LANE CLARKSON

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LARGE-SCALE PROJECT MANAGEMENT AND APPLICATION SUPPORT

INFORMATION TECHNOLOGY SENIOR MANAGER

Experienced in leading project managers and program-management efforts on
multiple national information-technology projects that exceed company's strategic and financial goals

PROFESSIONAL PROFILE

- As key member of Senior Management Team reporting directly to the Senior Vice President/CIO, maximize development, delivery, and technical support of multimillion-dollar, technology-based business solutions for 19 production facilities, 65 sales offices, and 3,600 associates at nation's largest full-service, direct-mail marketing firm.
- Meet end-user requirements, cost, and quality objectives through timely development and execution of information system functions, computer operations, and programming systems.

AREAS OF EXPERTISE

- Fatwire Content Management
- Oracle 9iAS Associate Portal
- Peoplesoft upgrades
- Peoplesoft associate self-service
- Oracle Reports
- Custom Java-based applications

- Data warehousing
- Program management
- Process design
- Technological advancement
- Installation
- Implementation
- Support
- Training
- Administration

- Capital budget
- Cost benefit analysis
- Product/services assessment
- RFI/RFP preparation/ response assessment
- Contract negotiation
- Final purchase approval
- Custom initiatives

PROFESSIONAL EXPERIENCE

Director, Application Processing Services, Olivio, Inc., Hadley, MA, 2003 to Present
Director, E-Business Development and Corporate Systems, Olivio, Inc., Hadley, MA, 2001 to 2003

- Direct and prioritize application support activities of 19 Olivio associates and 25 IBM consultants supporting 40+ business applications in sales, finance, human resources, operations, graphics print, and client service organizations.
- Develop, manage, and achieve objectives of $10M annual budget for IT consulting and other services.
- Negotiate software purchases and consulting services totaling more than $8.5M; initiate, develop, and maintain relationships with business partners, software consultants, and professional services vendors, ensuring alignment among businesses needs, IT resources, and vendor contract provisions.
- Lead and direct IT Purchasing Department with 2007 purchasing activity of 839 contracts valued at $132M.
- Maintain high standards in hiring staff and following through with employee-development objectives; conduct weekly status meetings; provide coaching in communication, problem solving, quality assurance, team building, prioritization, and project management.
- Oversee developing and integrating final phase of $40M Oracle 11i ERP Suite project, including performance testing, risk mitigation, defect resolution, quality assurance, error handling, and data architecture.
- Annually reduced consulting costs by $1.4M by managing company-wide cost-reduction initiatives, including optimizing expenditures to enhance internal application development and support capabilities.
- As Director of E-Business Development, pioneered company's first customer and employee portals utilizing Websphere and Oracle technology.
- Increased internal customer satisfaction by in-sourcing strategic functions and reducing out-sourced vendor cost by 47 percent during multi-year expansion of internal application development and support function.

IT Project Manager/Software QA Engineer, Feldman Research Co., Belchertown, MA, 1999 to 2001
- Built cross-departmental relationships to manage project/support objectives, design application solutions, prioritize deliverables, determine implementation strategy and coordinate assignment of resources in developing software for Department of Education, Head Start Program.
- Facilitated, prioritized, and communicated functional, technical, and scheduling requirements of large-scale projects to IT teams; serve as liaison between clients and staff.
- Used MS Project to manage project planning and scheduling; regularly reported project status to team members, clients, and executive management.
- Immediately and effectively escalated critical issues and implemented strategies for their timely resolution.
- Wrote and executed test plans and test cases in both highly structured and loosely structured development environments that addressed areas including functional needs, data validation, browser compatibility, load, stress, performance, and acceptance.
- Hired, trained, and supervised team members and conducted bi-weekly meetings to keep team members on track with business requirements.

Systems Analyst, Database Prep, Inc., Belchertown, MA, 1996 to 1999
- Analyzed business and user needs, documented requirements and translated them into database specifications.
- Designed, developed, and programmed standalone client databases using Visual Basic, Access, and SQL, in accordance with customer business requirements, timelines, and budget constraints.
- Partnered with customers in all areas of implementation, including process and procedure description, process testing, training, measurement, and reporting.
- Created and maintained user guides, reference manuals, and training materials, and directed training sessions to support clients in new business processes and applications.

Database Developer, Deltaphor Inc., Leeds, MA, 1995 to 1996
- Streamlined production and enhanced reporting by developing, implementing, and maintaining databases.
- Clarified and confirmed database specifications of end-users and offered additional suggestions or alternatives.
- Led and/or played key role in a variety of team projects primarily focused on enhancing processes and improving workflow, including proposal tracking database, skills/resume database, and help-desk call-entry system for high-priority client.
- Directed new project rollouts and implemented training to ensure end-user understanding of new systems.

EDUCATION

Master of Science in Operations and Information Technology, Massachusetts Institute of Technology, Cambridge, MA, 2000

Bachelor of Science in Computer Technology, Massachusetts Institute of Technology, Cambridge, MA, 1995

Certified Project Manager (PMP), Villanova University, Villanova, PA, 2001