

## Professional Profile

A professional with 18 years' experience in multi-national corporations.

Excellent balance between Technical and Management skills. Six Sigma and PMI certified.

**Nationalities: Dual: USA Citizen and EU Citizen (UK)**

- **PRINCE 2 Project Management foundation (APM) UK**
- **Six Sigma**
- **PMI (CAPM)**
- **Excellent Analysis and Reporting**
- **Quality Awards**
- **Process Creation**
- **SLA Negotiation**
- **Change Management and Global Rollout**

## Professional Accomplishments

### Project Management

- Managed the Analysis, Design, Build and Implementation of a Middleware infrastructure for ING Barings globally (London, New York & Amsterdam)
- Designed and implemented the Audit Track Quality system for the Solution center (ADP)
- Designed and implemented an EDI/MQ series solution to enable SmithKline Beecham to accept orders directly from their customers into legacy ERP systems
- Design, implement & set-up the LAN for GE Corporate head office in Cairo, Egypt

### Process Improvement

- Developed SLA between key units; Implementation and Client Services (ADP)
- Designed and implemented DB web based solutions for billing, account management and others
- Developed and documented key processes : change management, escalation, billing
- Process improvement for GE's UK Client Services resulting in a 40% reduction in problem resolution time.

### Change Management & Global Rollout

- Managed the DST (Daylight Savings Time) project in the Solution Center
- Deployed CRM system for the Solution Center (Siebel)
- Global Rollout of EDI-PC software for United Arab Shipping Company worldwide offices.
- Rollout & Implementation of Saudi Rajhi Speed Link service in 5 major banks in Egypt.

### Awards and Certificates

- Received a Quality Award from GE Information Services, 1996 for my efforts to improve our Client Satisfaction indexes.
  - Received several e-recognitions from Senior Directors and Managers at ADP
  - Certificate in PRINCE 2 (foundation), Association for Project Management (APM)
  - IBM certified, MQ Series specialist
  - Certified Six Sigma Black belt within GE. Trained and implemented projects using the DMAIC and DFSS methodologies
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## Work History

- **Owner** V3ADS LLC (V3Apps.com) 2/2011-Present
- **Project Manager** ADP, Jacksonville FL 7/2007-10/2010
- **Senior Project Specialist** ADP, Jacksonville, FL 9/2004-7/2007
- **Ecommerce Consultant/Owner** OneStopJax, Elkton, KY 6/2001-6/2003
- **Project Manager** ING Barings, London, UK 10/2000-5/2001
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## Education

**BSC in Computer Science / Minor in Psychology** American University, Cairo 1991

## References

Deb Fortin, ADP

Drew Aiken, ADP

Paul Cann, ING Barings

60 London Wall, London, EC2M 5TQ, tel: +44 20 7767 7219

email : paul.cann@ing-barings.com

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02/2011 - Present Owner, V3Apps.com (Mobile Apps for business)

7/2007- 10/2010 ADP  
Solution Center Project Manager

9/2004 - 7/2007 ADP (www.adp.com)  
Solution Center Senior Project Specialist

- Developed and documented key processes: change management, escalation, billing
- Designed and implemented DB web based solutions for billing, account management and others
- Managed the DST project in the Solution Center

8/2003 – 8/2004  
FedexKinkos Inc. Jacksonville, FL  
Senior Technology Specialist

- \* Coordinate and Implement in-branch technology programs
- \* Responsible for software/hardware replacements and upgrades
- \* Training of branch team members
- \* Primary lead for Technology rollouts
- \* Maintain in-branch Local Area Network

6/2001 – 6/2003  
OneStopJax Inc. Elkton, KY  
Owner / Ecommerce / Internet Consultant

- \* Designed and implemented several websites for clients in Europe and the US.
- \* Managed Sales in OneStopShop Retail Store.

10/2000 – 5/2001  
ING-Barings London, UK  
Project Manager, Global Middleware

- \* Project managing a deployment of a global middleware infrastructure in 4 cities worldwide.
- \* Resource management of 3 permanent staff and supervision of external consultancy resources (4 contractors)
- \* Project reporting and insuring external work adheres to bank's policies and standards
- \* Technical review and approval of all project documentation
- \* Account manager for internal depts/units who wish to use our infrastructure, helping them define their requirements and managing their expectations.
- \* Implement middleware solutions globally in 4 hubs

06/1999 – 10/2000  
SmithKline Beecham Brentford, UK  
Principal Analyst, Global Messaging

- \* MQ Series global support (30 hubs worldwide)
- \* Enterprise message definitions (XML)
- \* Designed and implemented an EDI/MQ series solution to enable SB to accept orders directly from their customers into legacy ERP systems

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\* Member of Management team responsible for developing and implementing an internal Project Management methodology

07/1996 – 06/1999

GE Information Services Sunbury, UK

Consultant, Global Client Operations

\* Technical Support Consultant & Six Sigma (Process Improvement) consultant (Green Belt) for UK Client Services Dept.

\* Providing first & second line support for GE's products & services dealing with EDI, X400, Messaging, Odette, Windows, dialup & X25 comms & Intra/Internet applications.

\* Initiate & execute process improvement projects within European Client Services (specially the UK)

\* Product Champion (Electronic Catalog) : Liaison between GE and Software developer. Help define and monitor SLA. Post-Sales support.

1991 – 1996

Saudi American General Electric Saudi Arabia

Electronic Document Interchange specialist & LAN administrator

\* EDI support & Implementation for major clients

\* Account Management of largest Client (50% OF Revenue) including support, pricing comparisons,

New products introductions & implementations (Global rollouts)

\* Novell LAN administrator for office in Riyadh

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