

L. V. “Ron” Keran, III

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Professional Summary

Twenty years of experience in enterprise project management, business/process analysis and improvement, and systems implementation. Proven strengths in performance managed HR solutions that leverage emerging technologies. Delivered advisory insight to “provider-to-client” relationships to ensure collaborative solutions specifically with a focus on business process transformation.

Experienced in Business Process Outsourcing (BPO) and Application Maintenance Outsourcing (AMO) with a focus on strategy, engagement governance, launch, human capital and operational support. Extensive hands-on international experience with both front and back-office BPO transition efforts and projects. Ensured continuous improvement solutions on workflow and processes by designing flexible Service Levels to ensure long-term and referenceable client engagements.

Qualification Highlights

- ◆ HR Strategy, Solutions, & Outsourcing
- ◆ Process Improvement (Six-Sigma Green Belt)
- ◆ Operations Management
- ◆ Enterprise Project Management
- ◆ Consulting Practice Development
- ◆ Client Relations & Account Management

Position Summary

TeleTech, Denver, CO

Sr. Project Manager/Business Analyst, Global Business Services (01/2008 – Present)

- ◆ Responsible for developing business transformation methodologies for international engagements, and for the planning and execution of Global Business Services (GBS) strategic projects.
- ◆ Develops solutioning of Human Capital, Operations and Finance/Accounting transformation requirements.
- ◆ Develops detailed work plans, assesses project risk factors and develops alternatives to mitigate or eliminate risk. Documents issues and resolution action plans.
- ◆ Conducts project meetings and tracks progress of the projects. Partners with GBS leadership to identify and achieve project objectives and to minimize risk throughout the project.

Sr. Operations Consultant, Hewlett Packard account, Lipa City, Philippines (07/2008 – 01/2009)

- ◆ Six month in-country assignment to lead Operational launch efforts for their desktop support line of business in a provincial Philippines Delivery Center.
- ◆ Managed program/project requirements, developed tactics, and oversaw implementation activities required to successfully meet agreed-upon client business goals and objectives.
- ◆ Worked with and acted as a liaison between HP and internal functional groups to ensure contractual obligations were met.
- ◆ Ensured a continued positive relationship with HP and evaluated opportunities for growth. Consulted frequently and proactively with HP to identify program system/service enhancements and/or new business opportunities.
- ◆ Also successfully consulted with our mature HP program in Bacoor, Cavite Philippines for eight weeks of this assignment to bring their SLA/SOW metrics in line with client expectations.

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 Customer Management Center (CMC) launches and large client programs. Liaison between corporate and local/provincial human capital teams on launch/ramp initiatives.
- ◆ Provides leadership and strategy regarding recruiting, talent acquisition marketing, human capital systems and processes. Ensures compliance with human capital processes/systems executed during CMC or program launches. Serves as the primary liaison between Human Capital and Operations to ensure cohesiveness during CMC and client program launches.
- ◆ Participates in new site selection activities to assess local skills and candidate viability. Assisted with the selection of four new Philippines delivery centers in 2006 and 2007.
- ◆ Assists with the ongoing design of human capital and employee rewards practices and ensures site compliance with all HR policies and procedures.
- ◆ Developed all Human Capital tools (technical assessments, interview guides) required to successfully launch the desktop support line of business for Teletech. Leveraged these tools to launch both the Hewlett Packard and Dell clients in 2007. These tools have been adopted by Teletech for use in all desktop support clients.

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Ceridian - Recruiting Solutions, Denver, CO

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 include: Sales Support, Business Analysis, Development Liaison, Project Management, and post-implementation Account Management.

RSA Companies, Inc., Denver, CO

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 monitoring projects to maintain client satisfaction with RSA services.
- ♦ Responsible for managing consultant staff and HR-related activities.

CedarCrestone, Atlanta, GA

CedarCrestone, (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.
- ♦ Areas of focus: 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 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 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 testing and development teams chartered with ensuring MCI-FIS systems' Y2K compliance.

The Coca-Cola Company, Atlanta, GA

(1/1989 – 12/1998)

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.

Manager, Global Groupware Operations and Administration

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

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

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Implemented LAN/WAN environment for all area and district level offices. Assumed support duties for these sixteen sites post-rollout.

- ◆ Member of a seven-person team chartered with standardization, support, development, and growth of the Novell Netware client/server environment for The Coca-Cola Company.

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 , Major 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.

Technical Expertise

- ◆ Windows NT Server / 2000
- ◆ Novell Netware
- ◆ LAN / WAN design and management
- ◆ Enterprise Portal Architecture
- ◆ Multi-platform / OS PC expertise
- ◆ Employee & Manager Self-Service
- ◆ CRM / Customer Management Centers
- ◆ Role-Based Workflow
- ◆ Web Development / Architecture
- ◆ Workscape / Edify

Certifications & Training

- ◆ Six Sigma Green Belt
- ◆ PSI Project Management
- ◆ Plumtree Corporate Portal Architecture
- ◆ Novell Netware Administration
- ◆ Microsoft Server Administration
- ◆ Lotus Note Systems Administration

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
- ◆ 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.
- ◆ In 2005, deployed and managed clients representing over \$1.5M in implementation-related fees
- ◆ In 2005, managed 50+ active accounts representing over \$125K/mo. in recurring hosting fees.
- ◆ In 2007, as Human Capital Launch Manager for Teletech, launched a new line-of-business for – desktop support services. Successfully led the launch of the Hewlett Packard and Dell accounts in six countries/delivery centers.

Consulting Experience (Selected CedarCrestone Engagements):

New York State Office of the State Comptroller

- ◆ Developed and delivered a strategic plan for this agency to design/deploy an enterprise portal solution.
- ◆ Assisted agency steering committee, bureaus, IT (infrastructure, security, application development), and Press Office with design and deployment issues pertinent to portal solution.

FM Global

- ◆ Developed and delivered a strategic approach for this agency to deploy an enterprise portal solution leveraging the Plumtree Corporate Portal solution in conjunction with the PeopleSoft Employee Portal product.
- ◆ Worked with both corporate IT and HR departments to reconcile strategic and implementation concerns inherent to a federated portal approach.

Cinergy, Corp.

- ◆ Acting program manager in leading implementation efforts for both an enterprise portal, and a complete suite of HR self-service applications.

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- ◆ Implementation required integration to Cinergy’s enterprise PeopleSoft HRIS system, as well as integration to several third-party HR vendors, and over 250 intranet web presences within the organization.

Kimberly-Clark, Inc.

- ◆ Led an assessment and strategy effort to review and validate this firm’s enterprise portal implementation approach.
- ◆ Deliverables: Formal recommendation document focusing on the review of Kimberly-Clark’s eHR charter, development of a working portal prototype (HTML-based) for presentation to executive management, and the facilitation of a web-based survey to gather critical client feedback prior to implementation.

Heidrick & Struggles

- ◆ Transition manager for the effort to move this company from an in-sourced ERP support model to an Application Management Outsourced solution.
- ◆ Designed and implemented VPN tunneling solution to provide cost-effective remote support for this client.

General Motors Acceptance Corporation (GMAC)

- ◆ Led the development of a vendor selection scoring matrix and criteria to enable the GMAC to select an ASP provider for application maintenance and development of its Human Resource and Payroll Systems.

The State of Georgia Department of Labor

- ◆ Led a call center assessment to determine the feasibility of creating a consolidated call center environment to serve internal and external interests of the department.

The Home Depot

- ◆ Project manager for the design of a multilingual Interactive Voice Response system (IVR/Workscape) for an exit interview survey application.

Education

Georgia Institute of Technology, Atlanta, GA

School of Industrial & Systems Engineering , December, 1988

Bachelor of Science, Operations Research / Management Science

OR/MSCI is the foundation for interaction between technology and management with focus on the analysis and design of complex systems that integrate technical, economic, and social-behavior factors for industrial firms, as well as various service, social, and government organizations.