



## Keith P. Hogan, PMP

### CAREER PROFILE

Ten years experience as a consultant, I have immersed myself in improved methodologies for software development and project management such as Agile development and PMBOK. My projects include software and hardware design, development or procurement, integration and implementation with much hands on experience. Ten plus years of experience leading IT projects at SBC(AT&T), and five years developing products and business marketing plans aimed at integrating new technologies into IT business products and services such as Building and Plant Fiber Optic Distribution Systems for the Petro-Chemical Industry based upon our patented fiber-optic building distribution network architecture.

#### Business experience and transferable skills

- Project Management
- Staff Development
- Transition Planning
- Business Process Improvement
- System Design & Development
- Marketing Program Development
- Quality Processes and support systems
- Change Management Systems
- Product Development.
- Payroll, Billing, Accounts Receivable, and GL Systems
- Enterprise Application Integration
- COTS Procurement and Implementation

#### Strengths

##### Project Management / Analyst

- Managed projects as a consultant to procure or develop new systems including WAN and LAN networks with monitoring and control, inventory, facility assignment, performance tuning, as well as supporting management systems for sales, customer database and facility records, public health applications such as water well monitoring, environmental testing, and clinical testing such as sample ordering, testing and reporting, billing, case management, Quality Assurance, PMI and management reporting systems.
- Managed projects at SBC to develop and implement the Order Processing System, Claims System, Security System and a major project to separate the directory business from the regulated business. Systems for this include a combination of COTS and custom systems: GL, AR, NYPS, YPACS, DIRECT, Universal Service Order Interface Engine, Directory Assistance, Coupon/Sales, Ads/Sales, and Ads/Graphics.

### PROFESSIONAL EMPLOYMENT

#### Sleek Solutions Inc. 1992 – Present

#### Sr. Consultant - Project Manager

Keith assists clients with project management of diverse and complex projects.

### **Senior Analyst at State Farm Insurance, Mar – June 2009**

Led two DMAIC (Six Sigma) projects for process improvement. Electronic Claims Processing System database conversion validation for new ECS application.

### **Cardinal Health - Houston, June to Jan 2009**

PMO Project Manager - assume responsibility for an application development project conducted using the Agile methodology and programmed in C++ and Informatica. The project was in Red status and the PM and Tech Lead both resigned. The project was to develop and automate an ETL and develop an analytics application to support several new Pharma Business Intelligence Services.

### **Diversified Services Network. 2002 – 2008 and Present**

**Project Director** - Developed a Candidate Management System for staffing, and managed the US side of a USAID project implementing a 7000 workstation national Corp Tax System for the Egyptian Tax Ministry. Used HP UNIX servers and HP/Compaq workstations with Egyptian user interface. Used NT server for candidate database with Windows clients, MS Access and VB. Also responsible for business development. Including, staffing of personnel to support the manufacturing processes at Caterpillar, Six Sigma, Supply Chain, Design, Testing, Quality, and software applications.. Responsible for development and implementation of a Website for DSN and developing a recruiting process via the Internet. Develop technical proposals including project plans, budgets, costs, quality process, and establishing partners for competitive bidding such as AT&T as a partner for the Dept. of State Operations Support Project. Developed General Services Administration (GSA - contract GS35F0467P), developed and implemented web pages for the GSA Advantage web site. Established contracts with North Carolina, Minnesota, Wisconsin, Texas, Hawaii, and Florida. Developed Project Proposal for USAID ATM Project for Egypt. Including the system architecture for a national ATM network. Partner agreements established with AT&T and others. Conducted Design Reviews and Technical evaluations, pricing models constructed, and staff recruited.

### **Albion-International 2000 – 2002**

#### **Project Manager**

**Florida Power and Light - FiberNet**, Requirements Definition, Business Process Analysis, re-engineering Facilities Assignment process, and development of Service Order Processing System with Facilities Assignment. Selected Custom Off the Shelf (COTS) Operational Systems Software (OSS) for Inventory Management and an enterprise application integration (EAI) engine, based upon O-O and CORBA standards to integrate systems. I utilized the Telecom Operations Management (TOM) framework to identify the integration points in core OSS software products needed and prepared an RFP for the needed software Inventory Management and the Enterprise Applications Integration Engine. We used RUP to design and document the business processes and workflow. And, we re-engineered the order processing system (VB.Net) to include facilities assignment and implemented workflow management via Lotus Note. Project coordination for virtual team using eRoom.

**Marriott Vacation Club** - Project Manager for O-O development project for time-share property management. Used PMI's methodology and RUP with Rational Robot for testing, Sun's Forté on UNIX servers, MS Project, and eRoom. We also began the conversion of the corporate Forte class library to Java. I developed the following project deliverables: A&D project plan, the construction

project plan, procedure for tracking actual work, Analysis Guidelines, Design Guidelines, Test Plan, QA Plan, GUI Test Plan, Non-functional Requirements, Business Rules, address edits, rules engine decision tables, and unit testing procedures. Phase 2 deliverable completed in May of 2001.

### **McDonnell-Douglas Technical Services 1992 – 2000**

#### **Project Manager**

**STATE OF ILLINOIS** responsible for auditing and reengineering systems in the Department of Public Health from mainframe to a client/server and intranet architecture linking Illinois hospitals with the DPH. Applications delivered include a laboratory results reporting system, and a test-ordering system. Developed and issued an RFP resulting in procurement and implementation of a COTS Laboratory Information Management System (LIMS) for environmental and clinical labs. Also, implemented an EDI (HL7) interface to hospital admissions data. Duties include project management, O-O analysis and design, tool selection, training DP staff, development of RFPs, GUI design, human factors analysis, and usability testing. Tools used include, UML, ERwin, Paradigm Plus, Visual Age/Smalltalk, MS Access and Visual FoxPro, DB2 and UDB, SQL Server, MS Project, and Test-Driven Development. IBM's DB2 and UDB is used for the database, Sybase SQL Server for replication proof-of-concept and MS SQL Server for combining laboratory results via database replication. MS Access is used for Reports via ODBC to DB2, a Change Management System, a Client Contact System, and a Contract Management System. I also established the Central Illinois Smalltalk Users Group to help development of the IT staff.

**CLARK PETROLEUM AND MARKETING** - designed and implemented a Plant Manager's Dashboard for QA reporting actual unit performance against the Performance Measurement Index. Monitor and report measurements from refinery units to the plant manager and interface the new system with corporate systems. Utilized MS ACCESS, EXCEL and PROJECT.

**IBM** - Project Manager for the mainframe side of IBM's object-oriented development project to reengineer legacy accounting systems at Ralston Purina and remake them into O-O client/server architecture. Analyzed 79 legacy CICS, batch IMS and DB2 system via TSO/SPF to establish the necessary system changes for the rewrite and for Y2K compliance. Developed the project plan and model programs for how to change the legacy system's programs. Utilized MS PROJECT, CICS, IMS, DB2, COBOL, TSO, SPF and LOTUS NOTES.

**GENELCO**, a health care software subsidiary of General American Insurance; Full SDLC for a customer database and marketing system for managing sales canvasses. This is a multi user, ODBC client/server database application utilizing MS ACCESS, MS PROJECT, AS400, and Intersolve's Excelerator II data analyzer. This included the design and development of a relational data base system (RDBMS) normalized to the third normal form with associated Graphical User Interface and reporting system. This software was distributed internationally to support General American's marketing program. I was responsible for all aspects of the system development life cycle (SDLC) and delivered the finished system ahead of schedule and below budget. They then requested and I developed an additional system for expense management with their remaining budget.

**STATE OF ILLINOIS** Systems Architect to design a WAN to facilitate the conversion from Legacy 3270 communications to a statewide network. This network allows continuous connectivity for 1200 client PCs and dial-in access for 5000+ additional client PCs including access to the Internet. I analyzed current data communications and designed the statewide network with telecom partners at low cost while providing proper security and audits for the information.

**NEW INDUSTRIES INC.** Full SDLC project for a client/server database system for personnel management. System includes a multi-media database, numerous queries and reports. Utilized MS ACCESS and PROJECT. Remote access provided via dial-in client PCs. I was responsible initialization, planning, execution, control, and closing.

**AB STEEL INC.** - implemented a client/server accounting and inventory system and set-up a NOVELL Netware 3.12 LAN.

**BUNN-O-MATIC** – developed and implemented a QA Dashboard for the CEO, to monitor manufacturing critical measurements. Use MS Access, and Visual Basic.

### **SOUTHWESTERN BELL (AT&T) Prior to 1992**

#### **Director of Systems Development, Director of Market Management, Director Product Development**

Progressed from programmer to Director of a seventy-five person software development team. We provided software development and maintenance for SBC - Publications on a contract basis. I managed this as a profit center with \$15.5 m per year billing plus \$5m per year in services to SWBT. We were first at SBC to implement client/server architecture applications for Yellow Pages Sales, Beta tested the System 36 with IBM and implemented distributed database applications with CICS and IMS serving data from the mainframe. Software used; CICS, IMS/DL1, IBM ASSEMBLER, COBOL, JCL, TSO, SPF, SQL. IBM System 36, System 38, M.S. Project and more. Applications included GL, A/R, Billing, Sales Order Processing, Sales Canvass Support, Coupon Marketing System, directory graphics systems, and Payroll. I implemented formal Project Management process, Crosby's Quality Process in the software development process, and Management by Objectives to tie project performance with performance appraisals. I received numerous awards, and was rated very highly in this work and was inducted into the management development program. My team of about 70 contract and full-time developers set new productivity standards for the corporation.

For Marketing, I directed development of SBC business marketing plans for, State and Local Government, Education, Healthcare, petrochemical and other business market segments. Developed marketing plan for a high-speed digital Internet-access product named CO LAN (1983). Served as a Director in the new Project Development Skunks Werks. Conducted research and developed target business opportunities and products for them. This included CTI Products, Packet Switching, ATM and Frame Relay technologies, digital internet access, fiber optics applications, high definition TV transmissions, and voice messaging applications for schools, and other applications such as Tele Radiology. We offered numerous IT assisted ways to achieve business objectives.

Began career in school with technical training in piping and structural drafting and engineering doing projects developing graphic applications for engineering design, tooling, and manufacturing as well as thermal simulation programs.

**EDUCATION:**

MS - Computer Science, University of Missouri - Rolla

BS - Mathematics, University of Houston

Training - IBM's O-O Project Management, SQL, SQL Server Database Administration, AS400, Visual Basic, RDMS Design, GUI Design & Usability Testing, Visual Age/ Smalltalk, Advanced Smalltalk by Dr. Ralph Johnson, Visual FoxPro, O-O Analysis and Design, Paradigm Plus, and IMS DBA training, Crosby's and Deming's Quality Processes. PMI Project Management Methodology, Six Sigma DMAIC Project Management, and Agile Project Management. Several networking courses at Bell Labs. Plus, engineering training in Heat Transfer at UTA, Advanced Engineering Math at UMSL, and Piping Drafting at Lamar.

UIUC Six-week immersion course in Agile Project Management for O-O Development under Dr. Ralph Johnson. Dr. Johnson is one of the “Gang of Four”, famous for their book on Patterns for O-O development. We (team of 10) employed Kent Beck’s Testing Pattern (Test-Driven Development) and the Agile (XP) Project Management Methodology to develop an Object Web Browser and software useful in advanced graphics such as for simulations in a six-week period. We programmed this in Smalltalk on a UNIX server.

**CERTIFICATIONS:**

Project Management Professional – PMP (2005 - 2012)

Six Sigma – CSSGB - 2008

Agile Scrum Master

MS Access

Object-Oriented Concepts

Smalltalk

Project Management - Brainbench

DOD Secrete Security Clearance (not current)

Taught the following College Courses: Strategic Use of Computers in Business, CICS Application Development, Application Development 1 & 2, Logical Methods, and Introduction to PCs.