

RICHARD M. PIERSON, PMP

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Summary

Senior Program/Project Manager with extensive experience in Enterprise Information Technology, Process Improvement, Total Life Cycle Project Management, Account Management and Sales. Proven successes in solving critical business problems and resolving cross-functional team issues. Skills and strengths include:

PMP Certification
Enterprise Resource Planning
Risk Analysis/Management
Service Management
Vendor/SOW Management

ITIL v3F Certification
SharePoint Services
Object Oriented Design
Activity Based Costing
Earn Value Matrix

Lean Six Sigma Yellow Belt
Change Management
Activity Based Costing
Product Supply Management
Project Server/EPM

Experience

Project Manager--Technology Partners, Inc. St. Louis, MO

2008

Contractor assigned to Ameren UE as an IT development Project Manager in the PMO.

- Project Manager for operation and customer billing systems in support of the general ledger system replacement program. Responsibilities included development, design, construction, cross application, user acceptance testing and internal audit requirements (including additional core systems).
- Additional work included continuing development and documentation of PMO standards, mentoring junior PMs and oversight of additional projects.
- Microsoft EPM Suite, SharePoint, Mainframe and server COBOL; Web Services, UNIX; Oracle, Java

Project Manager--Rose International St. Louis, MO

2003-2008

Contractor assigned to Anheuser-Busch Companies as IT Operations Project Manager

- Project determined viability, vendor selection, pilot and first phase for virtualization of company's server farm. Responsible for all phases from initiation through project closeout and lessons learned. Project reduced physical servers from 85 to 11 virtualized servers. Activity was successfully migrated into normal server upgrade lifecycle cycle.
- Project scope was to replace current provider with new provider for all data and voice services. Responsible for overall financial planning and control, project schedule, vendor monitoring and Telecom conversion. Project budget of \$3+ Million with project team 50+ members. MS Project, with over 1500 tasks, was used for resource planning and tracking, budget control and through Project Server reporting to senior management.
- MS Project, SAP PM Suite, MS Project Server/SharePoint, ITIL compliance.

Contractor assigned to a SBC as an IT Project Manager.

- Development of Next Generation SONET services. Managed project moving existing SONET service to next generation environment. Responsibilities included revision in billing and CRM systems for internal and external clients. Business rules included maintaining regulatory requirements for each state the company does business in. Responsible for eight application development teams located in multiple locations.
- Managed development of Single Credit reporting system. Project developed and implemented a single credit reporting system for the company. Business rules included maintaining regulatory requirements for each state the company does business in. This was the highest priority project for SBC involving over 20 application development teams located in multiple locations.
- Development of various internal upgrades and CRM enhancements. Managed on a wide variety of IT projects in the billing area with five to seven concurrent projects with teams from five to 25. Artemis Project Management, Internally developed processes, practices and reporting.

Principal, Common Sense Systems, Inc. Ballwin, MO

1996 -2003

Provide contract project management and consulting services for mid-market companies. Responsible for Project Management Practice for CSS. Roles included business analysis, project origination, budgeting, project/program management and vendor/client relationships. Built and managed teams consisting of 15-25 technical professionals from both internal client and external sources.. Projects/Programs included

- Managed development and implemented migration plan for client to meet customer's information and IT infrastructure requirements for Lean Manufacturing/six Sigma Effort. Project Management activities included incorporating CMM principles, RFQ and package selection and implementation. Project was completed within budget and two months ahead of schedule. Saving exceeded target by 150%.
- Provided Project Management and Technology Planning for startup consumer facing internet company. Responsibilities included software package selection, infrastructure and warehouse development. Vendor payment was based on Earn Value analysis.
- Designed and managed new manufacturing and business systems for midsize food company, reducing original budgeted cost 30% and completion time 50%. Project covered total life cycle and installation at four sites.
- Developed Manufacturing Execution System and integration of business systems based on Lean Manufacturing/Six Sigma principles reducing institutional food processor's budgeted project costs by 40%.
- Consultant and Project Manager during reorganization of distressed manufacturing firm's overall IT direction implemented Lean Manufacturing/Six Sigma, designing and implemented new manufacturing processes and systems. Client returned to solvency in 10 months, exceeding all P&L targets.
- MS Project, Intellution, Excel, Access, and Sequel Server. MS Project 2000, PVCS, PMI, and SEI, Java, Perl, Dreamweaver, and Aris WMS, Wonderware, Great Plains, RSBiz Ware and Solomon.

Program Manager, Ralcorp Holdings, Inc. St. Louis, MO

1994-1996

Organized, managed and staffed a Program including 11 projects. Team consisted of 35 members that migrated engineering and plant systems from existing legacy programs to new package software systems

- Managed re-engineering process and procedures encompassing all manufacturing aspects and plant business systems including data paths, realizing 10% administrative cost savings.
- Devised and coordinated manufacturing execution system in support of business re-organization goals, completing project within 18 month period with 25% cost avoidance.
- Wonderware, Prism, Oracle business systems, AS400, RPG, C++

Director, Electrical, Controls and Manufacturing Systems Engineering

1989-1994

Ralston Purina Company St. Louis, MO

Responsible for providing Electrical, Process Controls, Manufacturing Systems and Business Information Systems for line operations.

- Planned and managed custom Product Supply Chain applications to integrate the manufacturing process including material receipt, warehousing and corporate systems resulting in 20% savings.
- Built department of 48 engineering and support personnel with responsibility for all control, electrical and manufacturing system projects. Created advanced technology group to develop targeted solutions to problems. Included a very successful neural net application, saving 75% in material costs.
- Managed development of System Methodology with Excelerator, Rational Rose and Visual Age object development tools.
- Ralston Board Member on INCODE Corporation Consortium consisting of nine companies who funded and guided the development of the POMS Manufacturing Execution System. Ralston received enterprise license at a saving 80% over normal cost.
- Created advanced technology group to develop targeted solutions to problems. Included a very successful neural net application, saving 75% in material costs.

Education

Bachelor of Science in Electrical Engineering
Bachelor of Science in Computer Science

Kansas State University, Manhattan KS
Kansas State University, Manhattan KS