

# RICHARD M. PIERSON, PMP

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## Summary

**Program Manager/Project Manager/Business Analyst** with extensive experience in Enterprise Information Technology, SDLC, Infrastructure (Server/Data/Telecom), Manufacturing, Account Management and Sales. Proven success in solving critical business problems and cross-functional team issues within budget and on schedule.

Skills and strengths include:

PMP Certification

SAP/ Primavera/Artemis PM

Risk Analysis/Management

Service Management

Enterprise Resource Planning

Web Services

ITIL v3F Certification

SharePoint Services

Vendor/SOW Management

Earned Value Matrix

Material Resource Planning

Business Intelligence

Lean Six Sigma Green Belt

Change Management

MS Project/Project Server/EPM

PMO/ Portfolio Management

Manufacturing Execution System

Great Plains/ RSBiz Ware/Solomon

## Experience

**Common Sense Systems, Inc.** Ballwin, MO

2009-2010

Support for new business startups in St. Louis and Kansas City.

- Development of business plans and performance analysis.
- Developed project plans and cost/benefit cases for various opportunities.
- Assisted with funding and grant documentation, formal and informal presentations.

**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.

**Project Manager--Rose International** St. Louis, MO

2005-2008

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.
- Developed and managed several proof of concept projects including email exchange server, security appliance and Service Management Tools (ITIL).

**Project Manager—Rose International** St. Louis, MO

2003-2004

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

Provided 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.

- 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.
- 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.

**Project 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.

**Education**

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

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