

Michael Perry, MBA, PMP

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SUMMARY

An Information Technology Professional with over twenty-five years of experience, including extensive experience as a Senior Business Analyst, Senior Project Manager, and University Professor. Ultimate career objective is to find an IT Position where the ability to visualize and develop creative solutions to complex, critical business and technology processes would be needed.

Latest employment was as a Senior Business Analyst with Tribal DDB Worldwide. Past experience managing a large number of projects of varying sizes and complexities. Managed up to twenty-five members of project teams and up to fourteen direct reports. Reengineered business processes, developed business strategies, business/functional/technical requirements, and have recommended solutions to issues. Currently serving on the board of directors for three non-profit corporations, two as President and Vice-President of the third. Earned an MBA and PMP certification.

EXPERTISE

Possess effective leadership and interpersonal skills and have the ability to handle changes with short notice in a calm, professional, and positive manner. Possess excellent communication and organizational skills. Through diverse experience has reached a level of expertise in several areas including:

- **Business and Functional Requirements** – gathering business requirements by interviewing stakeholders and observing processes; developing functional, business, and technical requirements; creating use cases, test scripts, and traceability matrices to validate and verify that requirements are met
- **Agile/JAD Methodology** – developing requirements documentation for digital software website applications in an Agile/JAD environment
- **SDLC** – developing proprietary software applications, MSAccess/VBA software applications, and teaching e-Business and Business Systems Analysis
- **Operations Management** – reengineering business processes, technical training, mapping process flowcharts, and dataflow diagrams; developing business strategies and recommending solutions to process barriers
- **IT Application Project Management** – managing large number of projects of varying sizes, complexities, deadlines, and budgets up to \$300,000; performing project planning, cost estimating, scheduling, coordinating, and monitoring of activities throughout the project life cycle; projects include: Organizational Development Project Management System; Land Development Tracking System; Capital Improvement Program Budget System
- **Fiscal Responsibility** – track on-going expenses and profit/loss; analysis and reporting of actual versus budget; manage up to twenty-five team members divided into sub-teams of eight to ten members each; creating and maintaining performance metrics and reporting to the executive management team responsible for the governance of the projects; developing and maintaining general ledger

- **Personnel Management** – mentoring project managers, business analysts, and university professors; interview/hire/fire employees; performance reviews; orientation and training

EDUCATION/AFFILIATION

Amber University, Garland, TX - MBA, Strategic Management May 1997, 3.75 GPA
 Amber University, Garland, TX - BBA, Management and MIS November 1995, 3.6 GPA
 Project Management Institute, Dallas, TX - Project Management Professional (PMP)
 certification February 2007

SKILLS

Project management - 15+ years	Business analysis - 8 years
Business process improvement - 11 years	IT Industry - 15+ years
Facilitating university technical courses - 8 years	JAD sessions - 8 years
Analytical/Problem Solving - 15+ years	SDLC - 9 years
Microsoft Access - 9 years	SQL within MSAccess - 9 years
Microsoft Visual Basic for Applications - 8 years (used with Microsoft Access)	Microsoft Project - 2 years
Microsoft Visio Professional - 8 years	Microsoft FrontPage website development - 11 years
Technical Writing/Illustrating - 15+ years	VP-ASP Shopping Cart - 7 years
HTML-Kit ASP Text Editor - 7 years	Microsoft Office Suite (Word, Excel, PowerPoint) - 11 years
Macromedia Flash - 3 years	IBM Rational ClearQuest - 4 months
Micrografx Picture Publisher - 11 years	SQL Query Analyzer - 4 months
Clarity - 4 months	Adobe Photoshop - 2 years
Lotus Notes - 4 months	

EXPERIENCE SUMMARY

Worked full-time and/or consulting positions. Developed knowledge, skills, and abilities by working part-time consulting engagements; some of these concurrently.

Dates	Type	Title	Company
02/2008 to 09/2009	Employee	Sr. Business Analyst	Tribal DDB Worldwide
10/2007 to 02/2008	Consultant	Sr. Business Analyst	Blue Cross Blue Shield of Texas
12/2007 to 12/2007	Consultant	Sr. Business Analyst	Holly Corporation
10/2001 to 10/2007	Employee	Sr. Business Operations Analyst	City of Garland
08/2007 to 09/2007	Consultant	Sr. Business Analyst	Preferred Restaurant Services
01/2006 to 03/2007	Consultant	Sr. Business Analyst	City of Hurst
10/2001 to Present	Contract	Adjunct Professor	University of Phoenix at Dallas
04/2000 to Present	Nonprofit	President, Board of Directors	CCD of Texas, Inc.
06/2001 to Present	Owner	Owner, Website Developer	PerryWeb Services
01/2001 to 03/2001	Consultant	Sr. Business Analyst	Avaya Communication
11/2000 to 01/2001	Consultant	Sr. Business Analyst	XO Communications
07/1999 to 10/2000	Employee	Intranet Development Manager	CourtLink
02/1999 to 04/1999	Employee	Sr. Business Analyst	International Profit Associates

05/1998 to 07/1999	Employee	General Manager	Daystar Management Group
Prior to 1998	Employee	Technical Writer/Illustrator	Texas Instruments/Raytheon
Prior to 1998	Employee	Plumbing Designer	Lochwood Greene Engineers
Prior to 1998	Employee	Product Engineer	Arco Comfort Products
Prior to 1998	Employee	Drafting Manager	Shirco Inc.

EXPERIENCE

Main employment history:

TRIBAL DDB WORLDWIDE - Dallas, TX

Feb 2008 to Present

Senior Business Analyst

- Perform business analysis function for Internet marketing software development using Agile/JAD methodology
- Interview stakeholders to gather business requirements
- Write business requirements specifications
- Write functional requirements specifications
- Write technical requirements specifications
- Create and maintain traceability matrices
- Write conceptual plan and executive summary
- Write hosting operational plan
- Lead requirements review sessions
- Map website functional design processes
- Projects:
 - Starbuck's Energy + Coffee <http://www.energypluscoffee.com/>
 - Mountain Dew/World of Warcraft Game Fuel <http://www.mountaindegamefuel.com/>
 - PepsiCo <http://www.pepsico.com/>
 - RED <http://www.joinred.com/>
 - Third Federal Savings & Loan <http://www.thirdfederal.com/>
- Resolve software development issues with stakeholders

BLUE CROSS BLUE SHIELD OF TEXAS - Richardson, TX

Oct 2007 to Feb 2008

Senior Business Analyst, Contract through CompuPros

- Performed business analysis function for Quoting and New Business software development using SDLC
- Interviewed stakeholders to gather business requirements
- Wrote requirements specifications (business, functional, system)
- Mapped business processes
- Created dataflow diagrams
- Tracked software development issues using IBM Rational ClearQuest software
- Resolved software development issues with stakeholders
- Participated in weekly change control board meetings
- Prepared weekly status reports

CITY OF GARLAND - Garland, TX

Oct 2001 to Oct 2007

Senior Business Operations Analyst/Project Manager

- Managed cross-functional projects and performed business analysis function
- Interviewed stakeholders, defined business requirements, and mapped and re-engineered the processes for inter-departmental projects
- Tracked issues, participated in issue/barrier resolution/removal, and recommended process improvements
- Wrote use cases and performed system testing
- Created wire frame for the Citizen's Request for Services Web application
- Used SDLC for departmental application development using MSAccess, iterative methodology
- Chairman/Technical Mentor of the City of Garland's Access Users Group
- Taught Microsoft Access workshops

PERRYWEB SERVICES - Sachse, TX

Jun 2001 to Present

Owner, Website Developer

- Manage multiple websites
- e-Commerce retail shopping
- Gather business requirements and develop strategic business plans
- Domain name transfers and registration
- Developed sites using MS FrontPage and Macromedia Flash
- Customize ASP shopping cart software using HTML-Kit text editor
- Integrate PayPal credit card payment gateway
- Modify and compress digital images using Micrografx Picture Publisher

AVAYA COMMUNICATION - Carrollton, TX

Jan 2001 to Mar 2001

Senior Business Analyst - Contract

- Developed business process improvements for performance metrics
- Managed a team of six (two were business analysts) in gathering metrics data from multiple disparate MIS systems
- Reviewed trends and reported findings to management
- Led team of six in documenting process specs
- Collected and analyzed performance data

XO COMMUNICATIONS - Dallas, TX

Nov 2000 to Jan 2001

Senior Business Analyst - Contract

- Developed business process improvements for performance metrics
- Wrote daily, weekly, and monthly executive summary reports and presentations
- Collected and analyzed performance data for DSL, ISDN, Convergence, Web Hosting, Call Center, and Fiber Optics
- Reviewed trends and reported findings to management
- Developed project plan and estimated resource requirements
- Created Staffing Model for 2001 using performance metrics and percent of sales forecasts
- Led team of three in documenting process specifications

COURTLINK - Dallas, TX
Intranet Development Manager

Jul 1999 to Oct 2000

- Managed three business analysts, three developers, and a project coordinator in the SDLC for the intranet development project with a budget of \$250,000
- Gathered business requirements from department managers
- Worked with the accounting department to analyze an automated clearing house system
- Developed and maintained the corporate intranet.
- Facilitated daily enterprise availability and weekly change management meetings
- Wrote technical specification documentation for the CourtLink software development designed for use on the Internet
- Created user interface for the intranet
- Trained users how to publish documents to the intranet

INTERNATIONAL PROFIT ASSOCIATES - Chicago, IL
Senior Business Analyst

Feb 1999 to Apr 1999

- Performed economic analyses for small businesses
- Interviewed owners
- Analyzed historical income statements and balance sheets
- Calculated optimal profit performance.
- Performed break-even analyses and break-even utilization
- Presented problem identification, impact on profits, solution recommendations to owners of small businesses

DAYSTAR MANAGEMENT GROUP - Mesquite, TX
General Manager

May 1998 to Jul 1999

- Developed a comprehensive strategic business plan
- Created marketing proposals and presentations
- Reviewed rates and classifications applicable to various types of advertising.
- Conferred with officials of newspapers, radio, and television stations, billboard advertisers, and advertising agencies to negotiate advertising contracts

VARIOUS DESIGN/ENGINEERING COMPANIES – Texas

Prior to 1998

Worked through college and performed various engineering design and development functions in these areas on a full-time basis:

- Technical Writer/Illustrator at Raytheon, McKinney, TX
- Technical Writer/Illustrator at Texas Instruments, Dallas, TX
- Plumbing Designer at Lockwood Greene Engineers, Dallas, TX
- Product Engineer at Arco Comfort Products, Hutchins, TX
- Drafting Manager at Shirco Inc., Dallas, TX

ADDITIONAL EXPERIENCE

Additional employment history

UNIVERSITY OF PHOENIX - Dallas, TX

Oct 2001 to Present

Adjunct Professor

- This is a part-time position teaching one night per week for five weeks; six or seven months in the year
- Presented over 150 information technology lectures in the following courses:
 - BSA375 Fundamentals of Business Systems Development
 - Systems Development Life Cycle (SDLC)
 - Systems Analysis, Design, Development, Implementation, and Maintenance
 - EBUS400 e-Business
 - B2B and B2C Differences in Supply Chain, Marketing, and Ethical, Legal, and Regulatory Issues
 - WEB350 Internet Applications and Concepts
 - Developing a Business Plan for a Website
 - POS355 Introduction to Operating Systems
 - Compare and Contrast PCs and Mainframes
 - Compare and Contrast WindowsCE, WindowsXP, and Linux
- Teach writing and communication skills (APA Format)
- Mentor new professors in teaching EBUS400 e-Business

HOLLY CORPORATION - Dallas, TX

Dec 2007 to Dec 2007

Senior Business Analyst, Part-Time Contract through Inlight Corporation

- Interview stakeholders to gather business requirements
- Mapped workflow for HR employee benefits enrollment processes using Visio

PREFERRED RESTAURANT SERVICES - Addison, TX

Aug 2007 to Sept 2007

Senior Business Process Analyst - Part-Time Contract through Inlight Corporation

PRS provides services that include Benefits and Payroll insurance, Worker's Compensation/Non-Subscription insurance, and Property & Casualty insurance.

- Interviewed stakeholders, defined business requirements, and mapped and re-engineered the submission process by sales reps for insurance services
- Used SDLC to create a Client Management System application, using MSAccess to automate the submission process, including request for information, P&C underwriting, Benefits underwriting, WC/NS underwriting, P&C quote sheet, Benefits quote sheet, Payroll quote sheet, WC/NS quote sheet, MSAs, Request to Bind, and Certificate of Insurance Request
- Gave a product demonstration to the CEO, V.P. Sales, and V.P. Marketing
- Identified the benefits of the new system, which included: reduction of human error, cycle time reduction, improved internal communication, and improved productivity through improved processes

CITY OF HURST - Hurst, TX
Senior Business Analyst – Part-Time Contract

Jan 2006 to Mar 2007

- Interviewed stakeholders
- Developed current and re-engineered process flowcharts
- Gathered and documented functional requirements for Code Enforcement, Building Inspection, and Cash Management software within a budget of \$5,000
- Reviewed software vendor products and made recommendations to management
- Wrote RFP for code enforcement and cash management software acquisition
- Developed a Microsoft Access database application for Engineering Plan Review, Construction Permitting, and Cash Receipt Management within a budget of \$8,000

CCD OF TEXAS, INC. - Sachse, TX
President, Board of Directors; Faith-based Counselor

Apr 2000 to Present

- Conquering Chemical Dependency (CCD)
- Faith-based, twelve-step chemical dependency treatment program
- Business Administrator, strategic planning