

Robert A. Edwards

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SUMMARY OF EXPERIENCE

- MBA in finance and accounting with 3 years experience managing large-scale information technology projects and 13 years of general management experience.
- Certified project manager.
- Engaged to turn around failing migration of 6,000 clients for General Motors, increasing clients migrated by 85% and reducing migration related issues by 60% within the first month.
- Strong project management process background; capable of implementing common processes across the organization to deliver repeatable results.
- Customer centric focus with excellent relationship skills and timely issue resolution.

PROFESSIONAL EXPERIENCE

IS Project Management Interim Tower Lead, BCBSRI Account
Perot Systems, Providence, Rhode Island

December 2004 – Present

- Plan, coordinate and control cross-functional projects within production environment.
- Assist project managers in project planning activities, monitoring of project progress, development of corrective actions, issue resolution and risk mitigation.
- Provide guidance and expertise in project management methodology to project coordinators responsible for delivery of single-tower projects.
- Develop performance objectives for the group consistent with implementing and refining project management processes and procedures to improve service delivery within the IS organization.
- Develop and maintain effective communications and status reporting with team members, stakeholders and management.
- Manage supplier proposal process to identify work effort, develop input for program level proposals and address customer concerns regarding level of effort.
- Provide customer service and resolve customer issues on pending and active projects, as well as smaller scope Requests for System Services.

Lotus Notes R5 Migration, Kelly Services, Inc.
Analysts International, Auburn Hills, Michigan

September 2002 – November 2002

- Contracted to assess problems and implement solutions for a project to convert 1,500 headquarters and 5,500 branch computer users across 900 locations from Lotus Notes 4.x to 5.0.
- Removed roadblocks allowing the accelerated development and certification of the software, and a deployment pilot.
- Developed 2003 project budget for capital funding approval.
- Established roles and responsibilities and clearly defined deliverables for the functional departments to improve accountability and performance.

Portfolio Manager, Project Management Office
Econ, L.L.C., Bloomfield Hills, Michigan

May 2001 – August 2001

- Established a Project Management Office to monitor and control delivery of web-based software development projects to outside clients.
- Implemented common processes for development and execution of projects consistent with PMBOK project management methodology.
- Developed project planning, metrics reporting, change control, risk management and communication management templates and processes.
- Mentored project managers in project methodology, status reporting and conflict management.

Project Manager, Windows 2000, General Motors North America
Forte Systems, Inc., Troy, Michigan

July 2000 – March 2001

- Developed Windows 2000 deployment strategy in the client-server environment for the Pontiac Engineering Center and 11 truck assembly plants.
- Automated requirements gathering of 12,000 Windows 95 clients.
- Planned conversion of assembly plants from a non-standard plant floor client build to a standard build, including remote access to reduce support costs, and integration of production critical applications into the Windows 2000 environment.
- Participated in contract negotiations with third party vendor including statement of work, severity level definitions and service level agreements.

Project Manager, Notes Restructuring, General Motors Truck Group
Forte Systems, Inc., Troy, Michigan

December 1999 – July 2000

- Responsible for the migration/conversion of 5,100 clients from Lotus Notes v4.0 to v4.6 located at 10 locations across North America with no lost productivity.
- Completed client migrations one month ahead of schedule.
- Utilized SDP-21 methodology to plan and deliver project.
- Responsible for developing the change of scope, issue management and risk management processes for project control and coordination.
- Supervised development of the support model for managing the daily operation and deployment related issues in the Notes environment integrating existing local help desk processes with a central restructured Notes technical team.

Deployment Manager, General Motors Truck Group
Forte Systems, Inc., Troy, Michigan

September 1999 – December 1999

- Engaged to turn around failing migration of 6,000 clients from Windows 3.1 to Windows 95, MS Office 4.2 to Office 97 and Lotus Notes 4.0 to 4.6.
- Managed an operating budget of \$3.6 million with 5 direct reports and 32 resources.
- Increased monthly units migrated by 85% within the first month.
- Reduced outstanding migration related issues by 60% within the first month.
- Implemented processes saving GM \$260,000 per month.
- Delivered the full migration within the program's schedule.

Project Manager, General Motors North American Car Group
Contract Professionals, Inc., Waterford, Michigan

January 1999 – September 1999

- Responsible for the migration of 5,500 clients from Windows 3.1 to Windows 95, MS Office 4.2 to MS Office 97, and Lotus Notes 4.0 to Lotus Notes 4.6.
- Managed and coordinated a technical core support team of 10 engineers and technical support specialists with responsibility to resolve network, PC and migration related issues.
- Acted as a liaison between the user community and outsourced service providers.
- Established a user help desk responsible for addressing migration related issues within one hour or less.

General Manager and Co-founder
E & E Graphics, Inc., Royal Oak, Michigan

October 1985 – January 1999

- Thirteen years experience managing a commercial printing company with 32 employees in five functional departments.
- Profit and loss responsibility, 1998 revenues of \$1.5 million.
- Developed and managed client relationships.
- Scheduled and controlled production to 98.5% on-time delivery.
- Developed and implemented an integrated estimation, invoicing and accounting system for improved control and reporting.
- Converted typesetting department to PC-based technology reducing labor cost by 33%.

EDUCATION/CERTIFICATION

Certificate in Project Management, University of Phoenix, Troy, Michigan
GPA 4.0/4.0

February 2002

MBA, Duke University, Fuqua School of Business, Durham, North Carolina
Concentration in Finance and Accounting, Graduate Assistant in Statistics

May 1984

BA, University of Michigan, Ann Arbor, Michigan
Major in Economics, Class Honors

May 1982

ASSOCIATIONS

Project Management Institute (PMI)

September 1999 - Present

Business Network International, Birmingham Chapter

President, March 1996 - March 1997

Orion Oxford Soccer League

Assistant Coach, Spring 1998 and Fall 1998