

PROFESSIONAL RESUME

Charles L. McVey

SUMMARY

- Completed full-time Executive Master of Business Administration with emphasis in finance and strategy at the University of Southern California while working full-time.
- Project and Program Executive with extensive experience creating client solutions, managing major projects and programs, and utilizing applications-development methodologies.
- Projects have been across all industries and technologies, and include all phases of systems-integration, development, and rollout of hardware solutions; some were worldwide in scope.
- Professional Services troubleshooter noted for initiative and tenacity.
- Experienced in PC and mainframe environments.
- Led proposal responses and participated in contract negotiations for over 10 years.

EXPERIENCE

NCR (AT&T, Global Information Solutions): Project Executive 1995 to 2001

- Managed clients' solution projects in many industries, all phases of the Systems Development Lifecycle (SDLC), rollout of hardware and software, creation of Project Management Offices, and the concurrent design and implementation of a routed, state-of-the art communication system using FDDI and Ethernet topology at two Texas Instruments plant sites. These projects were critical to NCR's corporate success and involved special corporate attention.
- Industries served included e-Business, health insurance, insurance legal department, travel, airlines, power utility, electronic manufacturing, grocery, drug, computer manufacture, and telecommunications.
- Applications included Computer Telephony Integration (CTI), Customer Relationship Management (CRM), and Point-of-Sale (POS).
- Created the Program Management Office that controlled the worldwide rollout of servers for the Intel Corporation. Received special recognition for performance from the Intel Corporation.
- Mentored less-experienced Project Managers; created and delivered presentations; led and facilitated planning meetings; created and conducted training sessions.
- Received awards for performance and successful projects brought in on time and within budget.

IBM Corporation: Project Manager 1988 to 1994

- Professional Services Business Consultant to IBM clients, primarily performing as System Integrator and Project Manager for large applications-development projects.

- Co-developed, staffed, and managed the Program Management Office for Mazda Motor of America's re-engineering projects involving the Parts, Vehicles, Dealer Marketing, and Service Systems. Developed Mazda's I/T Department's five-volume standards and procedures.
- Areas of performance included automotive distribution, electronic-components inventory-management and distribution, financial systems, municipal governments, package evaluation and installation, re-engineering, systems integration, standards and procedures development, mentored senior IBM consultants, reviewed projects, reviewed/approved services and systems integration contracts, developed and taught project management classes, and recommended corporate strategy.
- Approved contracts prior to submission to clients and performed a yearly audit of contracts in the Los Angeles Region as part of the regional Systems Assurance.
- Received performance awards in recognition of superior leadership.

Automobile Club of Southern California: Project Leader	1981 to 1987
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Project Manager and system architect of a \$3.2M four-year re-engineering, distributed processing project that captured and edited financial data at remote locations.

Selected activities in support of this successful point-of-sale cashiering system included:

- *Identified requirements of 14 disparate systems (including financial, membership and insurance), re-engineered all related business processes, and designed system architecture.*
- *Created interface with four divisions and insured the users' continued project participation and interest.*
- *Planned, scheduled, and tracked up to 12 analysts, programmers, and trainers with an automated project-management package.*
- *Established initial I/T Department standards and procedures, including, Cost/Benefit Analysis, System Requirements Definition, System Design, program specifications, program source-code format, and Implementation Documentation.*

Earlier Experience

Management duties included: project staffing, section budget, and responsibility for four programmers, five System Analysts, and a Supervisor of two EDP Liaison positions.

Architected, planned, and scheduled the re-engineering of a health-insurance claims-adjudication and processing system. Organized and led a bi-coastal team of 12 programmer analysts and 12 User Analysts to evaluate, modify, and test a very complicated, online, IMS-based claims benefits and adjudication subsystems. Wrote and designed DB2 applications.

Led 8 Programmer/Analysts to successfully develop an insurance billing system. Implemented on time.

Designed and implemented a hospital billing system replacing seven prior systems. Implemented on time and below budget.

EDUCATION

- **Master of Business Administration**, University of Southern California - Management and Finance
- **Master's Certificate in Project Management**, George Washington University
- **Bachelor of Science**, Organizational Behavior, University of San Francisco
- Graduated Harvard's **IBM President's Class**
- Over 2,500 hours of industry, professional, and technical education
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CERTIFICATION

- **Project Manager**, IBM Corporation
- **Principles of Group Health Insurance I & II**, Health Insurance Association of America