

Patrick C. Hess

Principal

EXPERIENCE SNAPSHOT

INDUSTRY

- Information Technology
- Financial
- Entertainment
- Insurance
- Charities
- Specialty Chemicals
- Retail
- State Government
- Law Enforcement

TECHNICAL SPECIALIZATION

- Business Analysis
- Project Management
- Program Management
- Quality Assurance

www.entarams.com
sales@entarams.com

BACKGROUND

Patrick has 29 years of experience in information technology, project management, business analysis, and consulting. He has worked in start-up company environments as well as large corporations.

PROFESSIONAL EXPERIENCE

Project Related

APPLICATION DEVELOPMENT PROJECTS FOR MIDWESTERN STATE SUPREME COURT

- Mr. Hess was lead business analyst assisting with the development and implementation of a state wide Protection Order Registry and an electronic Tax Warrant filing application. The Protection Order Registry captured orders issued by the courts and transmitted them electronically to the National Crime Information Center (NCIC) making the protective orders visible to any law enforcement agency in the country. The Tax Warrant application retrieves tax warrants from the Department of Revenue and electronically files them in the County Clerk's Office.
- Met with personnel from various parts of the state to develop a requirements document.
- Worked with the development team to complete application.
- Assisted implementation team to complete training for approximately 400 courts, the county clerk staff, the county prosecutor staff, and over 550 law enforcement departments including hands-on training classes.
- Provided Level 2 application support.

APPLICATION DEVELOPMENT PROJECTS FOR ENTERTAINMENT, RETAIL, PROPERTY MANAGEMENT, AND FINANCIAL CLIENTS

- Managed five projects simultaneously, including developing project schedules and budgets, tracking progress, managing issues and risks, and facilitating communication with project executives and stakeholders.
- Worked with both internal and outsourced development teams to complete and implement the applications. All were a combination of web site development and a database for housing the data gathered. Some included merchant services.

BUSINESS PLANNING AND ORGANIZATIONAL DEVELOPMENT CONSULTING

- Developed and implemented startup plans for several organizations.
- Included filing Articles of Organization, developing a startup budget, setting up the company office and files, bank accounts, all company documents, contractual relationships with third parties, etc.
- Developed requirements and project plans for several new applications

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that were built as the core infrastructure of the company.

- Assisted with the development of the Business Plan, funding documentation, due diligence information, and an implementation plan.
- Assisted in setting the strategic direction for day-to-day operations, defining the organizational structure, personnel and equipment needs, and employee benefits packages.

SKILLS APPLICATION DEVELOPMENT AND IMPLEMENTATION

- Program Manager with responsibility to develop and implement a skills database for all IBM employees worldwide. The database included resumes and dossiers for each employee and a search of the database information allowed management to deploy IBM employees to projects based on required skill sets. This application reduced the time required to find the individuals with the proper skill sets and enhanced customer satisfaction by assigning the right individuals to the projects.
 - Traveled extensively gathering requirements from each country and developed a requirements document for the development team.
 - Worked closely with development teams in the US and Australia on design, database layout, and usability.
 - Assisted with performance, usability, and user acceptance testing.
 - Coordinated the implementation to over 200,000 employees in North and South America, Europe, and Asia.
 - Developed and implemented procedures for maintaining the integrity of the database and end user Help Desk.

OPPORTUNITY MANAGEMENT SYSTEM

- Business Analyst assisting with the development and implementation of an Opportunity Management application for use by the IBM marketing force. The application gathered opportunity data, prioritized the opportunities, and provided forecast information.
 - Met with marketing personnel from various parts of the US to develop a requirements document.
 - Worked with the development team to complete application.
 - Assisted implementation team to complete installation in four regions in the US including hands-on training classes.

FORECASTING APPLICATION

- This application gathered potential sales information and consolidated it into a forecast for the Sales Management team. The application improved forecast accuracy significantly.
 - Worked with a number of marketing people to determine requirements.
 - Worked with the developer to incorporate the requirements and design screens.
 - Assisted in implementation and provided application training.

Management Related

ADMINISTRATIVE BRANCH MANAGER, IBM CORPORATION

- Eight years experience as an Administrative Manager in an IBM marketing branch office.
 - Managed thirteen administrative personnel performing secretarial, orders and movements, and commission tracking functions.

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COMPANY AFFILIATIONS

2006 – present	Entara Management Services, LLC Indianapolis, IN <i>Senior Consultant</i>
2004 – 2006	Xirene, LLC Phoenix, AZ <i>Operations Manager</i>
2003 – 2006	Hess Enterprises, LLC Phoenix, AZ <i>Partner</i>
2000 – 2003	Luminiphor Technologies, Inc. Cave Creek, AZ <i>Consultant</i>
1980 – 1999	IBM Corporation <i>Administrative Manager, Project Manager</i>