

Jones Norman
(908) 336-0515
jnorman0@yahoo.com

Accomplished and dynamic **Business Strategy, Knowledge and Process Management Professional** with expertise in identifying and implementing innovative business and associated technical solutions to support strategic growth. Industry experience includes Financial Services, IT Services and Data Management, Pharmaceutical, Healthcare and Insurance, Corporate and Leisure Travel, Hotel and Hospitality.

Balanced approach combining keen business acumen and data analysis with 360° customer focus.

Areas of organizational interest and experience include:

- Lean Six Sigma
- Operational Excellence
- Business Process Improvement
- Change Management
- Process Management
- Knowledge Management
- Customer Relationship Management
- Operations Management
- Marketing Management

Albridge, an affiliate of Pershing LLC, a BNY Mellon Company, Lawrenceville, NJ 2010 to Present

One of the leading providers of enterprise-wide data consolidation and Web-based portfolio accounting and performance reporting solutions to the financial services industry. It serves several financial institutions and advisors, including investment management firms, insurance companies, banks, registered investment advisors, and independent, insurance and bank broker-dealers

AVP, Business Optimization

- Design/implement Process and Knowledge Management frameworks, methodologies and technologies (iGrafx, Oracle RightNow)
- Identify opportunities to align functional processes with business strategies to create operational efficiencies and cost savings
- Implement and administer process compliance, performance, maturity, and control methodologies; SSAE16/SOC1, SAS70, CMMI –SVC, Baldrige, SCP (Service Capability and Performance)

Future Technologies, Inc., Plainfield, NJ

2007 to 2010

Global data management solutions firm serving Fortune 500 companies, completing more than 500 successful implementation projects in numerous industries including Financial Services, Pharmaceuticals, Healthcare, Life Sciences, ePublishing, Entertainment, Manufacturing and Consumer Products, Retail & Apparel, and Transportation

Vice President, Corporate Strategy

- Designed and implemented business strategies and strategic plans both internally and as a management consultant
- Created and published marketing content for company website, sales and marketing collateral, and customer communications
- Represented company on client discovery calls, partner alliance meetings, and industry conferences
- Managed relationships with technology partners

Cardinal Health, Piscataway, NJ

2004 to 2007

Fortune 17, \$87B, global company serving the health-care industry with products & services that support hospitals, physician offices and Pharma companies reduce costs, improve safety, productivity and profitability, and deliver better care.

Quality Manager, Medical Communications Services Division

Designed, implemented, monitored, and developed quality management programs, and associated Business Intelligence to measure and improve customer delivery processes for 300+ USA-wide agents providing event planning, grant management and medical publication services to 10+ major Pharmaceutical companies.

Performance Management

- Identified 30+ metrics for QC and improved quality scores by 10-15%
- Analyzed service level agreements (SLA's) and fostered adherence to increase customer satisfaction, maximize productivity, and decrease cycle-time

Workload/ Workflow Management

- Defined business cases and requirements for 40+ reporting tools and dashboards to monitor workflow trends and capacity, validate customer and vendor process compliance, and to prevent and/or mitigate risk
- Accelerated enterprise capability to identify areas for cost and cycle-time reduction through selection and implementation of process modeling and simulation tools and, creating timing methodology for standard operating procedures

Process Improvement

- Leveraged Six Sigma methodologies and analytical skills to develop root cause analysis and improvement processes, reduce variation, standardize document templates, and create customer survey content

Internal Consulting

- Participated as SME/strategist on multiple project teams to include grant management, Legacy technology migrations, Quality Assurance, call monitoring, creation of Project Management Office (PMO) and tracking of Publication projects

United Healthcare, Basking Ridge, NJ

2002 to 2004

Provides health plans, management and consulting services to other companies with 5000+ employees.

Held progressive positions in business and technological development in support of delivery of healthcare insurance, financial, and over 20 benefits and service delivery products.

User Acceptance Test (UAT) Lead, Consumer and Financial Services, Flexible Spending Accounts

- Successfully managed UAT team through test planning and successful execution of 20+ initiatives
- Created detailed project plans, daily status reports, scope and approach and results documentation

Senior Business Analyst, Client Service Solutions, ACIS Development

- Executed numerous software development and release projects, from requirements gathering and documentation, through design, test planning and execution, end-user training, and implementation
- Condensed 60+ page Business Analyst workflow process document down to 18 pages with resource links
- Championed Six-Sigma overview sessions to internal cross-functional teams to stimulate cultural acceptance

Carlson Wagonlit Travel, Minneapolis, MN

1996 to 2001

2nd largest global Travel Management Company that offers consulting services, and designs and implements travel solutions for both major corporations and individual leisure travelers.

Held progressive positions from corporate travel agent to Business Analyst and chosen to be a member of a pilot quality management team to introduce Six Sigma into a culture of over 300 corporate agents in 10+ call center and onsite locations serving 20+ major corporations

Quality Management Analyst, North American Operations

- Supported 20+ quality initiatives and championed a Six Sigma project that resulted in \$1.8M in cost savings
- Managed business/technical development of internal Customer Service Application through multiple releases
- Awarded CWT global Regal Honor Award for service and innovation resulting in being selected to serve on pilot team for implementation of industry-leading graphical user interface for Sabre, Apollo, and Worldspan

ADDITIONAL PROFESSIONAL EXPERIENCE/ACCOMPLISHMENTS/AFFILIATIONS

Regional Manager for six travel agencies on US army bases in northern Bavaria, Germany

HR Director for major commercial/residential real estate firm in Boston, MA

Operations management in restaurant, catering, and hospitality industries

Performed opera and classical music in Europe and U.S; traveled in 35 states and 12 countries

Senior member, American Society for Quality (ASQ)

Board of Directors, Somerset Valley YMCA

Strategic Planning Committee, SVY

EDUCATION & PROFESSIONAL DEVELOPMENT

Certified Knowledge Manager, Knowledge Management Institute, Reston, VA

Business Management and Professional Development Certification; Marketing Management Certification;

Quality Management Certification; Project Management Certification, Rutgers Business School, Camden NJ

Strategic Leadership Program, BNY Mellon; **Innovation Program**, BNY Mellon

Intro to CMMI – SVC, Software Engineering Institute – Carnegie Mellon University

Six Sigma Black Belt, Cardinal University, Piscataway, NJ

Master of Music, New England Conservatory, Boston, MA

Bachelor of Science, Music, Illinois State University, Normal, IL