

# Jane Smith

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## TECHNOLOGY CONSULTANT

### PROFESSIONAL EXPERIENCE

**NAME OF COMPANY** – Anytown, ST  
Consulting Manager

04/2004 – Present

Responsible for managing customer relationships within the US region by providing leadership and subject matter expertise during the sales process; delivering engagements on time and within budget; establishing, maintaining and expanding the customer base.

- Accurately track and forecast engagement revenues
- Develop solid project plans and models for delivery, identifying skill set needs, risks, dependencies and mitigation strategies
- Actively participate and provide direction as needed in the analysis, requirements gathering and design portions of engagements
- Identify additional service opportunities with customers and proactively manage customer care
- Execute contracts and invoicing for engagements

**NAME OF COMPANY** - Anytown, ST  
Technology Principal/Co-Owner

09/2003 – 04/2004

Technology and engineering consultants. Provide leadership, direction, and management for large-scale enterprise/global technology integrations and process automation such as Documentum, program offices, business process reengineering, and quality/compliance using structured, flexible methodologies to drive projects and immediately deliver benefits. Directly responsible for profit/loss.

- Project management and leadership for Web Content Management project. Provide direction and best practices for creation of reusable project deliverables for current projects
- Developed FRS and design documents, corporate taxonomy, workflows, Gantt charts for client content management project including staging plan for leveraging enterprise content management toolset investments into other business functional units both internal and external
- Developed standard toolsets and documented plans for management of SDLC using RUP iterative methodology, requirements management, risk management, and communication plan
- Provided user documentation and training, integration with management systems, networking and printer/plotter configuration, migration, and archiving strategy

**NAME OF COMPANY** - Anytown, ST  
Associate Director – Global Systems

04/2003 – 09/2003

Responsible for the management of global submission systems implementations: including budgeting, business process redesign, compliance recommendations, technology solutions, proposal creation, client management, Manage direct staff of five professionals and 50 matrix team members.

- Implementation of systems validation process including FDA compliant, pharmaceutical and systems best practices including policy structure requirements through operation procedure and work instructions
- Development of transnational business model for internal global project management and communication. Implementation of Change Management tools and strategies to enable systems integration, team building, team buy-in, and acceptance
- Initiated cultural perceptivity tools, such as cross-communication strategies, cultural sensitivity classes, cultural knowledgebase, global MS project templates for management of deliverables in multiple time zones and holiday schedules

**NAME OF PHARMACEUTICAL COMPANY**, Anytown, ST  
Technology Manager – Enterprise Systems

06/2000 – 04/2003

Responsible for the investigation and implementation of enterprise wide high-value technology solutions. Responsibilities include cost justifications, formation and management of cross-functional teams, communication plans, marketing collateral, compliance, and execute organizational change management practices to existing application users to enhance system acceptance. Manage development, project management, and validation staff of fifteen to thirty contactors and employees.

- Achieved 45% increase in submission compilation with a 95% decrease in overtime resulting in an overall cost savings of \$85,000 per compound
- Provided capabilities for regulatory management to snap shot the exact percentage of submission dossier completion that also enabled the publishing team to anticipate resource needs; and compound teams to better manage deliverables
- Enabled compound teams to login once and search across docbases, and quickly determine status of submitted documents
- Achieved annual ROI of 330% based on timesavings of 30 minutes per day per developer. Ability to rely on the integrity of the archived builds for roll-back

## EDUCATION

Anytown College –BS Computer Science, Summa Cum Laude  
Anytown Graduate School of Management – MBA (current)  
Name of University – Software Engineering Institute - CMM Certification  
Project Management Institute – PMP Certification in process

## TECHNOLOGY

**EDMS/Publishing:** Adobe, Documentum EDMS98, 4i, 5.x, RiteSite, WDK Space, WebTop, Web Publisher, AnnoDoc, CoreDossier, docuBridge, Qumas Suite, PitStop Pro, Input Accel, eRoom 7, WorkSite, TeamSite, MailSite

**Development:** Visual Basic, ASP, JRun, Java, C/C++, J2EE, XML/XSL, .NET, Oracle, SQL, Microsoft Visual Studio, BEA Weblogic, JBuilder, Websphere, Tomcat, Documentum Administrator, Site Caching Services, Java SDK, Content Server, Digital Asset Manager, Application Installer, Inter-Enterprise Workflow Services, Visual FoxPro, Crystal Reports, Macromedia Director, Flash, Dreamweaver, Access, Arbortext E3, AutoRender, PDFaqua

**SDLC/PM/Configuration Management:** Microsoft Project, RUP, MacroScope, Primavera, PMI, PM-BOK, CMM, XPe, StarTeam, CaliberRM, TestDirector, PVCS, Rational Suite – ClearCase, ClearQuest, SoDA, TeamPlay, Visio, IEEE Standards for Software Engineering