

Patrick F. King

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SUMMARY

An experienced Project and Services Delivery Manager with extensive supporting analysis and business skills in: business analysis and strategy development, business process redesign & knowledge management, business development and analysis, computer systems planning and management, strategic marketing program development and implementation, and financial controls. Proven ability in analyzing and developing business, penetrating markets, and increasing competitive posture in several industries. An influential leader who can build team performance and direct an organization to excellence having successfully managed multimillion-dollar, multinational Business and IS/IT projects and teams of delivery managers. Strong communicator, comfortable at the President/CEO level with major national and international clients.

KEY SKILLS & EXPERIENCE

Over 15 years full lifecycle Project Management experience in structured environments (to include standard SDLC and PMI based methods). Particular skills/knowledge in ...

THIRD PARTY MANAGEMENT

- Vendor selection, negotiation and commercial agreements including service level agreements (SLA) and support requirements plus day-to-day Project Management.
- Joint venture developments – Negotiation and Project Management.
- Bid preparation and delivery to private and public sources.
- Project troubleshooting and turnaround.

CONTROLS

- Processes and procedures for successful IS development.
- Project and Development Quality Assurance and Quality Control.
- Test specification including integration and UAT (User Acceptance Testing).
- Business process analysis, development rationalisation (BPR and Knowledge Management).

TECHNOLOGIES

- Retail Banking front office (Teller, New Accounts, CRM) and back office Operations, (ATMs, 3rd Party interfaces, reconciliation & processing, core systems and analysis)
- Telecom WMC, NISC and DISPATCH implementations and upgrades including billing, call center, provisioning, and mediation systems. Process and Infrastructures to support these.
- Web projects for internal unit support including Oracle based projects on Unix (HP9000, SUN and COMPAQ) platforms.
- Disaster recovery and business continuity planning for both IS/IT and the client.
- Microsoft Word, Excel, PowerPoint, Project98, Project2000 and Visio.

ANALYSIS

- Business, technology and user requirements capture, analysis and reconciliation.
- Business case production, presentation and realization.
- Strategy – Needs and market analysis. Production of RFP, RFQ documents.

TRAINING & EDUCATION

- Bachelor of Science – Business Administration: Organizational Behavior, Lesley University, Cambridge, MA
- M.B.A. – Bentley College, Waltham, MA (degree course work in progress)
- Project Management – New York University, NY, NY (certificate issued).
- Work Place Computer Skills – Rutgers University (certificate issued)
- Banking –Management & Growth Techniques – University of Connecticut.
- Systems Analysis & Design courses – Northeastern University, Boston, MA
- Professional Selling – Bryant College, Smithfield, RI
- Strategic Value Selling – Oracle University

- Various courses including IT, personal development, team building, quality, project leading, budgeting, Human Resource law and practice, general management training.

ACHIEVEMENTS

CONSULTING ASSIGNMENT HIGHLIGHTS

- 2001 – Present
- Project Managed analysis and process improvement initiative to include: Business processes and workflow, key employee interviews, Best Practices recommendations, and resource capacity planning recommendations.
 - Produced Statement of Work, business project plan, forecasts, marketing plans, collateral system, user and marketing materials and developed content for and authored web sites for business industry use and business expansion.

CONSULTING ASSIGNMENTS...

2001 - 2007

HSBC

2007 -
PRESENT

Senior Project Manager - responsible for guiding and directing the activities of a team to meet project deliverables by creating a culture of ownership and accountability. *Consulting position of Senior Project Manager for software development projects involving management of all phases of the SDLC, working with all PM tools & templates including business/system requirements, timelines, jeopardies, etc.*

- Used Project Management skills to manage production issues to resolution.
- Conduct user JAD sessions and document processes and scope..
- Produce a Project Plan to manage analysis and solution development phases leading to solution.
- Managed all aspects of project and resources to develop, document and implement the IT project.

FIRST FINANCIAL BANCORP (DEMOS SOLUTIONS)

2006 - 2006

Project Manager - Consulting position to analyze needs of re-organized Retail Bank and Project Manage discovery initiative across branch network to identify staff Capacity, Operational and Development process improvement potentials.

- Initiated a three month project to evaluate in-house / in branch business processing platforms to handle all work activities from different sources and to facilitate the implementation of efficient resource management techniques and system based solutions. Project Managed discovery & analyzed Retail Banking client business against industry Best Practices.
- Conduct onsite interviews and document processes against Best Practices.
- Documented non-core processes and system tasks so that the work could be eliminated or transitioned to an effective replacement solution.
- Established strengths, weaknesses, and growth potential. Performed GAP analysis.
- Produce a Project Plan to manage analysis and solution scoping phases leading to trail deployment of the Capacity planning solution set.
- Produced a project SOW (statement of work) plan to project drive direction and maintain client buy-in.
- Actively participated in new product release UAT testing to identify logic errors and all of the paths that a user could follow and all of the combinations of events that could occur.

HUNT AND ASSOCIATES CONSTRUCTION

2001 - 2004

Interim Strategy Officer and Marketing Manager – Project Management Consultant reporting to Chairman; Phase 1 - determine new business opportunities; Phase 2 - build business model and then prepare it for profitability and eventual sale.

- Analyzed the business against industry needs using peer-to-peer industry research data to identify and implement Best Practices.
- Defined and documented strengths, weaknesses, and growth potential. Performed GAP analysis. Produced a

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business and marketing plan to drive direction and growth of the unit.

- Analyzed current operation and liabilities and produced 24/7 response & recovery plan.
- Created a Call Center and support structure to meet immediate dispatching priorities and contractual arrangements while re-negotiating deliverables and timescales using face-to-face meetings with clients in order to gain stronger financial positions.
- Created and documented processes covering all business activities (including those for project and bid management).
- Rejuvenated existing sales operation by proposing and implementing a marketing and sales plan that concentrated on key strengths in both new and existing markets.
- Created marketing and sales materials, brochure kits, pricing schema and packaging. Performed sales visits to existing and potential clients. Conducted technical discussions, wrote proposals, and won two extended contracts (Nationwide Insurance, Fireman's Fund Insurance).
- Supported software development and marketing of MobileTed (project estimating tool set), now highly marketable, to businesses and for national distribution via CompUSA.

EMPLOYMENT HIGHLIGHTS...

CINGULAR WIRELESS

2004- 2005

Key Accounts Manager - Responsible for Western Florida Region major named account client relationship management and incremental strategic business development, consulting services sales, strategic business value analysis, and delivery of new sales objectives for named key accounts within the Region. Improved month over month customer satisfaction, new business and increased business growth in the region. Due to the AT&T merger and subsequent adaptation of the AT&T B2B model this position was eliminated.

- Obtained highest level of Cellular Voice & Data knowledge Certifications / Certification within corporation. Completed with Honors Cingular's intensive resident sales training program.
- Managed product delivery and services for major account expansion of Cellular Voice and Data Solutions. Conducted commercial and end user product offering presentations and formulated solutions and negotiations for business use deployment within territory.
- Project managed services delivery and cycle management via Web based Sales Management and Contact System entries (Seibel CRM).
- Designed and proposed Business Solutions based on end user ROI that maximized system capabilities to reduce user costs, increase chargeable items, and cater to cellular services expansion via GSM network. Proposals included existing corporate and third party solutions. Ran "proof of concept" trials for service, support and content distribution.

ORACLE CORPORATION

1997 - 2000

Solutions Services and Consulting Manager - Project Management & Services responsible for South Eastern area major named account client services relationship management and incremental strategic business development, consulting services sales, strategic business value analysis, and delivery of Premium Support Services within the Region. Improved month over month customer satisfaction, new business and increased business growth in the South East. Used targeted relationship development and end customer sales skills to gain results. Developed positive customer outcomes formulated on strategic value assessment and process based analysis that led to greater customer/client profitability, improved revenues and achieved higher customer satisfaction scores. Developed and managed a team of senior consultants focused on delivering value added contracting services. Identified opportunities, channeled escalate customer issues, sold/closed, staffed/managed consulting services business primarily in the South Eastern Region. Led successful engagements at client locations by managing all aspects of the engagement to include Strategic Value Assessments and Improvements Matrixes. Responsible for team recruiting, growth, education, business and client relationships.

- Managed (hired & staffed) a technical unit team of Oracle Developers and Consultants, Project Managers and DB A, Analyst/Test specialists to form Consulting Delivery Group. Managed group on daily basis (Direct team of 15; Matrix teams to 35). Budget owner for Group and managed projects. (billings exceeded. \$6m; 1998, 1999, 2000).

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- Gathered and assessed requirements and coordinated services delivery efforts to obtain a profitable return.
- Provided technical expertise to the projects and Oracle Account Managers during implementations. Collaborated with upper management and followed through with Statements of Work (SOW) that described the Project Scope, Resource Requirements, and Deliverable time lines.
- Used formal Project Management (Oracle/PMI based), acceptance standards, requirements, capture/sign-off and checkpoint meetings to control cost, timeliness and quality of deliveries from multi-site and geographically dispersed suppliers.
- Worked with US and European business analysts and managers to develop detailed business requirements; data architects to improve data access performance; and QA personnel to create end-to-end system tests to ensure that the application functioned in accordance with the specifications
- Owned internal and client relationship. Negotiated on behalf of internal customers with third party suppliers regarding requirements operational/technical capabilities, training, timescales, risks, costs and legal issues.
- Initiated and managed the delivery of Major projects – Oracle Projects (PWC Global); Call Centre CRM systems (various); web presentation and facilities access (Disney, FedEx); Warehouse & database tuning (GMAC Lending, Duke University); Financials Settlements and Data Bases (multiples).
- Project managed the benchmark initiative of “Oracle Projects” global deployment within a major corporation (included US & UK entities). Created/Produced/Document ed risk assessments, mitigation, upgrade and replacement plans and system test requirements for all IS/IT and Projects systems. Managed the project using both face-to-face, conference calls, testing plans/documentation and brainstorming groups. Reported to UK and US Project review boards.
- Analyzed client’s operational processes. Revised and rationalised these resulting in a new and expanded engagements.

INTEC SYSTEMS, INC

1994- 1997

Project Manager and Relationship Manager - Business Process Improvement consulting, responsible for performing Business Process (BPR) improvement engagements and establishing the company's business process redesign consulting operations at client locations and analyzing & implementing ongoing process improvement solutions, development and management. Project managed all aspects of the engagement's scope and work to include client relationship management, proposal generation, scope-of-work, engagement implementation and success tracking/metrics. Responsible for onsite business relationship, project scope and client satisfaction, new business development, project management, development, reporting, staffing and delivery performance.

- Lead Project Manager - Full lifecycle responsibility across the client engagement for Business Process Centered project improvement definition, scope management, documentation, timeliness and reporting.
- Worked with various business units to get their products or solutions online through various system based implementations and custom code development. A/B split-testing of stand-alone offers pages to determine the most effective method for delivering a solution.
- Created, tracked and managed risk assessments, mitigation, upgrade and replacement plans plus test requirements for all solutions within WMC, NISC & CO units/systems.
- Assessed software vendor solution suppliers with both face-to-face meetings required UAT acceptance documentation. Audited solution build and service plans through to and including implementation.
- Ran Best Practices scenario and brainstorming groups: JADs & JARs.
- Interacted with senior management; gathered requirements; and worked closely with user interface specialists and graphic designers
- Wrote extensive test plans to identify all of the paths that a user could follow and all of the combinations of events that could occur
- Assessed and renegotiated contracts and established controls leading to successful delivery and acceptance of solutions and systems.
- Analyzed operational processes and created Business Process Flow maps and supporting Knowledge Based Flow Diagrams.
- Project Managed Process Modelling software and standards and consistency of knowledge domain library by creating and publishing standards

- o Designed and proposed solutions and components to maximize system capabilities to reduce client costs (ROI).
- o Brought together Consultants, Project Managers and Analyst/Test specialists to form teams and areas of focus/responsibility (Direct team of 25; Matrix teams to 75 - overall annual project budgets exceeded. \$44m).
- o Used formal Project Management (PWB/PMI based), acceptance standards, requirement capture/sign-off and checkpoint meetings to control cost, timeliness and quality of deliveries from multi-site and geographically dispersed suppliers.
- o Owned projects and client relationship. Negotiated on behalf of client customers with third party suppliers regarding requirements operational/technical capabilities, training, timescales, risks, costs and legal issues.
- o Major projects – Telecom: Dispatch, CRM, WMC, NISC, CO. Banking: Bond Processing, Call Center processes
- o Produced risk assessments, mitigation, upgrade and replacement plans

FIRST LINK OF FLORIDA

1992- 1994

Regional Vice President of Sales- Established the company's expanding Florida market territory for credit card processing services. Managed operations and staffing within the territory to include managing District Offices and sales staff. Created product marketing, pricing and packaging strategies. Managed major business expansion and analysis, bank/client interactions and merchant relationships.

- o Managed sales for territory: merchant credit card processing
- o Created and trained a field based Direct Sales team
- o Supported Great Western Bank in its' commercial business unit expansion initiative.
- o Designed and proposed solutions for merchant card processing services: support deployment, training and hardware distribution.
- o Collaborated directly with business units to assess the technical impact of business requirements and to reach consensus on alternative solutions when necessary in an effort to maintain a consistent yet flexible architecture
- o Used contact manager techniques and software to manage and report on sales activities

PHOENIX GUIDANCE SYSTEMS, INC.

1989- 1992

Provided project Management and strategic business process improvement, knowledge management, systems design, marketing analysis and operational management to banking clients. Consulting practice focused on the financial services industry and worked with clients to identify technology based opportunities, product directions and business growth/expansion opportunities as well as market penetration strategies for vendor clients

- o Project Managed sales delivery and services delivery for business expansion of Retail Banking Systems Solutions.
- o Designed and proposed solutions to enhance client ROI.
- o Provided technical expertise during implementations with upper management and followed through with statements of work that described the project scope, resource requirements, and deliverable time lines.
- o Used formal Project Management, acceptance standards, requirements capture/sign-off and checkpoint meetings to control cost, timeliness and quality of deliveries from multi-site and geographically dispersed suppliers.
- o Owned internal and client relationship. Negotiated on behalf of internal customers with third party suppliers regarding requirements operational/technical capabilities, training, timescales, risks, costs and legal issues.
- o Major projects – Industry Specific Training (Oracle, DEC)

WANG LABORATORIES, INC.

1986- 1989

Director of Marketing - Global responsibilities for this \$3 billion computer company's banking systems and software business. Developed and managed the Global/Strategic message and worked closely with prospects and installed customer base to capitalize on advanced technology solutions and value based implementations. Created corporate marketing plans, analyzed business expansion opportunities, evaluated and approved hardware/software acquisition, managed major customer relationships, coordinated field activities, and managed overall strategic business development and expansion programs.

- o Managed sales for global major account expansion of Wang's Retail Banking Industry Solutions.
- o Collaborated with CEO, COO, CIO to architect a custom-built Banking solution that included functionality to streamline the customer records management process, centralize demographic and account information, manage

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- customer accounts, simplify additional product creation, and develop CRM views.
- Created & conducted prospect and end user product offering presentations
- Formulated product marketing solutions and negotiated business agreements for solution deployment.
- Designed and proposed solutions Wang's hardware system capabilities. Proposals included both corporate and third party solutions.
- Created and articulated global marketing direction and message to Wang's field based sales force.

ARTHUR D. LITTLE, INC.

1980- 1981

1984 - 1986

Provided strategic business process improvement, knowledge management, systems design, marketing analysis and operational management to banking clients. Consulting practice focused on the financial services industry and worked with clients to identify technology based opportunities, product directions and business growth/expansion opportunities as well as market penetration strategies for vendor clients

- As a Project Manager and Senior Consultant to the Financial Services Industry – Maintained consultancy lifecycle management and responsibility across the Business for engagement proposal, definition, agreements, services delivery, results acceptance and project operational readiness of Banking systems and Best Practices.
- Engineered the migration of the Core Banking Systems and decision support system to in-house production.
- Provided technical expertise to the project and account managers during implementations with upper management and followed through with statements of work that described the project scope, resource requirements, and deliverable time lines.
- Managed sales of consulting services to attain and surpass group targets within industry.
- Conducted product presentations and formulated solutions and negotiations for services.
- Project Managed Process Improvement and Systems selection consultancy projects.
- Worked in concert with client organizations to identify, design and propose solutions to enhance market share and provide ROI.
- Worked with and managed matrix type organizations of consultants, managers, analysts and programmers in the delivery of these consulting services.
- Used formal Project Management acceptance standards, requirement capture/sign-off and checkpoint meetings to control cost, timeliness and quality of deliveries from multi-site and geographically dispersed suppliers.
- Owned internal and client relationship. Negotiated on behalf of internal customers with third party suppliers regarding requirements operational/technical capabilities, training, timescales, risks, costs and legal issues.
- Major projects – Core Systems (CambridgePort Bank, Peoples Bank, Bank of Riyadh); Vendor solutions (various: DEC, NCR, MasterCard)

SOFTWARE SERVICES OF AMERICA, INC.

1981- 1984

Provided strategic business process improvement, knowledge management, systems design, marketing analysis and operational management to banking clients. Consulting practice focused on the financial services industry and worked with clients to identify technology based opportunities, product directions and business growth/expansion opportunities as well as market penetration strategies for vendor clients

- Full Project Management lifecycle responsibility across the business for retail banking solution delivery, documentation, data migration, integration, acceptance and operational readiness of Teller, New Account/CRM, ATM, credit card processing, and systems inter-operability and processes.
- Directed the software development efforts of 6 programmers and provided mentoring to prepare them for taking on more responsibility at the end of the project
- Introduced the use of advanced software development techniques such as source control, code reviews, and test plans for development
- Implemented project controls and maintained aggressive delivery schedules, collaborating with multi-unit application teams to staff projects and deliver customized coded solutions. Enabled the delivery of multiple on-line retail banking new customer solutions on-time without increasing the project budget
- Managed technical support for major product and account expansion of RBS (Retail Banking Systems) software

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solutions. Conducted prospect and end user product offering presentations and formulated training.

- Project Managed introduction and implementation of a PBM (Personal Banking Machine/ATM) solution and customizations.
- Designed and proposed solutions to components to maximize system capabilities to enhance client/customer ROI. Ran “proof of concept” trials for service, support and content distribution.
- Managed teams of Consultants, Project Managers and Analyst/Programmer specialists to form Professional Services Delivery Team. Managed group on daily basis.
- Used formal Project Management (SDLC/PMI based), acceptance standards, requirement capture/sign-off and checkpoint meetings to control cost, timeliness and quality of deliveries throughout the US and international market.
- Took over management of failing projects from other divisions. Assessed, renegotiated contracts and established controls leading to successful delivery and acceptance Branch automation and ATM systems.
- Managed joint venture developments: (CMS, American Express Military Banking Unit, IBM, NCR).

PERSONAL

- Married with 5 children • Clean Driving License.

INTERESTS

- PC and Web technology (<http://www.pfking.com/>) • Automobiles • Writing