle, Informix
Enterprise Software:	Clarify CRM; SAP and Oracle ERP
Programming experience:	C, Visual Basic, and shell scripts
Knowledge of:	C++, Java, Javascript, IIS, HTML, XML

## EDUCATION AND CERTIFICATIONS

- BS Computer Science and Math, Rose-Hulman Institute of Technology, Terre Haute, IN
- MS Engineering Management, University of Texas at Austin
- PMI certified Project Management Professional
- **Pragmatic Marketing Certified**
- Graduate of Dale Carnegie Course

## EMPLOYMENT HISTORY

- Dell, Austin, TX. Project Manager. 2006-2007.
- SupportSoft, Austin, TX. Professional Services Architect. 2004-2006.
- Clarify CRM / Nortel, Austin, TX. Consulting Manager. 1999-2004.
- Actoras Consulting Group, Chicago, IL. Managing Consultant. 1997-1999.
- Technical Services Group, Chicago, IL. Technical Consultant. 1995-1997.
- Whitman-Hart, Chicago, IL. Practice Manager. 1994-1995.
- Accenture (Andersen Consulting), Chicago, IL. Senior Manager. 1988-1994.
- **Detailed history of projects available upon request.**

Recommendations and additional information available at <http://www.linkedin.com/in/johnwohn>