

Professional Profile

A seasoned business / technology executive with 30+ years of professional services background focused in Program / Project Management, Business Processes and Packaged Software implementations. Ability to provide immediate impact on an organization with respect to defining and executing business and technology strategies needed for program management, organizational planning, business operations and administration. I have an excellent history of contributing to both my companies and my client successes throughout my career. Demonstrated analytical and problem solving abilities; capable of managing multiple tasks in a fast-paced deadline oriented business environment. Well organized; detail oriented and conscientious. Well respected for communication and interpersonal skills; integrity; leadership; and team building, participation with colleagues; upper management; and clients.

Expertise and Knowledge in:

- Strategic Planning
- Business Process Improvements
- Cost / Benefit Analysis
- Change Management
- Quality Assurance
- Risk Management
- Program / Project Management
- Packaged Software Evaluations & Implementations
- Technology Roadmaps - Design & Delivery
- Budget Management

Professional Accomplishments

Served as Program Manager on a NetSuite 17.2 ERP / POS Cloud based implementation for a premier retail outsource partner, providing the finest gift shop operations at nature and wildlife cultural attractions in North America. Worked with team to define; business process, test scripts, test plans and rollout plan. NetSuite ERP managed the finance, procurement and inventory control business requirements. Inventory and stocking locations at the store level was handled by One View. Project also had heavy infrastructure / communications requirements due to store locations in remote regions with limited internet connectivity. The new POS rollout consisted of registers, mobile tablets, handhelds and a new credit card solution. A follow the sun approach was utilized for a very successful implementation of the retail POS locations, achieving zero downtime.

Ethan Allen's strategic planning initiative to assess its global business needs identified one major area requiring an upgrade, its global business systems. A groups of SME's, I served as Program Manager, was commissioned to evaluate current systems and identify future requirements. Business areas being evaluated were PLM, CRM, Order Configurator, ERP and WMS. After identifying future requirements an RFI was developed to improve; Supply Chain, Distribution and Finance Systems. A short list of vendors was identified, through research and demonstrations to receive the RFI. The two largest system challenges included order entry and the WMS. The majority of Ethan Allen products are custom and required extensive order configuration capabilities, we looked at various best of breed solutions. The WMS requirements were to handle both raw materials and finished goods at factory and distribution center. Another WMS requirement was to handle some unique cross-dock requirements. .

Steve Madden was upgrading their ERP and WMS to Infor's M3 Supply Chain ERP and Manhattan Associates WMi to 3 new acquisitions located in Seattle and NYC, I was brought in to lead the effort. The team consisted of functional and technical resources from both Infor and Manhattan. The environment needed extensive custom modifications and application integration requiring heavy API development. Challenges arose as the warehouses were 3PL's and the project expectations had not been communicated properly to the acquisitions. Change management became a major aspect as getting buy in from the user teams was difficult.

Ralph Lauren needed to evaluate its existing Wholesale Supply Chain systems to see if it could support RL Supply Chain globally. I was brought in to lead the evaluation team which consisted of RL users, Lawson product development and RL IT from around the globe. Although the overall environment had over 100+ applications the evaluation was focused on Lawson's Movex Fashion (currently Infor M3) and ancillary review Manhattan's pKMS. Manhattan's pKMS was quickly identified as a viable solution going forward and the total focus shifted to Movex. The results of the evaluation concluded Movex had over 200+ deficiencies to support RL Global Supply Chain. In order to move forward with Movex, they would have had to move to a new release and develop 200+ custom enhancements. The cost vs. benefit made no sense so they evaluated other solutions and untimely choose to implement SAP and continue with pKMS.

Legacy team lead for Ralph Lauren on a two phased SAP implementation: Phase 1 Finance, Phase 2 Supply Chain. Was tasked to join the SAP team for my knowledge of the existing business processes and support requirements. My

involvement was for the design & analysis, testing, data cleansing and data conversion phases through implementation. Also worked with support team on SLA commitments post go-live.

Project Manager for Ralph Lauren Canada on the Microsoft Dynamics and Manhattan's pKMS implementations, they served as the core systems. Manhattan was implemented into a 3PL environment causing inventory sync issues which were resolved by identifying and implementing additional support procedures. Project involved developing over 30 interfaces to integrate into existing footprint. Managed teams in the US and Canada to heavily enhance and Dynamics and then implement.

Ralph Laurens decision to move to SAP left a hole in supporting RL North American Wholesales existing production environments. I was placed in charge of day to day management the Infor M3 and Microsoft Dynamics ERP environments, Dynamics support was for the Canadian operations. The other core system was Manhattans pKMS; in addition various point solutions were in place for an overall environment consisting of 100+ software applications. Environment needed extensive custom modifications and application integration requiring heavy API development. The production environment also included 100+ Windows Servers and was 7x24, 365 days a year. Managed both the functional and technical teams located in multiple locations around the world that supported the 1200+ users.

Ralph Lauren had identified 100+ Movex enhancements to support their current Supply Chain business. As Project Manager my team designed, developed, tested trained and implemented the enhancements over a 2 year period. Over that time we also implemented Lawson BI and enhanced overall EDI capabilities.

Program Director on a Global Oracle ERP system for MKS Instruments, a leading worldwide provider of process control solutions for advanced manufacturing processes. Oracle served as the core system but interfaced with multiple third-party applications to create a best of breed environment. The project crossed time zones with multiple sites in China and the US and had a project team numbering 100+. Due to the complexity of the implementation, the team makeup was a combination of internal resources and consultants from various firms.

Built an ERP Implementation practice to 120+ consultants, services full life-cycle implementations with SAP, Oracle and JD Edwards. Service levels achieved allowed firm to achieve SAP America, Incorporated's "Award of Excellence" 3 years in a row.

Work History

Management Consultant

Independent Consultant Wolfeboro, NH

Feb 2018 –

Provided strategic consulting services to clients throughout the United States, including developing a Project Management Office with standards, required documentation and approach. A process improvement Project to flow existing processes, identify areas for future improvements and identify a best of breed short list of Potential ERP, CRM and WMS vendor solutions.

Chief Solutions Officer

BDP Technology Solutions, LLC Concord, NH

Jan 2017 – Feb 2018

Responsible for developing retail and Omni Channel focused service offerings with delivery plans, go to market strategies and tactical plans for BDP solution offerings. Served as Program Manager on a NetSuite Retail ERP / POS implementation for a CT based retailer with locations throughout North America and the Caribbean.

Program Director

Colson-Finch, LLC Wolfeboro, NH

Jun 2005 – Dec 2017

Provided Strategic and Program Management consulting services to Supply Chain and Manufacturing clients with Global locations. Over my tenure at CF, I was Program Director on an Oracle, Infor M3 and Microsoft Dynamics ERP implementations, as well a Manhattan WMI rollout. In a Management Consulting role, led an E-commerce ROI evaluation project as well as multiple strategy projects for Ralph Lauren, which included cost benefit analysis. Responsible for the production landscape (7x24 / 365) for Ralph Lauren North American Wholesale and Global Procurement, assisted in migrating the production systems to SAP.

Vice President of Solutions

Court Square Data Group Springfield, MA

Nov 2003- Apr 2005

Developed additional services offerings and defining cross discipline solution offerings that became the cornerstone of solution offering for the firm. Responsible for defining, communicating and implementing strategies across sales and service delivery teams.

Managing Director

Haverstick Consulting, INC. Parsippany, NJ

May 2001 – Nov 2003

Responsible for start-up operations of a professional services firm with offices located in New York and New Jersey Staffing all departments, including, delivery leads, consultants, operations, business development, recruiting and human resources. Service offering focused in Strategy Consulting, ERP (Oracle, SAP, JDE), custom development, infrastructure and Data Warehousing.

Managing Executive Partner

marchFirst, INC. (a USWeb & Whittman-Hart Merger) Florham Park, NJ

Jan 1995 – May 2001

Grew startup office from 5 consultants to 140 first 2 years which eventually developed into the Northeast region. The region consisted of offices in New York City, Boston, MA, Florham, Park, NJ, and Norwalk, CT, with profit and loss responsibility for \$100+ million region. Service offering were focused in Strategy Consulting, ERP (Oracle, SAP, JDE), custom development, infrastructure and Data Warehousing

Previously held positions of: Director of Manufacturing at Edgewater Technology (1994 – 1995) / Regional Vice President at SPC/CGI (1987-1994) / Project Manager at Bedford Data Systems (1984-1986) / Consultant at New England Systems (1983-1984).

Education

University of New Hampshire,
North American College AS

1982
1983