

STEVEN DAN, PMP

6801 SW 99th Terrace Pinecrest, FL 33156 ▪ steve@danconsulting.com ▪ (305) 302-7659

Summary

I have been a leader of teams of software development professionals using my 20 years of experience designing, developing, testing, deploying and managing highly complex and critical projects. I have successfully managed multi-million dollar software development projects through realistic resource planning, applying methodologies that fit the circumstances, understanding software development lifecycles and balancing the scope, requirements, expectations and deadlines of clients. As a hard-working team player, I have demonstrated the ability to learn, manage and resolve difficult situations as needed for the success of the project. Able to build excellent collaborative working relationships with demanding customers, busy senior level executives as well as focused technical experts using a practical, common goal oriented approach with clear and concise communication skills.

Technologies & Methodologies

- *Technologies:* Microsoft Project, Clarity, JIRA, Dreamweaver, Microsoft SQL Server, Microsoft SSRS, SharePoint, Visio, Adobe ColdFusion, ERwin, SQL Anywhere, Photoshop, PowerBuilder, HTML, Javascript, VMware, Microsoft Office and Mac OS X.
- *Methodologies:* PMI, Agile, Waterfall (Traditional), Spiral, JAD

Professional Experience

INTERVAL INTERNATIONAL / INTERVAL LEISURE GROUP	2015 - Present
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Senior Project Manager

- Managing multiple projects in a matrix organization. Projects include custom software development projects, development of a new IILG corporate website, PCI related upgrade initiatives, in-house API initiatives, replacement of the in-house provisioning system and management of month-end close of time tracking system for regulatory reporting purposes.

DAN CONSULTING SERVICES, INC.	2001 – 2015
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Project Manager

- 2012-2015: Ryder Systems, Inc.: Project Manager for the AP Automation project, Single Sign On project, the Advanced Planning and Scheduling (APS) project, the call center or Managed Maintenance Center (MMC) and the reimplementation of the infoCenter. The AP Automation project combined the implementation of electronic invoicing using SAP's Ariba procurement platform with a large scale scanning operation tasked with importing the data from roughly 70,000 paper invoices a month from over 700 high volume suppliers. The project team involved over 20 Ryder and vendor team members and required the implementation of BizTalk, an infrastructure that was new to Ryder, in order to exchange data from Ariba to Ryder's legacy financial system. The Single Sign On project involved implementing identity management to authenticate users in web based customer fleet management applications. The APS system is one of Ryder's new strategic initiatives that offered clients the ability to schedule repairs and preventative maintenance online. The MMC application was a complete rebuild of their original call center application. The infoCenter is the single resource for all up to date policies and procedures in use at over 800 Ryder shops nationwide. The project required the replacement of the hardware and a complete revamp of the storage and search methods. Managed the budget, risk mitigation and communication plans for Ryder, worked with technical, business and senior Ryder personnel to determine requirements, understand the legacy system, ensure correct legacy interaction with new infrastructure and determine deployment plans as well as managed the vendors' deliverables on Ryder's behalf. Used Clarity for time tracking and Open Workbench for project plan creation and management.
- 2011-2012: SICOM Systems, Inc: Project Manager: Worked with Burger King personnel on the BK Digital Menu Board project to change all North American restaurant menu board systems to a new portal based digital system so that featured product animations can be displayed, prices are integrated into the POS system increasing sales of featured items by approximately 15%.
- 2010- 2011: Burger King Corporation: Project Manager for multiple projects at Burger King. Managed the implementation of new software for all North American company owned restaurants for payroll integration into SAP, new scheduling software for all employees and replaced the inventory system in all company owned restaurants in North America. These massive undertakings took a team of over a dozen people

including BK VPs, BK personnel, QA contractors and vendor personnel. Met with executives to understand scope and secure funding, brought in necessary resources, worked with team to gather baseline requirements, validated requirements, developed and tracked detailed project plan using MS Project (MOPS), developed and managed budget, worked with primary vendor to complete key deliverables within compressed timeframes. Managed project that delivered a field operations dashboard for all Latin American, European and Asian company restaurants that included all key metrics (Sales, Traffic, Check, Speed of Service and Cleanliness) both yearly and monthly on a one page 12 graph data warehouse based system that allowed BK Area Managers and District Managers to view their line of sight restaurants and allowed upper management to compare against all restaurants and look at trends over several years.

- 2008-2011: LFI Holdings, LLC: Determined requirements, managed, designed and developed a commercial real estate management system for LFI. Windows based database system for tracking Tenants, Owner entities, Properties and Leases. Commercial Property Manager provides comprehensive Lease Administration capabilities as well as all reporting and noticing capabilities. Provided accounting services, management, information technology, hardware and software installation and support. Used RAD methodology to develop prototypes which were later implemented.
- 2008: Phelps Dodge International Corp: Managed and Re-Implemented a SharePoint portal. Designed a new corporate theme including per site graphics, exported and imported all data to a newly created corporate web portal running on a VM environment. Installed and configured various Web Parts, created a new site navigation system with multiple level of drop down menus to create a consistent look and feel. The import process required several methods of moving the data including creating site templates, using SPDeploymentWizard, STSADM commands and exporting data using excel. Used Active Directory to manage user groups. Prioritized and incrementally implemented developed web parts. The project plan was developed with MS Project.
- 2007-2008: ReGenyx: Managed project, designed and built a web site and web based patient information system for a medical practice in Coral Gables. This medical records system allows a doctor to see the latest results of medical tests and provides reminders for the doctor to schedule follow up tests, re-order medications before they run out, track patient payments and provide personal data for improved client contact. Implemented system using a combination of methodologies including JAD sessions and RAD prototypes to show the client what could be done. Managed to a strict budget.
- 2005-2006: United Way of Miami Dade: Managed project, designed, built, tested and deployed a web based post-hurricane disaster relief coordination system. This system allows the United Way, The Children's Trust, and the Health Foundation of South Florida to assess the damage to and operating capability of community based organizations that help those most in need and acts as a clearing house for requests for help from these organizations in a post-disaster scenario. Worked with high level executives from different agencies to access needs, align interests and determine action plan with project sponsors and key decision makers. Used Microsoft Project, SQL Server and Cold Fusion technologies to develop this system housed in the Emergency Operations Center of Dade County.
- 2004: Multiple Sclerosis Foundation: Determined needs, managed project, designed and built a system to help sort through and clean their corrupt database to find duplicates and retrieve specific information. Worked with the Director of Operations to understand their data issues and resolve them.
- 2003: Signal Communications: Determined scope and requirements then designed and developed an import system for Motorola data. This required modifying the corporate database, building a software interface to legacy infrastructure to allow for continued operations of one of South Florida's biggest Motorola dealerships. This dealer, the sole provider of communications equipment for the Broward Sheriff Department and many other large corporations in Broward and Palm Beach counties, was unable to electronically place orders with Motorola's new provisioning system causing them to have to manually order all products until this system was implemented.

VIRTUALCOM INC.	2000 - 2001
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Director, Enhanced Services

- Worked with IP telephony billing packages including MIND CTI and Primal.
- Responsible for researching, performing "proof of concept" and investigating the feasibility of the latest technologies in the Voice Over IP (VoIP) market.
- Designed and built an e-commerce CRM package in Cold Fusion to allow customers to contact technical support as well as allow sales to be informed of what our clients liked about our service.
- Worked with latest hardware including Motorola Vanguards and Cisco gatekeepers.
- Technologies included Cold Fusion, SQL Server, VoiceXML, WAP, Unified Messaging, Video and Voice Conferencing, Follow-me services, Netspeak gatekeepers.

BECKMAN COULTER	1996 - 1999
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Senior Project Manager

- Overall responsibility for client/server application development as well as two critical year 2000 projects.
- Hands-on management of team of 9 developers.
- Managed, designed and developed (with one DBA) the largest PowerBuilder/ Sybase SQL Server program of its kind. The Interlaboratory Quality Assurance Program or I.Q.A.P. statistically examined the results of over 16,000 blood cell analyzers from around the world to determine whether an instrument's output were within statistical tolerances. The system input was over 2 Gigabytes of data coming into the system per month. The system produced 1,800 reports a day averaging 6 pages each which tell lab technicians if any problems were found in the accuracy or precision of the instrument. Statistical calculations compare an instrument to all other instruments in the program along with a one-page 21 graph summary of results. Received 25% salary bonus as part of the "Key Personnel" program to ensure smooth transition after Beckman acquired Coulter Corporation. This program was offered to less than 10% of the entire IT department. Used Object Oriented methods to develop reusable ancestor code and other reusable functions (methods). Managed software, hardware and contractor budget.
- Nominated by the CEO of Sybase for a ComputerWorld/Smithsonian "Face of Innovation" award. The I.Q.A.P. Project was inducted into the permanent archives of the Smithsonian's exhibit on Information Technology in the American History museum in Washington, DC. Used traditional waterfall methodology on various projects. Microsoft Project was used on some project phases.

CAMBRIDGE TECHNOLOGY PARTNERS	1995 - 1996
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Project Manager/Lead Software Developer

- Vicorp Restaurant Chain: Re-designed parts of an existing PowerBuilder/Oracle database application using object oriented methods. This system was responsible for all menu item changes on in-store touch screen registers including adding new items automatically and updating all item prices in 500 stores nationwide. Managed team of 4 developers working between Miami and Denver. Employed RAD and JAD methodologies. Microsoft Project used to manage the project.

THE SYSTEMS CONSULTING GROUP, INC	1993 - 1995
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Project Manager / Software Developer

- People's Telephone Company: Designed and developed a PowerBuilder/SQL Server computer system for importing pay phone data from various sources to their commission database. This system was the basis for all commissions paid by the company and was considered to be a key business system. Managed a team of two other developers including all project time planning, effort estimation and phased product delivery. Using JAD sessions, scope and requirements were determined.
- Restaurant Services Inc.: Designed and developed five of the original thirteen applications using PowerBuilder & SQL Server. This system (RSI Supply) helped coordinate all the purchasing and distributing of all food items and paper goods for the entire Burger King system. RSI Supply enabled users to manage all data relating to restaurants, franchisees, suppliers, distributors, distribution centers, costs and contract prices of all items as well as calculating the savings generated by volume purchasing. Worked with a team of two other developers and handled customer requests for programming changes and managed budget estimations. Used RAD to design and develop the system.

ANDERSEN CONSULTING	1990 - 1993
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Senior Consultant

- Pepsi-Cola International: Designed and developed several PowerBuilder and SQL Server programs and functions as part of the Franchise Bottler Book (FBB) project. Helped manage project using Andersen's Manage/1 time and task management software. Used RAD to design and develop the system.
- Florida Power & Light (FPL): Designed and Developed mainframe (COBOL) programs to support the meter reading modules for this Florida power company. Developed programs to fit the specific needs of FPL. Worked with the Andersen methodology for system design (Design/1), project management (Manage/1) and program testing to ensure highest standards of care were employed. Used traditional waterfall methodology. Manage/1 was used as the time tracking tool – an in-house custom application.
- Atlanta Gas Light Company (AGLC): Developed and tested mainframe (COBOL) programs under the brand of Customer/1 to support the meter reading modules for this gas and electric public utility. Technologies included Micro-Focus (PC) COBOL, SQL on DB2, CICS and Novell networks. Used traditional waterfall methodology.

Education and Training

- Project Management Professional Certification (PMP)
- MBA, University of Miami, Computer Information Systems, 1990. Selected as a Findley Scholar - a merit based full-tuition 2 year scholarship
- B.A., Economics Major, Boston University, 1986.
- Member of PMI – The Project Management Institute
- Completed numerous continuing education Project Management classes (through PMI)
- Microsoft Sharepoint 2007 (MOSS) - Applying Core Concepts
- University of Miami, College of Engineering – Java class
- Systems Consulting Group (SCG) – Project Management Seminar
- Sybase Annual Tech Conference – Project Management Seminar
- Andersen Consulting – Client/Server Application Design School
- Andersen Consulting – System Design School
- Andersen Consulting – Computer Application Programming School