

Ronald J. Krukowski, PMP

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OBJECTIVE

Senior Management Consultant/Technology Officer with proven leadership skills in implementing strategic Information Technology, Business Transformation and Corporate Synergy initiatives seeking a challenging position where I can leverage my experience to make a significant contribution. Proven ability to lead, manage and coach multi-disciplined teams to achieve corporate objectives. Consistent success in leading managers and their teams successfully in the areas of Information Technology, Mergers & Acquisitions, Business Development, Operations and Research & Development. Leadership style emphasizes a high motivation level, commitment to excellence, teamwork and strong interpersonal skills to achieve aggressive goals.

CORE COMPETENCIES

*Technology Program Management * Information Technology Transformation * Business Transformation * PMO Setup & Management * Project Management * Risk Management & Mitigation * Process Improvement * Best Practices * Content Management * Conflict Resolution * Training, Mentoring & Coaching * Team Building * Metrics Tracking * Software Release Management * Initiative Success Predictability * Mind Mapping * Visual Information Management * Public Speaking*

PROFESSIONAL EXPERIENCE

Bank of New York Mellon, New York, New York

8/2008 to Present

Senior Management Consultant – Corporate Vendor Management Office

- Established and directed the Technical Services Group Corporate Vendor Management Program Office in the Print & Mail Services consolidation of four print centers and outsource to selected vendor. This initiative creates synergies of \$20 million annual savings.
- Authored management best practice procedures that were integrated as the method for executing and controlling print center consolidation for internal groups as well as external vendors.
- Coached and trained technical services teams in management metrics reporting as well as visual information management techniques.

Credit Suisse, New York, New York

11/2007 to 7/2008

Senior IT Program Management Consultant

- Established and directed the IT Americas Corporate Systems Program Management Office for regulatory processing infrastructures, data sourcing and agency reporting.
- Transformed technical and business teams in New York, London, Singapore and China through the incorporation of self-authored management best practices and procedures.
- Integrated numerous CIO initiatives resulting in \$10 million annual savings through application system infrastructure audits utilizing formal SDLC methodologies and tracking tools for IT groups across Asset Management, Investment Banking, Private Banking and Regulatory.
- Instituted software release management framework for Basel II Banking Regulatory System across Americas, Europe and Asia Pacific regions.

Open Text (Red Dot Solutions), New York, New York

8/2007 to 11/2007

Senior IT Management Consultant

- Led technology teams in the delivery of proprietary content management systems to clients who were having the most challenges. During my contract, I was responsible for the rollout of content management systems, personalization components and search optimization strategies for Esté Lauder, Talecris Biotherapeutics, Verizon Wireless, Indiana State Government and Smith & Nephew Biomedical. Efforts resulted in positive client satisfaction transformation and additional revenue of \$5 million.
- Authored management best practices white paper for implementing repeatable processes and training of management team to more effectively support their clients.
- Authored a strategy for the company to increase their revenue through long term contracts, creating repeat buyers by increasing their client satisfaction ratings, and increase effectiveness of communications between sales, technology and delivery channels prior to client engagements.
- Authored a strategic plan for business expansion of the Technology Support Group to increase revenue by 20% by positioning division to engage in long-term contracts.

Rite Aid Corporation, Camp Hill, Pennsylvania**9/2006 to 9/2007***Executive Management Consultant- Director of PMO:*

- Established and managed the corporate-wide Program Management Office to ensure overall alignment with the Brooks-Eckerd acquisition strategy and targeted synergies.
- Provided guidance to senior managers, directors and project managers in regard to the overall program initiation, planning, execution, control and monitoring of the merger and acquisition.
- Introduced and integrated process methodology, formalized project plan development, instilled best practices, introduced/led risk management effort, trained staff on management tools for capturing and reporting progress to ensure success predictability.
- Managed a staff of 15 plan administrators in order to manage the 12,500 line program plan. This plan integrated the activities of internal groups: Information Technologies, Finance, Legal, Merchandising, Pharmacy Operations and Services, Store Operations, Supply Chain, Construction, Human Resources, Accounting, Org. Change Management and Internal Assurance/Loss Prevention/Risk Management. External entities included: store managers, local unions where stores were unionized, outsourced contractor companies and associated unions, local and state government representatives.
- Weekly status report and readout to CEO and COO.
- Developed metrics and reporting around project activities and synergies to aid in the company's readiness for the approval from Shareholders, Board of Directors and ultimately the Securities Exchange Commission.

Avaya Inc., Lincroft, New Jersey**3/2006 – 9/2006***Senior Research & Development Operations Manager (Consultant):*

- Managed day-to-day operations activities for the Consumer Appliance Division R&D consisting of 8 directors, 30 project managers and 330 technical staff. Technical staff consisted of hardware/software engineers, product specialists, system validation experts, product installers and engineering support specialists. Products brought to market included VoIP phones and appliances, Wifi integrated devices, software and services.
- Co-ordination of the teams to complete division level budget plans for fiscal year 2007 ensuring project alignment across the division portfolio valued at \$60 million.
- Authored proposal on a strategy for driving revenue growth through the use of agile development methodologies and minimizing division expenses through 20% increase in the usage of offshore business partners.
- Lead CAD R&D division efforts in obtaining level 2 CMMI certification.

Christie's, New York, New York**1/2005 - 3/2006***Senior Management Consultant*

- Reported directly to the Chief Information Officer and VP, Senior Business Development owning direct responsibility for the delivery of an enterprise Property Operations Management System (\$24 million initiative). Solution was built on .NET framework and integrated with Siebel Contact Management System and JD Edwards Financials.
- Led task force to quantify the deployment readiness of a new application that was staged for production rollout. Through a process oriented decomposition methodology that I implemented, I concluded that the application was only 70% ready and required an additional nine months of development.
- Managed team of 53 consisting of staff from internal business units, information technology and external strategic solutions partners to deliver global enterprise business solutions.
- Direct responsibility for the Program Management Office ensuring projects were conducted in adherence to program/project management best practices and aligned to business strategy.
- Managed the testing and quality assurance teams to deliver effective test strategies, quality gates, defect/success tracking and "score card" reporting of quantitative results to determine overall project success predictability.

Info Technologies Websolutions, Long Branch, New Jersey**1/2004 – 12/2004***Senior Solutions Delivery Manager*

- Successfully led a team that implemented a Medical Information Convention Application (Pfizer) delivering content management and search capabilities at convention sites. Solution was delivered via CD/DVD technology. Project was completed within budget and produces an annual savings of \$3.5 million. Success of this project showcased as part of the Executive Management Forum.
- Managed team to successfully deploy an Independent Grants Research website (Pfizer) that has reduced annual site administration and advertising costs by \$1.5 million.
- Replaced dated call center content delivery system with a new automated process (Pfizer). This new process solution provides more timely information, process milestone alerts, offline content search capabilities and has been the model for business resumption planning.
- Served as lead manager for a collaboration of five companies working together to replace an inadequate Medical Content Management System (Pfizer). This new system provides the clinical staff a higher level of proficiency in maintaining medical content utilized for Outcomes Research. This effort was successfully deployed on time and within budget and resulted in an annual savings of \$5.7 million.

e-Techknowledge Inc., New York, New York

7/2001 – 12/2003

Chief Technology Officer

- Authored technology strategic direction, responses to Requests for Proposals and Solutions Delivery Methodologies.
- Managed teams of developers, both onshore and offshore to deliver Web Infrastructures and Portals for various clients. Types of clients included Advertising Agency, Health Care Provider, Real Estate Agencies, Insurance Company, Paging Services, Financial Company and Retail On-line Merchants.
- Responsible for approving plans, budgets, best practices and deployment of development teams in the implementation of WiFi networks, web infrastructure development and strategic solutions delivery services.
- Set direction for managers in their utilization of management reporting tools, processes and metrics while adhering to management best practices set forth by the Project Management Institute.

Merrill Lynch and Co. Inc., Somerset, New Jersey

1/1997 – 7/2001

Department Manager, Vice President of Technology

Manager/Vice President within the Private Client Bookkeeping Systems, Mutual Funds Transfer Agency Systems and Merrill Lynch Insurance Groups

- Direct responsibility and coordination of activities for the Mutual Funds information-systems department consisting of 120 members and initiatives exceeding \$20.0 million.
- Directed the activities of the Web Development Group building web applications and infrastructures to replace the legacy front-ends of the firm's Accounts Processing Bookkeeping System, Mutual Funds System, Bond Funds System, Retirement Plans/401(k) Systems, Dividend Processing, Margin Compliance and Insurance Systems.
- Created, executed and monitored a relocation plan for 100 business systems and 300 personnel redeployed to Jacksonville, Florida. Worked with state and local government officials to develop a "Good Corporate Neighbor Plan" that committed to working with the community, offering employment to local candidates and working with local Universities to recruit corporate talent.
- Served as task force leader coordinating efforts of 30 members chartered with identifying areas of cost reduction within the Private Client Division. Key deliverable was a systems optimization that alleviated firm wide delays and created an annual savings of \$5.5 million.

EARLY CAREER CHRONOLOGY

7/1986 – 12/1996 Merrill Lynch and Co., Inc., Somerset, New Jersey

Started as a Senior Programmer/Analyst, promoted to Project Manager (1989),

Promoted to Systems Manager (1993), promoted to Vice President, Department Manager (1996).

5/1983 – 7/1986 Dow Jones & Company, Inc., Princeton, New Jersey – Programmer Analyst

5/1982 – 5/1983 Revlon & Company, Inc., Edison, New Jersey - Programmer while in school

TECHNOLOGY BACKGROUND

Operating Systems: MS Windows XP/2000/NT/98/95/CE/XP, MAC OS/X, IBM, Unix, SUN Solaris, Mac OS X 10.5.5

Legacy: Cobol, Assembler, Fortran, CICS, OS/JCL, VSAM

Databases: Access, MS SQL, Oracle 7/8/8i/9, DB2, Sybase

Content Management: Documentum, CMS, Verity Publisher, SharePoint

Client Management: Siebel, ACT, Top Producer, Goldmine

Project Management: MS Project, Manage Pro, Planview, eProject, Daptiv PPM, SDLC Workbench

ERP: Oracle JD Edwards, PeopleSoft and SAP

Productivity: MS Office, MS Outlook, MS Word, MS Excel, MS Powerpoint, MS Publisher, Photoshop, VISIO, Webex, Adobe Acrobat, MS Works, Smart Business Plan 8.0, Crystal Reports, Visual Mind Map Manager and JCVGantt

Web: MS Active Directory/Exchange Server, ASP.net, XML, HTML/DHTML, Windows NT, NT Server, VBScript, Visual Studio, Visual Source Safe, Java, Java Script, COM/DCOM, Plumtree, Internet Explorer, Netscape Navigator, Secured Socket Layers, Dreamweaver, MS FrontPage

Telecommunications: WiFi, Smartphones, VoIP, Routers, Edge Networks, Satellite Networks

Testing and QA: Mercury Test Director, QuickTest Professional, LoadRunner, WinRunner

EDUCATION

College Degree in Computer Science, Graduated High Honors

Project Management Institute: Project Management Professional (PMP Certified)

AFFILIATIONS

Member of the Project Management Institute, member of the PMI New Jersey Chapter

Presenter at the NJ PMI May 4th, 2009 Symposium – Topic "(Mind) Mapping Success Out of Chaos!"