

DONALD J. CASE

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Senior Consultant specialized in complex *must-do* initiatives in breakthrough markets. Systematically orchestrates global team work-streams from concept through closure. Architects best practices for optimal project performance. By example, coaches teams to world-class capability, characterized by clear vision, rich collaboration, quantitative feedback, challenge, courage and commitment, and on-time results.

CORE COMPETENCIES

- Hosted Systems Program Management
 - eCommerce Project Portfolio Management
 - SDLC Standards and Quality Principles
 - Collaboration Methods and Systems
 - Change Management Facilitator
 - RUP, Agile, Scrum, PMI PMBOK
 - DMAIC Six Sigma Principles
 - Enterprise Systems Integration, SQA Principles
 - Knowledge Architectures. UE Principles
 - Enterprise 2.0 Content Management Principles
 - IBM Base Warehouse, DB2 V9.5, IIS ETL, Rational Tool Suite, Confluence, Jira, SharePoint, MS EPM, Mercury, FrontPage, Visio, MindJet, SBS 2008, Exchange 2008, XML/XSLT
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PROFESSIONAL CONSULTING HIGHLIGHTS

PROGRAMS:

- Deep domain experience coordinating business intelligence projects on complex enterprise platforms.
- Proactively manages scope, schedule, budget and quality, maximizing project and product deliverables.
- Architects processes for sustainable managed services on delivery enablement platforms.
- Creates actionable success criteria and performance telemetries. Institutes agile cultures for timely and regular deliveries.
- Cultivates an environment of systematic open collaboration around deliverables, dependencies, risks and mitigations.
- Transforms geographically distributed teams to deliver world-class results at maximum operational efficiency.

PROJECTS:

- Facilitates team knowledge; estimating, modeling, planning, utilization, scheduling, tracking, ISO 9000 traceability.
- Architects collaboration; leverages project and product knowledge, maximizing comprehension in the geographically distributed enterprise. Recognized best practice collaboration Wiki in Cisco Customer Advocacy.
- Models work-streams; through stakeholder collaboration, network analysis, work analysis, resource capacity. Recognized best practice project planning/modeling/tracking system and methodology in EMC/Documentum.
- Enterprise systems quality domain expert; plans, designs and implements software characterization strategies and projects for complex enterprise system software, resulting in streamlined release cycles for downstream service packs.
- Designs and facilitates six-sigma initiatives (DMAIC), CMM assessments, root-cause post project assessments.

PROCESSES AND TOOLS:

- Enterprise 2.0 process architect for matrix virtual teams; team-building, knowledge comprehension, telemetry tactics, collaboration tactics, tools customizations, info. security, resource management, program integration.
- PMBOK and Agile architect for geographically dispersed stakeholders. Uniquely tailor systems development processes, methods and tools for world-class performance.

CAREER SUMMARY

Senior Consultant - Macys.com

- Macys, Inc. conducts electronic commerce direct to consumer mail-catalog businesses, Cincinnati, Ohio 2007 to Present
- Senior Program Manager - Integrated Data Management v1 - Consulted to four geographically distributed teams (30+) to add mission-critical eCommerce data services, enabling rapid-response decision support for numerous online initiatives.
 - From inception through closure, coordinated Data-Center Operations, IT Operations, eCommerce Applications, Offshore Engineering, and Business Analytics, to deliver ETL, MDM, and data-syndication services for data analytics and BI.
 - Facilitated vendor selection, contract negotiation, and execution of all vendor deliverables.
 - Led charter, scope, cost budget, schedule, change management, risk management, and business acceptance activities.
 - Consulted to vendor and dependent teams on agile and RUP processes to fulfill all business and technical requirements.

Cisco Systems, leading supplier of networking equipment & network management for the Internet (MSQUARED CONSULTING, INC., San Francisco, CA 2006 to 2007)

Senior Consultant - Cisco Systems

- Technical Program Manager - Cisco Smart Care Service v1 - a ground-breaking comprehensive network care and improvement service for small and medium-sized businesses, proactively remotely verifying network security, reliability and performance.
- From concept through closure, directed tools program execution across 5 program tracks, collaborating with product management, services marketing, local and offshore engineering, vendors, and initiative program teams, to successfully deliver a SAAS business initiative. Maintained focus on delivering commercial capabilities, enabling self-serve network troubleshooting and resolution.
- Planned and facilitated day-to-day program progress on deliverables, dependencies, tasks, risks and impediments through all phases. Led product knowledge transfers, building critical capability maturity.
- Facilitated commercial support tools deliverables throughout the initiate, plan, execute, control, and close phases. With a specific focus on cross-geographic and cross-functional collaboration, worked with business owners to develop the team charter, and with stakeholders to formulate and define the scope and objectives for the project. Facilitated multiple break-out teams to define project requirements and deliverables.
- Architected and facilitated an issues-actions tracking process and system - proactively addressing scope, schedule and resource impediments - achieving best practice recognition in CA.
- Process Improvement; Architected and deployed a knowledge Wiki - scaling critical communication, context and collaboration across globally distributed tracks, leveraging emerging program and product knowledge.
- Process Improvement; Architected and deployed a quality feedback processes and system - illuminating critical progress for deployment decision-makers.

EMC, Inc. #6 largest software company in the world (Documentum division), Pleasanton, CA

1999 to 2006

Senior Staff Program Manager

- Recruited as Program Manager; advancing to Senior Staff Program Manager - serving all globally distributed business units; reporting to the VP, Global Programs.
- Led multiple program releases for over 15 globally distributed software development projects - simultaneously releasing portfolios of 50+ software products, in 500+ configurations and seven different languages every 4-18 months, impacting revenue more than \$200MM.
- Proactively addressed global stakeholder expectations, changes and corrective actions to program scope, schedule, cost, risks and mitigations. Determined quality standards, quality processes, performance metrics and baseline policies.
- Designed and deployed over 50 collaboration sites, as well as related interaction processes, across the global enterprise for monitoring and controlling critical real-time project knowledge - deliverables, issues, risks, builds, test-results, and dependencies.
- Guided multiple program stakeholders on how to manage global programs and projects using collaborative project sites and other project management tools.
- Mentored managers of engineering programs and projects in effective project scheduling with MS EPM fundamentals - WBS, enterprise resources, enterprise dependencies, and enterprise activity networks.
- Created and managed multiple MS EPM resource-leveled schedules for engineering, quality assurance and program management functions.
- Facilitated process improvement planning and root-cause analysis focus groups aligned with corporate six-sigma quality initiatives. Created process improvement plans.
- Utilized company-wide content management capabilities, centralizing all project digital assets for collaboration.
- Deployed MS Enterprise Project Management Server, enabling progress tracking through over 400+ product releases worldwide; set companywide benchmark.
- Updated and approved SOP documentation with new program methodologies, policies, processes and project templates.
- Facilitated cross-functional globally distributed stakeholder meetings, executive committee meetings, and post-mortems.
- Active Member of EMC's PMO Office - Corporate Governance Committee; representing 5 business units on RCA, Requirements Knowledge Platforms, Defects and Change Management Platforms, Progress Metrics, and Standards meeting SEI CMM compliance. Led numerous software process improvement initiatives.
- Led SQA team of 5 to expedite several major enterprise Web application releases during period of corporate transition.
- Introduced benchmark quantitative QA methods and automated testing to enhance control/productivity across global units.
- Inherited/restructured 6-member UI Design unit from value-added consultancy to essential internal design/usability resource. Managed vendors. Evolved group into core function required for product delivery; set standards modeled companywide.

TECHMETRIC, INC./QQE, INC., Concord, CA

1995 to 1999

Management Consultant/Partner/CFO/CEO

- Co-founded 2 startup companies - manufacturers of HDD test and semi-conductor wafer-fabrication components.
- Grew revenues to \$4 million; managed IT, contracts, P&L, business development, and all corporate functions.

INTUIT, INC. leading provider of accounting, payroll, and tax solutions, Mountain View, CA

1991 to 1995

Software Quality Engineering Manager

- Built and managed 12-member SQA team responsible for release of industry-leading application, QuickBooks 1.0.
- Implemented automated testing solution to achieve 3-fold productivity improvement.

Previously held positions of increased responsibility in programming and project/program management with Software Publishing, Inc., Dest Corporation, Western Business Computers, Inc., and Fairchild Semiconductor.

ACHIEVEMENTS

- Program Portfolio: Macys.com's Integrated Data Management Services v1 | Cisco's [Smart Care Service v1](#) | EMC/Documentum's [WebTop v1](#), [AppConnector v1](#), [Web Publisher v2](#) | Intuit's [QuickBooks v1](#)
- 10+ years leading scalable multi-tier mission-critical systems deployed on SOA architectures.
- 10+ years architecting and leading development operations programs - spanning IT, business, and vendor functions.
- 9+ years SDLC methodologies and best principles (Agile, Iterative, RUP, Waterfall).
- 6+ years managing scalable multi-tier mission-critical software programs - based on Java/J2EE (including JNDI, EJB, JMS, JDBC, JSP, Servlets) technologies and web services technologies (including UDDI, WSDL, and SOAP).
- 6+ years architecting out-sourced/off-shore development operations.
- 4+ years delivering high-visibility operations telemetry to Fortune 100 C-level business stakeholders.
- 6+ years serving as PMO for local and offshore enterprise systems operations.
- 5+ years planning and executing technology roadmaps for VP of Global Programs.
- 2 years leading User Experience Operations - Web Content Management, deployed in over 1MM active seats world-wide.
- Architected and led numerous Collaboration and Portal deployment initiatives for globally distributed operations.
- Authored numerous project proposals, including feasibility, costs, work activity analysis and schedules.
- Led MS Project Enterprise Server deployment across geographically distributed functions, coaching and training at all levels.
- Led integration team to centralize acquired software quality assets on Test Director.
- Led requirements team to share acquired essential hardware and software assets on a shared intranet portal.
- Authored a requirements verification system - tracing requirements to all test specifications (MS SQL/Access front-end).
- Negotiated with vendors to assess new content management technologies, setup training, and manage escalations; Borland, Mercury Interactive, Microsoft, BEA Systems.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- MBA, Saint Mary's College, 1988. BS, Computer Science, San Francisco State University, 1980
- PMP - Project Management Professional, (sitting for exam 2009)
- CSM - Certified Scrum Master
- Various management (Six Sigma)/technical courses, EMC University