

John Klein

AREAS

Excellence in IT Operations
Cost Containment / Reduction
Enterprise Application Development & Integration
Staff Augmentation, Right-Sizing & Outsourcing
Budgets, Business Cases & ROI
ERP & CRM Integration
Turnarounds / Restructuring
Vision, Strategy & Planning
Architectures & Methodologies
Technology, Vendor & Product Evaluation
Vendor Negotiation & Management
PMO, Risk & Change Management
24x7 High Transaction Rate Environments
Staff Mentoring, Inspiration & Development

TARGETS

Chief Technology Officer
Chief Information Officer
VP/Dir Advanced Technologies
VP/Dir Emerging Technology
VP/Dir Enterprise Architecture



IT Executive

CHARACTERISTICS

Identifies Opportunities for System Component Multi-Use and Repurposing of Information
Identifies and Maximizes Inter-Project/Inter-Company Synergies
Out-of-the-Box Thinker Skilled in Applying Advanced Concepts
Technical Knowledge and Skills in Assessing Requirements and Delivering First-of-a-Kind Solutions
Adviser to the Office of the CIO/CTO on the Needs and Special Circumstances of the LOB Organizations
Bridges Between the CIO and LOB Organizations in Highly Significant Matters and Long-Range Goals and Objectives
Mentors CIO's, CTO's and Their Staff to Grow in Their Positions and Develop Their Skills and Future Potential

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Klein

SUMMARY OF QUALIFICATIONS

- Founder and owner of Klein Consulting Group LLC. Operates an executive-focused, technical management consulting company specializing in leveraging vision, strategy, and emerging technology to achieve business value and deliver competitive advantage.
- Nineteen years working with IBM, in a career marked with continual advancement and ever-increasing responsibilities. While at IBM, most recently, held the title of Executive Consulting IT Architect, highest ranking technical professional for a five-practice consulting organization with over 140 leading-edge technology consultants, including over 50 senior IT architects, senior technical specialists and senior project managers.
- Routinely plans and oversees business-related I/T programs and initiatives ranging from \$20-\$75 million dollars, spanning 2-45 countries, requiring 40-250 technical staff and affecting 1,000's to 10,000's of end-users.
- Regularly responsible for major, mission-critical applications where failure is not an option and time is of the essence.
- Solid knowledge of IT solutions for business problems in highly regulated industries including telecommunications, pharmaceuticals, medical devices, discrete manufacturing, petrochemicals, healthcare insurance, DoD, and government.
- Provided hands-on management and technical leadership for many software development teams, including a 25,000 SLOC lights-out-factory networking project and a 55,000 SLOC technical records management application.

PUBLISHED REPORTS

- An Algorithm for the Fast Generation of Prime Numbers in a Parallel Processing Environment and Corresponding Implementation in Occam.
- An Algorithm for the Optimal Reorganization of Circular Arrays to an Unwrapped State Using Arrays Whose Size is a Prime Number.
- A Software Mechanism for the Detection and Analysis of Elusive C Language Memory Allocation Problems.
- An Approach for Addressing the Security Concerns Associated with Expanding Existing Client Applications to Multiple Servers.

PROFESSIONAL CHRONOLOGY

2001 – Present	Founder / Owner / Chief Technology Consultant	Klein Consulting Group LLC
2000 – 2001	Executive Consulting IT Architect / Principal	IBM Corp. Global Services
1997 – 2000	Senior Consulting IT Architect	IBM Corp. Global Services
1996 – 1997	Senior IT Architect	IBM Corp. Global Services
1994 – 1996	Advisory Services Specialist	IBM Corp. Global Services
1992 – 1994	Advisory Programmer	IBM Corp. Industrial Sector Division
1991 – 1992	Staff Programmer	IBM Corp. Industrial Sector Division
1987 – 1991	Senior Associate Programmer	IBM Corp. Industrial Sector Division
1985 – 1987	Senior Associate Programmer	IBM Corp. Federal Sector Division
1983 – 1985	Associate Programmer	IBM Corp. Federal Sector Division
1982 – 1983	Programmer	IBM Corp. Federal Sector Division

EDUCATION, AWARDS, AFFILIATIONS

Education

- Master of Science, Electrical Engineering, Syracuse University
- Master of Science, Computer Engineering, Syracuse University
- Graduate Study, Computer Science, Miami University, 8 Courses, 4.0/4.0 GPA
- Bachelor of Science, Computer Science/Information Science, State University of New York

Awards & Affiliations

- Active member of the PMI Delaware Valley Chapter
- Awarded the very rare IBM Division Award: Outstanding Technical Achievement
- Awarded the very prestigious IBM Division Award: Outstanding Contribution

PROFESSIONAL CHRONOLOGY

Klein Consulting Group LLC, PA (2001 – Present)

Founder / President / Consulting Chief Technology Officer

- Created the global IS network remediation roadmap and implementation plan for a Fortune 500 pharmaceutical company as part of a \$120 million global conformance project (over \$20 million IS remediation budget) with over 70 sites in 60 countries.
- Developed the enterprise content management strategy for a Fortune 100 healthcare insurance company that included content as a service (SOA), document management, records management, messaging, scanning, collaboration, digital asset management, digital rights management, and other information content areas for both unstructured and structured information.
- Created the enterprise information strategy for a Fortune 500 pharmaceutical company that included industry best practices and a roadmap for consolidating nearly 20 business critical information repositories (Documentum) with over 50 integrated systems, over 10 million documents, and competing business drivers in over a dozen countries.
- Created the enterprise transactional Web self-service strategy for a healthcare insurance company with over 6 million customers and 100-250,000 Web hits per day, that included industry best practices, addressed security and privacy needs, focused on customer self-service with provisions for employee self-service, and included features such as interactive text chat, Web-page co-browsing and measurements for self-service adoption.
- Provided Web content management system product evaluation and business case for chemical supplies distributor with \$1 million per day in Web sales that supported 17 languages and 21 countries.
- Provided technical leadership to a Fortune 500 pharmaceutical company as for defining a clinical trials document management system, leveraging 21 CFR Part 11, electronic official file, safe harbor, legal hold, security and reference data systems and workflows for reviewing Reg. Packs, Field Monitoring Reports and other business processes.
- Provided advice to a Fortune 200 pharmaceutical company on fourth generation batch record systems and strategies for “pushing” manufacturing batch records just-in-time from SAP process orders through Mercator, MQ Series and document management systems to bulk manufacturing control rooms.
- Provided enterprise document management vendor and product evaluation for \$3 billion chemical and laboratory supplies distributor related that included special needs for legal, sales and finance.
- Led the integration of SAP, Documentum and First Docs for a top-10 pharmaceutical company.
- Provided strategic evaluation of emerging technology to a Fortune 100 healthcare insurance company, including: RFID, e-commerce, enterprise CRM, enterprise mobile computing, self-service, security, business intelligence, application architectures, and enterprise knowledge and content management.

IBM Corporation - IBM Global Services Business Consulting Services (BCS), FL / MA / CO / PA

Executive Consulting IT Architect / Principal (2000 – 2001)

- Architected e-business solutions that included an overall architectural blueprint to support e-commerce and B2B incorporating ERP, CRM, EDM/CM, KM, click-stream, B2B, workgroup, workflow, security, CMM level-3 and catalog management; drove e-business strategy by matching business initiatives, spending patterns and time frames along with platforms, software products and projects, with the ultimate goal to drive growth, reduce costs, and ensure compliance with strategy and infrastructure initiatives.
- Closed ten opportunities in final year (10/01) with three pending opportunities, valued between \$1.3M and \$8.5M, in e-business and portal services at 90% odds for a 2H01 close against a \$5M target.
- Served as the relationship manager for a business partner (Documentum) targeted at driving \$10M in software sales and \$40M in services bookings, representing our practice at Faststart 2001, Partner World, other trade shows and partner sales meetings; and facilitated meetings between partner and company executives.

Senior Consulting IT Architect (1997 – 2000)

Senior IT Architect (1996 – 1997)

Advisory Services Specialist (1994 – 1996)

- Led over 20 successful teams, including teams that spanned over 50 IT resources and teams that contained over 10 sub-teams, of diverse technical and business resources, internal and external resources, cross-organizational teams, including teams formed by bringing together alliance partners. Proficient in creating project strategy, conducting staffing interviews, contractor selection, and building team membership. Created project plans, schedules, resource assignments, dependencies, and staffing profiles for as many as 12 inter-related projects with durations ranging from three months to three years.
- Led the development, created the enterprise architecture, implemented, and deployed over 20 enterprise systems for over 15 clients as a consultant where one-of-a-kind, first-of-a-kind, highly regulated and leading-edge technologies and integration were required, with a heavy emphasis on e-business applications leveraging data in legacy systems. Team sizes ranged from two to over fifty team members, project budgets ranged from \$150K to over \$5M, and deployments ranged from several hundred to thousands of end-users.
- Provided guidance for more than 20 Fortune 500 executive management teams in creating vision and strategy, evaluating and selecting emerging technologies and products, justifying business needs through ROI and benefits. Typically led teams to identify and present vision and strategy, articulate requirements, evaluate competitive products, assess security and privacy, create business cases, develop project plans staffing models, craft funding requests, and provide ongoing guidance. Technologies included corporate tax engines (BNA), knowledge management, content management, workflow, portal, data management, assembly and publishing, and e-business.
- Developed and executed risk management plans; prepared, submitted, and managed budgets and funding requests. Instilled discipline and implemented “get-well” strategies on projects that required help.

PROFESSIONAL CHRONOLOGY

IBM Corporation - Industrial Sector Division, NY / FL

Advisory Programmer (1992 – 1994)

- Spearheaded the statistical and predictive testing of a set of enablers for the IBM Team Integration Environment (middleware for communications, user interfaces, and data storage on a diverse set of industrial platforms).

Staff Programmer (1991 – 1992)

Senior Associate Programmer (1987 – 1991)

- Co-architected the hardware and software framework and led the technical development for a team that included over 40 software subcontractors creating a \$6M, 50,000 SLOC image and document management product.

IBM Corporation - Federal Sector Division, NY

Senior Associate Programmer (1985 – 1987)

- Led the object-oriented development of 25,000 lines of object-oriented software for the broadband communications component for a \$42M, US Navy (CCAPS), lights-out-factory, automated manufacturing system.

Associate Programmer (1983 – 1985)

- Developed and deployed a manufacturing cost center application for capturing manufacturing costs at islands of automation and communicating this information from plant floor computers to CICS systems using SNA.

Programmer: (1982 – 1983)

- Rewrote the control systems and pattern recognition software for a dual camera machine vision system.

SKILLS

- Project management, governance (PMO), structured project management methodology, risk management, change management (CM), risk containment, project metrics, efficiency measurement, performance, status reporting, matrix management, verbal communications, written communications, presentations, thought leadership and evangelization.
- Requirements acquisition, requirements gathering, requirements definition, gap analysis, gap remediation, prioritization, estimation, Relationship management
- Full life-cycle development, SDLC, SLC, IRS ELC, IBM WWSM, CSC Catalyst, methodology, development and joint application development (JAD), best practices, and information management framework (COBIT and COSO).
- Data conversion, data modeling, data mining, data migration, data cleansing, data analysis, numerical analysis, quantitative analysis and rules engine definition. Integration and management of BPM, ECM, CRM and ERP projects.
- Integration, embedded systems, complex systems, business critical and mission critical systems. Process mapping, business process re-engineering, process analysis, business analysis (BA), workflow, compliance, Business case, return on investment (ROI), total cost of ownership (TCO), and studies.
- Rational, RUP, RequisitePro, ClearQuest, ClearCase, CMM, CMMI, MS Project, Excel, Word, PowerPoint and Visio.
- RFP, RFI, RFQ, vendor selection, product selection, evaluation, comparative analysis, contract negotiation, contract award and contract execution. Negotiating software licenses and sub-license agreements, cost forecasting, budget management, Supplier maintenance, contract review and reconciliation.
- Infrastructure, Database, Network, Operating System, Server, Unix, Windows, Object Oriented Design, OOD, OOP, Ada, VB, Assembler (80x86, 6800, proprietary, C++, C, Pascal, PL/I, Fortran, OCCAM, REXX, Visual Basic, Series/1 EDX/EDL, VAX Basic, REXX, CLIST, RPG, SQL, SQL Plus, Stored Procedures, Oracle, and DB2.
- Globalization (G13N), localization, regionalization (R13N), internationalization (I18N) and NLS.
- Quality assurance, QA, quality control, QC and quality measurement.
- Metrics, test automation architecture, WinRunner and LoadRunner.
- HIPAA, ICH, 21 CFR Part 11, Computer system validation, CVQA, qualification, IQ, OQ, PQ, unit test, integration test, system test and user acceptance test (UAT), and Sarbanes Oxley (SOX) exposure.
- Documentum, NovaSoft, NovaManage, NovaWorkbench, Fusion, Content Manager, Content Manager OnDemand, Mobius ViewDirect, Interwoven TeamSite, Interwoven WorkSite, Vignette, OpenText, Stellent, FileNet, Pegasystems, BNA..
- Disaster preparedness, disaster recovery planning (DRP), business continuity planning, risk mitigation, measured response, Recovery strategies, recovery alternatives, emergency response, alternate site planning, assessing recovery effectiveness and SLAs
- Knowledge management (KM), enterprise content management (ECM), ECM strategies, enterprise document management (EDM), EDM/ECM product evaluation, records management (RM), image capture and image management, COLD, OCR, workflow, search engines, indexing, metadata, taxonomy and ontology, Web services, services oriented architectures (SoA).
- RFID technology evaluation, RFID vendor / product positioning, RFID vendor / product evaluation & selection, RFID white papers, RFID briefings, RFID budget & planning, RFID lab evaluation & proof-of-concept and preparation of RFID business cases.
- Former licensed Florida mortgage broker and registered Florida real estate appraiser; current PA SEO (#03479).
- Emerging and disruptive technologies, including: virtual agents (automated and mobile), semantic Web, quantum computing, self-service, input/output management, content addressable storage, consumer devices, biometrics (fingerprint and voice), electronic signatures (e-sigs) and digital signatures (d-sigs).

ADDENDUM – SUMMARY OF SELECTED CONSULTING ENGAGEMENTS

- International Labware/Chemical Distributor, ENTERPRISE CONTENT MANAGEMENT PRODUCT EVALUATION
- Healthcare Insurer, UNALTERABLE STORAGE PRODUCT EVALUATION
- Healthcare Insurer, INPUT/OUTPUT MANAGEMENT PRODUCT EVALUATION & POC
- Healthcare Insurer, DOCUMENT MANAGEMENT PRODUCT EVALUATION
- Healthcare Insurer, EMERGING/DISRUPTIVE TECHNOLOGY STRATEGY
- Healthcare Insurer, TRANSACTIONAL WEB SELF-SERVICE STRATEGY
- Healthcare Insurer, ENTERPRISE CONTENT MANAGEMENT STRATEGY
- Global Scientific Chemicals & Equipment Distributor, DOCUMENT & CONTRACTS MANAGEMENT
- National Paper Records Management Company, OPERATIONS STRATEGY
- European Pharmaceutical Client, BATCH RECORDS
- East Coast Electrical Utility, ARCHITECTURAL REVIEW
- Global Energy Company, CONTENT MANAGEMENT VENDOR/PACKAGE SELECTION
- International Petroleum and Chemical Company, PROCESS SAFETY MANAGEMENT
- Global Energy Company, STANDARDS AND ARCHITECTURE
- United States Pharmaceutical Client, Multisystem SAP DMS / Documentum Integration
- United States Pharmaceutical Client, Global Network Remediation and Tuning for Product Conformance
- United States Pharmaceutical Client, Strategy, Blueprint and Roadmap for Consolidating 20 Global Systems
- United States Pharmaceutical Client, SOPS
- United States Pharmaceutical Client, SOPS, CHANGE MGMT, ALERTS
- United States Pharmaceutical Client, OPERATIONS MAINTENANCE
- United States Medical Device Client, DEVICE MASTER RECORDS
- United States Pharmaceutical Client, CHANGE MANAGEMENT
- United States Pharmaceutical Client, CHANGE MANAGEMENT
- United States Medical Device Client, DEVICE MASTER RECORDS, PDM
- United States Pharmaceutical Client, CONFIDENTIAL ASSIST.
- United States Pharmaceutical Client, BATCH RECORDS, LOT LEDGER
- United States Pharmaceutical Client, RESEARCH-TO-LICENSE & OPERATIONS DOCUMENTS
- United States Pharmaceutical Client, PACKAGE INSERTS
- United States Pharmaceutical Client, LIMS
- United States Pharmaceutical Client, ENTERPRISE DOCUMENTS
- United States Medical Device Client, CHANGE MANAGEMENT
- United States Pharmaceutical Client, SOP, ENTERPRISE DOCUMENTS
- United States Pharmaceutical Client, BATCH RECORDS
- European / N. American Pharmaceutical Client, RESEARCH-TO-LICENSE & OPERATIONS DOCUMENTS
- North American Pharmaceutical Client, INFORMATION TECHNOLOGY
- United States Pharmaceutical Client, VALIDATION
- United States Pharmaceutical Client, BATCH RECORDS, LOT MANAGEMENT.
- United States Pharmaceutical Client, NDAS, SOPS
- United States Pharmaceutical Client, RESEARCH-TO-LICENSE & OPERATIONS DOCUMENTS
- European / North American Pharmaceutical Client, RESEARCH-TO-LICENSE & OPERATIONS DOCUMENTS
- United States Pharmaceutical Client, RESEARCH-TO-LICENSE & OPERATIONS DOCUMENTS
- United States Pharmaceutical Client, BATCH RECORDS, LOT MANAGEMENT
- United States Pharmaceutical Client, BATCH RECORDS
- United States Pharmaceutical Client, CLINICAL TRIALS MASTER FILE
- United States Pharmaceutical Client, 4TH GENERATION BATCH RECORDS WITH SAP INTEGRATION
- Nuclear Waste Management, DOCUMENT CONTROL
- Leading Canadian Telephone Utility, VENDOR SELECTION
- Leading Photographic Company, EDM PROJECT PLAN
- Leading Canadian Telephone Utility, WORKFLOW AND NEWS
- National Paper Records Management Company, OPERATIONAL PLANNING
- Leading Communications Research Company, SAP/DOMINO INTEGRATION
- Canadian Telephone Utility, CONTENT MANAGEMENT FOR OUTSIDE ENGINEERING
- Canadian Telephone Utility, BUSINESS CASE
- Federal Revenue Agency, CRM EXAMINATION
- Municipal Government, PORTAL

