

# L. V. "Ron" Keran, III

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## Summary

**Senior Project Manager/Business Analyst** with more than twenty years of experience in enterprise project management, business/process analysis and improvement, and systems implementation. Proven strengths in IT/systems management, human resources, and account management. **Experienced Business Process Outsourcing (BPO) professional** specializing in overseas outsourcing strategy, front and back-office program launch, outsourced program management, and the turnaround of failing client programs and engagements. Extensive international experience with call center and shared-services transition engagements and projects. Accomplished communicator to all levels of management with demonstrated efficacy in client/vendor relationship development.

## Key Skills

- Enterprise Project Management
- Business Process Innovation & Analysis
- BPO Program Implementation & Operations
- Service Level Assessment and Compliance
- HR Technology Strategy & Solutions
- Consulting & Practice Development
- Client Relations & Account Management
- Customer Driven Service

## Work History & Experience

### **TeleTech Holdings, Inc., Denver, CO**

*TeleTech Holdings, Inc. (TeleTech) is a global provider of onshore, offshore and work-from-home business process outsourcing (BPO) services focusing on customer management and enterprise management solutions. TeleTech maintains a network of nearly 40,000 workstations in 80 facilities found in 17 countries around the world. They service major global clients in sectors such as automotive, communications, financial services, government, health care, retail, technology and travel and leisure.*

#### **Program Director, Hewlett Packard - Asia**

**(07/2008 – 11/2009)**

- Managed the launch of this desktop support program in a provincial Philippines site with a staff headcount of 300+. Managed program/project requirements, developed tactics, and oversaw implementation activities to meet client business goals and objectives.
- Responsible for resource performance and Service Level Agreement adherence for desktop support and customer service lines of business. Interacted and consulted with Human Resources on matters of recruiting, training, hiring, discipline and discharge.
- Proactively engaged with HP to identify program system/service enhancements and/or new business opportunities.

#### **Sr. Project Manager/Business Analyst, Global Business Services**

**(01/2008 – 07/2008)**

- Responsible for developing the business transformation methodologies and an implementation toolkit for both internal and client-facing outsourcing engagements. Responsible for the planning and execution of Global Business Services (GBS) shared services projects.
- Performed business analysis to determine Human Capital, Operations and Finance/Accounting transformation requirements and led transition management activities for shared-services engagements.
- Developed detailed work plans, assessed project risk factors and developed alternatives to mitigate or eliminate risk.
- Conducted project meetings and tracks progress of the projects and partnered with GBS stakeholders to identify and achieve project objectives, and to mitigate risk throughout the project lifecycle.

#### **Sr. Manager, Human Capital Delivery | Asia/Philippines**

**(10/2006 – 01/2008)**

- Responsible for all project management functions from a human capital perspective associated with new Delivery Center launches and large client programs. Liaison between corporate and local/provincial human capital teams for all program launch efforts.
- Responsible for providing leadership and strategy regarding recruiting, talent acquisition marketing, human capital systems and processes. Ensured compliance with human capital processes/systems executed during Delivery Center and program launches.
- Led talent acquisition efforts for new international site selection activities by assessing local skills and candidate viability. Provided supporting analysis for the selection of four new Philippines Delivery Centers in 2006 and 2007.
- Assisted with the ongoing design of human capital and employee rewards practices and ensures site compliance with all HR policies and procedures.

## **Ceridian - Recruiting Solutions, Denver, CO**

*Ceridian is a global information services company that provides payroll processing, tax filing, benefits administration, and other human resources services to employers in the human resources, transportation and retail markets. Ceridian serves 25 million employees and 110,000 companies in more than 100 countries worldwide, including over 75% of the Fortune 500.*

### **Director, Enterprise Consulting**

**(10/2002 – 10/2006)**

- Developed and managed enterprise-focused practice with an emphasis on methodologies, tools, and technology to support product implementation for Fortune 500 firms.
- Involved in all aspects of software implementation services for this company.
- Implementation responsibilities included: Sales Support, Business Analysis, Development Liaison, Project Management, and post-implementation Account Management.

## **RSA Companies, Inc., Denver, CO**

*RSA Companies, Inc. is a former Enterprise Resource Planning (ERP) consulting company providing a full range of enterprise management consulting services including strategic business assessments, tactical and strategic planning, solution design and implementation and ongoing support to its clients nationwide.*

### **Director, Technical Services & Sales Support**

**(4/2002 – 10/2002)**

- Involved in all aspects of delivery of consulting services for this company.
- Responsible for supporting all sales efforts related to respective practice, to include sales and solutions presentations to clients, partners and potential clients.
- Responsible for directing selection of skills activity for both individual and project assignments and for managing projects to maintain client satisfaction with RSA services.
- Responsible for managing consultant staff and HR-related activities.

## **CedarCrestone, Atlanta, GA**

*CedarCrestone, ([www.cedarcrestone.com](http://www.cedarcrestone.com)) formerly Cedar and The Hunter Group, provides consulting, hosting, and managed services for the deployment, management, and optimization of Human Capital Management (HCM), Financial Management (FMS), Campus Solutions (CS), and Strategy & Analytics.*

### **Practice Director – eWorkplace**

**(4/2000 – 4/2002)**

- Responsible for building a regional practice to provide consulting and implementation services which leverage and extend ERP systems (PeopleSoft, SAP, Oracle, Lawson) to the web.
- Formed partner alliances with e-product vendors, closed sales efforts, staffed and managed strategy and implementation projects.
- Led vendor evaluation, project management and consulting efforts in the areas of human resources (HR) technology (employee self-service, manager self-service), CRM, HR knowledgebase, time and attendance, online expense, and enterprise portal strategy and implementation.

### **Account Manager/Transition Manager – Outsourced Enterprise Systems**

**(4/1999 – 4/2000)**

- Account and Transition Manager for a start-up consulting practice chartered with providing both remote and on-site support & development for ERP and self-service systems. Responsible for leading client proposal efforts, and determining solution strategies for a myriad of client technical and functional environments.
- Acted as transition/project manager to migrate clients from in-house supported systems to Application Management Outsourcing (AMO) or Application Service Provider (ASP) models of system support.

### **Managing Consultant**

**(12/1998 – 4/1999)**

Responsible for managing the testing and development teams chartered with ensuring Y2K compliance for enterprise financial information systems.

## **The Coca-Cola Company, Atlanta, GA**

**(1/1989 – 12/1998)**

*The Coca-Cola Company, ([www.coca-cola.com](http://www.coca-cola.com)), the world's leading manufacturer, marketer, and distributor of nonalcoholic beverage concentrates and syrups, used to produce more than 230 beverage brands in over 200 countries.*

### **Manager, Global Groupware Operations and Administration**

Manager of a global support team tasked with monitoring and administering The Coca-Cola Company's worldwide groupware systems to include e-mail, enterprise group calendar, shared data repositories, and globally accessible intranet content.

### **Subject Matter Expert, Year 2000 Client/Server Compliance**

Responsible for ensuring Y2K compliance of hardware, application and operating systems for the Novell Netware and Windows NT server platforms for The Coca-Cola Company.

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## **Global Support Consultant, Middle and Far East Regions**

Provided support and consulting services for The Coca-Cola Company global MIS departments and Bottler locations in the Middle and Far East, Australia, and eastern-Russia during the phase-out of company-proprietary groupware system.

## **Client/Server Operations Manager, 1996 Olympic Games**

Responsible for research, development and implementation of server environment and support scheme for the client/server platform used by Coca-Cola's Olympic Hospitality Group during the 1996 Olympic Games.

## **Network Technology Analyst – Corporate and Fountain Divisions**

Network design engineer and project manager for Coca-Cola Fountain division data network rollout Implemented LAN/WAN environment for all area and district level offices. Assumed network support responsibility for sixteen U.S. sites post-rollout.

## **Operations Analyst**

Project manager for phase-in of a new computer platform utilizing the Macintosh and a Local Area Network (LAN) for the Fountain Division of this company. Solely responsible for all data translation and transfer from previous computing formats and/or platforms.

## **Project Manager, McDonald's Account Group**

National project manager for rollout of a pilot syrup distribution solution. Responsible for pre and post-implementation survey activity, equipment purchase/delivery logistics, and monitoring of onsite implementation activities. Responsible for all project status reporting to executive management.

## **Education**

Georgia Institute of Technology, Atlanta, Georgia  
School of Industrial & Systems Engineering  
Bachelor of Science • Operations Research / Management Science

## **Training & Certifications**

- Six Sigma - Green Belt
- PSI Project Management
- Miller Heiman Strategic Selling
- SalesLogix (CRM)
- Novell Netware Administration
- Microsoft Server Administration
- Lotus Note Systems Administration
- Plumtree Corporate Portal Architecture

## **Professional & Consulting Experience**

### **Implementation and Account Management Experience (selected accounts):**

- Hewlett Packard
- Visteon
- Rand McNally
- Volkswagen/Audi
- Outsourcing Solutions, Inc.
- Space Systems Loral
- Chicago Hospitals
- LandAmerica Title Corp.
- Dell
- Johns Manville Corp.
- Cal Tech Institute
- Vanderbilt University
- Hibernia Bank
- Cray, Inc.
- Sage Telecom
- Lincoln Financial Group
- Verizon Online
- Fiserv Corporation
- AXA Equitable
- Ericsson Communications
- Associated Banc-Corp
- Front Range Solutions
- BlueCross BlueShield
- PeaceHealth

### **Accomplishments:**

- Demonstrated expertise in Healthcare, Banking/Finance, Education and High Tech vertical markets.
- Over 100 accounts implemented in a 3 year span with over 99% retention of accounts after first-year contract.
- Deployed and managed clients representing over \$1.5M in implementation-related fees
- Managed 50+ active accounts representing over \$125K/mo. in recurring hosting fees.
- Developed all Human Capital tools (technical assessments, interview guides) required to successfully launch the desktop support line of business for a leading global BPO company.
- Managed the launch of a new line-of-business for outsourced desktop support services in six countries – Philippines, Malaysia, Argentina, Mexico, Canada and the United States.