

Oliver D. Nicholas

4244 Westport Rd • Louisville, KY 40207
Mobile: (502) 558-7374 • Résidence: (502) 721-7555
Email: odnicholas@live.com

★ *Project Management Professional* ★ *ITIL Service Management Practitioner* ★ *Six Sigma Black Belt* ★ *CMMI*
★ *Agile* ★ *Accredited Systems Engineer* ★ *CSM* ★ *Situation Appraisal, Decision, Problem & Opportunity Analysis*

Profile

An agile, dynamic, proven leader with hands-on process, product, project, program, portfolio, service delivery and support roles—planning strategy, managing capital and operating budgets; leading database, development, systems, quality assurance/control, infrastructure, security and PMO teams to realize organizational goals. Also, aligning contracts, vendor and client management with the organization's mission and vision. Ultimately, assessing needs, solving problems, recommending solutions, minimizing risks and building strong relationships in multifaceted, maturing environments.

Professional Experience

[Jul 19—Present] *Brown-Forman Corporation* *Louisville, KY*

Senior Project Manager – IT

- Formatting, operating and training of a hybrid EPMO based on Agile, IPM, Kanban, Lean, PMI, and SCRUM methodologies in an ITIL Framework with NIST CSF and NIST RMF best practices.
- Implementing a highly visible, state-of-the-art Digital Content Management endeavor for a Digital Asset Management (DAM) system and a Product Information Management (PIM) system.
- Leading multiple enterprise-wide Finance, HR, IT, Process Improvement, and SAP projects that roll out to North America, Latin America, Europe, Africa, and APAC with regional customizations.

Key Achievements:

- Evaluating, selecting & implementing a state-of-the-art Digital Content Management Systems.
- Transitioning two key brands, including employees, sites, and systems over to new-ownership.
- Leading a sensitive, high-profile HR project for a new, sophisticated Global Job Level system based on the Mercer IPE Model for all countries, regions, and divisions of B-F.

[Jan 16—Jun 19] *Louisville Metro Government (LMG)* *Louisville, KY*

IT PMO Project Manager | Business Relationship Manager

- Leading the formation and operation of a new PMO, which includes PMI Project Management, CMMI, and ITIL Service Delivery approaches in executing projects from initiation to completion.
- Serving as the tech liaison for strategic direction and continuous improvement for Louisville Metro Government Agencies as outlined by the Mayor's collective six-year strategic roadmap.

Key Achievements:

- A PMO with standard artifacts and repeatable processes resulting in successful service delivery.
- A trusted IT advisor and partner to the City Govt. Agencies in achieving their strategic goals.

[Nov 13—Dec 15] *Seven Counties Services, Inc.(Centerstone)* *Louisville, KY*

Technical Project Manager

- Planning, directing and performing training sessions, professional seminars and learning workshops for public and private sectors in the Kentuckiana market. The presentations include, but are not limited to, the disciplines of:
- Matrix Management; Project & Program Management; Root Cause Analysis; Lean & Process Improvement; SDLC – Agile & XP; Leadership & Mentoring; Business & IT Process Outsourcing.

- Directing PMLC, SDLC and ITIL framework methodologies; implementing Portfolio Management in a PMO, providing IT Support and Delivery, supervising Infrastructure and Web Development operations, EMR/EHR migration, IT governance, process improvement and strategic planning.
- Planning, organizing and leading training sessions, professional seminars and learning workshops for public & private sectors: Agile; Matrix Management; Project & Program Management; Root Cause Analysis; Process Improvement; Leadership; Mentoring; Business & IT Process Sourcing.

Key Achievements:

- Authoring the organizations matrix management workbook used for local corporate training.
- Leading the new NetSmart myAvatar EMR/EHR implementation, training, & operating endeavor.
- Managing the SCS website redesign & overhaul using internal and 3rd-party solutions.

[Nov 11—Oct 13]

University of Louisville

Louisville, KY

Information Systems Project Manager | Interim Assistant Director – Information Systems

- Governing IT Support Services – Production Support, Software Upgrades, Implementations, Infrastructure and Maintenance responsibilities for the entire University of Louisville.
- Administering Service Delivery Operations – Software Development, PeopleSoft Student Information Systems (SIS), Learning Management Systems, viz. Blackboard, Tegrity, and Delphi.
- Managing Data Warehouse, Business Intelligence and 3rd-Party Systems and Support operations.

Key Achievements:

- Raised morale & productivity of the Information Systems group to a high-performance team.
- Mitigated risks on a critical infrastructure upgrade project avoiding a potential disaster.

[Nov 09—Nov 11]

CoreLogic, Inc. (First American Corporation)

Louisville, KY

Senior Project and PMO Manager

- Shaping the PMO methodology & IT processes to the demanding, distressed mortgage industry.
- Leading Agile Software Development, Disaster Recovery, Infrastructure, OS Upgrades, Product Releases, System Migrations, Business Process Outsourcing and Process Improvement initiatives.
- Managing IT vendor and partner, Cognizant Technologies, with project implementation, release management, document management, change management and service delivery initiatives.

Key Achievements:

- Forming and governing quality assurance processes for help-desk and support services.
- Introducing metrics in releases, improving delivery of builds, packages & schedule consistency.

[Apr 09—Oct 09]

Skybridge Technologies (Kindred Healthcare)

Louisville, KY

Senior Project Manager [Independent Consultant]

- Simultaneously managing multiple projects that included hardware & OS upgrades, database, network, telecom, and data center maintenance for Kindred medical providers and hospitals.

Key Achievement:

- Resuscitating the company’s troubled projects—in 3-months, four out of seven projects were in a green status, resulting in cost savings of nearly \$800K in that same time-period.

[Feb 06—Mar 09]

EDS, an HP Company

Southlake, TX / Louisville, KY

Technical Delivery Director, Capacity Planning and Performance Tuning

- Managing a 40-plus multi-national, hybrid service delivery team at Sabre Holding’s to manage and transition critical applications on multiple infrastructures using lean 6-sigma and ITIL.

- Implementing and supporting the EDS/HP flagship MetaVance solution at multiple healthcare providers in respect to ICD-10 processing, claims, membership, billing and process outsourcing.

Key Achievements:

- Using lean 6-sigma for a savings of \$546000/year with a reduced carbon/hardware footprint.
- Ensuring zero Severity-1 problems for 3-years in support of crucial applications and systems.

[Feb 04—Jan 06]

Humana Inc.

Louisville, KY

Strategic Consultancy Project Manager

- Exploring and assessing process improvement opportunities by performing enterprise-wide CBAs, feasibility studies & POCs that included RFPs, SOWs, SLAs, vendor selection and management.
- Heading the Medicare Part D sourcing endeavor for a number of States and Government Agencies per the guidelines set by Centers for Medicare & Medicaid Services (CMS).
- Managed the first and subsequent Claims Processing, call center, data center, other SDLC & back office implementations to Poland, India, and the Philippines.

Key Achievements:

- 6-Sigma projects resolving payment errors to Network Healthcare Providers for Participating and Non-Participating Payers saving the company \$1.4 M yearly due to a glitch in system of record.
- Fulfilled complex Medicare Part D Pharmacy project for service connectivity and calls, based on specifications directed by the Centers for Medicare and Medicaid Services (CMS).
- Sourcing of Claims Processing back-office, call-center and data center operations to India and the Philippines saving \$11 Million in efficiencies and reduced costs over a 10-year projection.

[May 98—Jan 04]

Hewlett-Packard Company (HP)

Louisville, KY

Technology Consultant IV | Service Delivery Leader | Independent Consultant

- Leading a HIPAA project assignment for the State of Texas through EDS NHIC implementing multiple hardware platforms and software applications for client services.
- Implementing new and existing client web applications using rapid application development (RAD) and earned value management (EVM) methodologies. Mediating between business and technical teams for requirements across government and commercial lines of the project.
- Coordinating the planning, redesign, & programming tasks of BAs, PMs, developers, QA & QC testing teams for a DOD contract for a Inventory Reporting & Information Systems (IRIS).
- PMO Project leadership delivering business process outsourcing and technical services on JPM Chase Midrange & NonStop platforms--SOWs, RFPs, SLAs, CBAs, and Audit functions.
- Procured and implemented 3rd party Security Products and Asset Management technologies that secured customer assets and met disaster recovery/business continuity objectives.
- Implemented Lean methodologies in various lines of business at Key Bank that improved performance of web applications and SQL databases on midrange servers.
- Providing technical project leadership and delivering specialized hardware/software services for HP Healthcare, Financial and Telecom clients as part of the Professional Services organization.
- Leading consulting and technical services for HP's TELCO clients installing, configuring and maintaining their wireless telephone applications utilizing HP NonStop, MS Windows, Oracle, Sun Solaris & Unix applications and operating systems; Facilitating national and international undertakings by installing, configuring, testing and supporting complex subscriber database migration and TCAP message translations.
- Managing a team team supporting Microsoft, Novel, Unix systems, including programming in C, C++, Java, .Net, COBOL, TACL & TAL for system/application development at National City Bank. Streamlined EFT & batch processing by remapping process flows, touch-points and hand-offs.

Key Achievements:

- Completing highly complex, volatile and delayed projects with tight deadlines amid changing priorities, demanding client stipulations and disheartened EDS employees.
- Met the HIPAA privacy compliance date set by the U.S. Department of Health and Human Services of April 14, 2004 for small health plans of \$5 M or less in annual receipts.
- Enabled Sprint PCS to become the only wireless provider to meet the FCC mandate of providing a fully functional W911 network with Location Based Services (LBS) on Oct. 01, 2001.
- Facilitated a \$9 million dollar installation at Telefonica (Brazil) from the ground up that allowed the system to run 2 million wireless subscriber authentications per day.
- Supporting clients—capacity planning, system performance, releases-change management, ACH settlement operations and personnel supervision, improved team performance by 22%. Streamlining EFT and batch resulting in a 37% decrease in help-desk call support time.

[Feb 94—Apr 98]

Eaton Corporation

Memphis, TN

Systems Development Manager and then Director

- Ultimately executing total control of all six warehouses at Eaton’s—Cutler-Hammer Inc. division.
- Planning, executing, supporting and controlling system and application migrations on AS400, HP NonStop, UNIX & Windows platforms for distribution and manufacturing processes.
- Coordinating programming tasks of developers, managing quality analysts & Regression testing teams through testing of new, modified client specific functions and production-line processes.
- Managing employees hiring, salaries, performance reviews, promotions, priorities, schedules, and ultimately their separation as and when needed.

Key Achievements:

- Auto generated order replenishments which increased efficiency and cut down work by 30%.
- Reduced annual inventory period from ten days to three by the use LXE terminals & RFID.

[Mar 88—Jan 94]

The May Company

Lorain, OH / Silver Spring, MD

Programmer Analyst / Team Lead / Support Systems Manager

- Programming in Assembler, C, CICS, COBOL, DDL, JCL, SQL, TACL, TAL and other applications.
- Providing leadership on level-4 support responsibilities for production applications and support.

Key Achievement:

- Jointly headed a team to bring all Divisions of May Company on Common Code and Standards

Education

2018-2022 (Projected)	University of the Cumberland	Williamsburg, KY
Doctor of Philosophy in Cybersecurity		
2016-2018	University of Louisville	Louisville, KY
Graduate Certificate in Network and Information Security		
2008-2010	Sullivan University	Louisville, KY
Master of Science in Managing Information Technology		
1988-1990	Andrews University	Berrien Springs, MI
Master of Business Administration		
1982-1987	Spicer Memorial College	Pune, India
Bachelors of Business Administration		
1984-1985	Computer Training Center	Bombay, India
Diploma in Computer Science & Management		

Accreditations

(ISC)² Certified Information Systems Manager (CISM)	2022 (Projected)
(ISC)² Certified Information Systems Security Professional (CISSP)	2021 (Projected)
PMI Agile Certified Practitioner (PMI-ACP)	2021 (Projected)
Scrum Alliance Advanced Certified Scrum Master (A-CSM)	2020
Scrum Alliance Certified Scrum Product Owner (CSP-PO)	2018
Scrum Alliance Certified Scrum Professional - ScrumMaster® (CSP-SM)	2018
Scrum Alliance Certified Product Owner (CSPO)	2017
Scrum Alliance Certified ScrumMaster® (CSM)	2017
University of Louisville SuccessFUL Supervisor's Series Training	2012
EDS First-Line Leaders Program	2007
ITIL Service Management Foundations & Practitioner	2006-07
Kepner-Tregoe Resolve (Situation, Decision, Problem, Opportunity Analysis)	2006
Humana Six Sigma Black Belt Certification (ASQ BoK)	2004
PMI Project Management Professional (PMP)	2003
HP Accredited/Certified Systems Engineer/Integrator (ASE), (CSE) & (AIS)	2000-02