

Richard R. Cordell, MA, PMP

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IT PROJECT MANAGEMENT

Applying people, problem-solving, and technical skills to improve individual and organizational performance.

Expert in balancing business, technology and customer needs to produce client-focused solutions that enhanced customer satisfaction and drive business growth. With technical expertise led multiple projects with cross-functional teams spanning multiple platforms. Reputation for high quality, integrity, as well as, excellent communication with all levels.

ACCOMPLISHMENTS

- Developed training material for over 9,000 associates to provide Home Loan Fulfillment for both Bank of America and Countrywide.
- Develop and put 2 new products in production targeting increasing revenue by 30%
- Implemented multiple platforms and multiple projects with separate schedules on time
- Reduced expenses by \$300,000 for cost reallocation

PROFESSIONAL EXPERIENCE

Bank of America – Global Learning – Jacksonville, FL 2009 – 2010

Consultant/Project Manager (Via-Source)

Managing transition of Countrywide Home Loans to Bank of America learning experience.

- Managing the development and deployment of learning materials for 9,000 associates for Loan Fulfillment System for Home Loan Fulfillment by Countrywide and Bank of America. This includes web based training, instructor lead training, virtual instructor lead training and simulation. Managed a Cash Management Associate On-Boarding project requiring understanding of the BAU process.

Allstate Dealer Services – Jacksonville, FL

2007–2009

Consultant/Project Manager (Matlen Silver Group)

Oversaw the enhancement of existing products, services and the development of new products.

- Managed 3 web based projects providing agents with e-business information supporting the management of the products being sold. Increased the timeliness of the information by 3 weeks, reduced support calls, and printing and distribution of reports to the agents.
- Developed and deployed 2 new products; Paintless Dent Repair (\$1 M) and Vehicle Service Agreements (\$5 M) . Coordinated implementation with 2 external vendors. Delivered on time and within budget.
- Products targeted to generate a 30% increase in revenue.
- Used Agile Daily Scrums in managing some projects.

Blue Cross Blue Shield of Florida – Jacksonville, FL

2006–2007

Consultant/Project Manager (Business Technology Group)

One of 3 project managers involved in managing multiple \$6-8 Million projects for Siebel releases. Guaranteed all interfacing external systems accomplished enhancements on time and within budget.

- Managed 3+ projects per release for Siebel releases (\$6-8M per release) accomplishing all interfacing Web, Imaging, Middle-Ware and Data Warehousing Systems completed enhancements on time and within budget. Implementing on time and within budget required coordinating the release schedule from 3 different departments.

Nelnet Corporation – Jacksonville, FL

2003–2006

Project Manager

Led projects with a student loan company to increase the ease of doing business with the schools, loan guarantors, lenders, and students.

- Administered 3 concurrent projects encompassing national virtual teams of 20 people. Changed online and batch processes to improve the accuracy of calculations on screens, reports and files. Increased confidence of the schools, lenders and reduced support calls.
- Directed project of 10 business people from 7 departments to improve process that was causing refund issues for lenders and students. Completed on time and within budget. The customers were very satisfied.
- Led the industry by preparing the company for next generation of data structures mandated by the government using XML format for communication with schools, guarantors, third parties and other lenders.

Citibank FL – Jacksonville, FL

2003

Consultant/Project Manager (Nu Info Systems)

Managed projects focused on increasing business card usage, sales and reducing processing expenses.

- Concurrently managed 2 business card and consumer card applications responsible for analytics. Provided business with better tools to support customers and identify additional revenue opportunities.
- Orchestrated project selling business cards to consumer card customers with expectations of a 10% increase in revenue.
- Automated 300 batch jobs which were run manually monthly saving \$300,000 annually for cost reallocation.

Blue Cross Blue Shield of Florida – Jacksonville, FL

2001–2003

Consultant/Project Manager (Business Technology Group)

Member of the Information Management Organization – managed a data warehouse project to gather all medical expense data.

- Set up a medical expense data warehouse designed to identify savings. 1% savings would reduce expenditures by \$5,000,000.

Assigned to Empower Initiative – managed 1 of 6 platforms to create new insurance products on the Care Support Platform.

- Oversaw project for Care Support Platform of the Empower products designed to enhance subscriber medical experience and enhance company revenue. Work was done on time and within budget.

Citibank – Jacksonville, FL

1999–2001

Consultant/Senior Project Manager (Nu Info Systems)

Charged with converting Credit Card Applications from Universal Card Systems to Citicard Systems

- Supervised 30 local applications requiring converting or retiring and the conversion weekend.
- Converted 30 Million credit card accounts with an accounts receivable balance of \$18 Billion.
- Achieved largest account conversion by Citibank by 5x on time and within budget.

EARLY CAREER CONSULTING PROJECTS

Warner Publisher Services, Tampa, FL
Time Customer Services- Tampa, FL
Watkins Motor Lines - Lakeland FL
Cincinnati Bell Information Systems, Maitland, FL
AT&T, Orlando, FL
Visa Corporation, San Mateo, CA
Coopers & Lybrand, San Francisco, CA
Levi Strauss &Co, San Francisco, CA

EDUCATION & CERTIFICATIONS

Certified ScrumMaster, Scrum Alliance

Rational Unified Process (RUP) Training, Blue Cross Blue Shield of Florida

Certified Project Management Professional, Project Management Institute

M.A. - Computer Resources & Information Management, Webster University, St. Louis, MO

B.A. - Political Science, California State University at Northridge, Northridge, CA

TECHNICAL SKILLS

HARDWARE System/360, System/370, System/390, AS/400

APPLICATIONS Word , Excel , PowerPoint , Visio , Microsoft Project , COBOL, MVS , CICS, DB2, UDB, UNIX, JCL, MQ Series, Editors—VI, ISPF, ROSCOE, Rational Unified Process (RUP) , UML , Use Case , XML, SQL, Access, Siebel, .net, J2EE, MQ Series,