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SUMMARY: Technology services manager with a superior record of results with the nation's leading provider of investment support software and services. Major achievements include successful turnarounds of poorly performing customer services and development organizations. Recognized as an effective project manager and innovative problem solver. Noted for skills in:

Project Management – Setting and exceeding client expectations for timely software releases and project implementations. Effective planning, tracking, client communications, and delivery of commitments, supported by outstanding leadership and drive. Able to establish and maintain trusted relationships at all levels, including Cxx roles. Uses MS Project effectively for planning and reporting.

Services Management – Leaving customers smiling by establishing a culture of “do it right the first time”. Eliminated surprises by implementing processes for problem management, change control, project management, and release management which became corporate standards for other business units. Completed ITIL Foundation certification in IT service management.

Organization Building – Motivating significant personnel performance improvements by setting high expectations, personal example, and eliminating mediocrity. Effectively mentored staff – two proteges subsequently promoted to SunGard president roles.

EXPERIENCE:

LifeRing Consulting, Boston, MA **SENIOR CONSULTANT**

2007-Present

Proprietor of LifeRing Consulting, a firm dedicated to building stronger relationships between technology services vendors and their clients. We provide technology consulting services in the areas of Project Management, Business Continuity Management and IT Service Management, with a focus on making commitments and delivering results.

- For a leading vendor of real estate assessing software, led project to develop a parcel management system for a new client, while converting client to company's flagship assessing product. Managed client relationship, development team, conversion and implementation. Personally wrote specification documents and performed QA. Project was implemented on schedule, producing a highly satisfied new customer.
- For a leading vendor of real estate assessing software vendor, improved and standardized RFP response documents leading to signing several new clients.

SUNGARD DATA SYSTEMS, Massachusetts and Minnesota

1991-2006

Trust Tax Services of America, a SunGard/Thomson Company. Worcester, MA (2004-2006)
GENERAL MANAGER

Assigned to run business unit providing trust tax software and services to 200 wealth management firms, following departure of GM and Software VP. Improved service quality while successfully meeting demanding client delivery schedules. Improved business competitiveness and credibility resulted in acquisition tender from industry leader, Thomson Corporation. Supported sale of business and acquisition by Thomson.

- Served as project manager for all professional services including large client implementations and product releases. For a large NYC trust company, led project to implement current year trust tax reporting following last-minute contract signing. Developed tracking and reporting tools, ran weekly client status meetings, and successfully met tax reporting deadlines. Client became premier prospect reference.
- Served as relationship manager for top clients. Personally prepared and maintained client-specific tax season project plans, tracking both internal and client tasks, deliverables and deadlines, growing their business volume while removing surprises.
- Ran project to establish first business continuity plan for company, leading to a successful recovery test within nine months. Personally authored the continuity plan.
- Led first SAS 70 audit review project. Personally edited all controls content and worked with auditing team to resolve exceptions, leading to publication to clients of a satisfactory audit report.

SunGard Investment Management Systems, Boston, MA (2000-2002)

VP, TECHNOLOGY

Transferred to shape up development group providing portfolio management products for asset management firms. Immediately improved morale and performance of underway projects, while establishing program to re-engineer development process.

- Managed the development of multiple releases of portfolio management, trading, accounting, performance measurement, and reporting sub-systems, involving Unix, MS and Bull infrastructures.
- As project manager for first client access web service, coordinated activities of internal plus matrixed architecture, security and hosting resources, leading to on-schedule start of live services.
- As project manager developing first realtime trade-routing network interface, drove project to meet tight external deadline by personally resolving issues regarding messaging standards and legacy technical connectivity.
- Served as project manager to develop new generation of products using web-based front end architecture tying together existing best-of-breed solutions from sister SunGard companies. Lead highly-matrixed, geographically dispersed team through planning, design and delivery of prototype solution.

SunGard Data Systems, Wayne, PA (1999)

SENIOR PROJECT MANAGER

Served as trouble-shooter for CEO for critical corporate projects.

- Assigned as project manager to rescue failing Year 2000 project. Leading matrixed groups of business and technical personnel from four divisions, re-organized and completed in 10 weeks a project which had been underway for 18 months. Personally created and managed project plan of several thousand tasks, created standards for deliverables, and authored testing plan documents satisfying all regulatory guidance. Provided weekly project status to Board of Directors. Project met FFEIC deadline, obtained "satisfactory" rating from team of regulators.
- Planned, managed, and completed project to move Corporate data center to new facility, involving 5,000 sq.ft. of server and network equipment. Project implemented on schedule with no interruptions to clients.
- To resolve audit issues and to improve poor service levels, led project to define and implement comprehensive change control policy and procedures for Corporate data center. Personally authored policy and procedure documents
- As project manager, led the successful implementation a securities processing system for the Broker/Dealer subsidiary of a leading financial services firm.

SunGard Global Systems, Waltham, MA (1996-1998)

GENERAL MANAGER

Promoted and relocated to turnaround money-losing business. Complete P&L responsibility for development, operations and support organizations providing UNIX and LAN/PC portfolio accounting systems and services to over one hundred financial institutions.

- Led company in a series of restructuring and cost-reduction efforts that improved bottom-line from multi-million loss to breakeven in first year, while improving client satisfaction and retention.
- Served as project manager for Year 2000 projects for four systems. Personally authored FFEIC mandated testing plans and other document deliverables, meeting all regulatory deadlines. Results approved by Corporate and FFEIC auditors
- Negotiated resolutions of a large number of pre-existing disputes regarding major contracts.
- Planned and managed the successful transfer of product development and support responsibilities to another SunGard company, and closed the business.

SunGard Securities Systems, Minneapolis, MN (1991-1996)

VP, CUSTOMER SERVICES

Recruited to lead the service units supporting the management, clearance and settlement of bank treasury and investment portfolios. Client included 75% of top 100 US banks. Managed data center, client support, professional services, QA, and data security units.

- Dramatically improved client retention through major improvements in service delivery, focusing on zero-defect quality assurance and effective problem management. Created new release management function - personally performed role while defining policy and procedures eventually turned over to new hire.
- For rollout of a new generation of front-end technology across the client base, led a project to speed up client installations. Personally defined standardized project templates and tools to streamline

project tasks and ensure just-in-time delivery of hardware, telecommunication and training. Project resulted in procedures permitting existing resources to double the pace of implementations while improving overall customer satisfaction.

- Organized and /led client product advisory groups, resulting in more positive, cooperative client relationships.
- Mentored direct reports to improve professionalism. Two protégés now running SunGard companies.

CHASE ACCESS SERVICES, a JP Morgan Chase Company Lexington, MA

1979-1990

VP, PRODUCTION SERVICES

Assigned to lead this department in a crisis turnaround situation. Responsible for data center operations, account management, help desk, QA, and implementations. 24X7 services included high-volume transaction processing (moving up to \$20 billion/day), information retrieval, and EDI. Established a service-management methodology emphasizing effective processes and accountable people.

- Raised service quality to expected levels, then managed organization to exceed them.
- Personally recognized by Chase senior management for contributions to the major improvement shown in the annual Greenwich industry quality survey.
- Reduced the failure rate of new systems and production changes to less than 1% by effective change-control and quality assurance testing.

DIRECTOR, PROFESSIONAL SERVICES

Promoted to run business unit with P&L responsibility for electronic banking consulting services sold to Chase Manhattan Bank. Responsible for account management, systems development, and support. Increased staff from 12 to 45, adding London and Hong Kong support units.

- Expanded business 300% over three years, while expanding client base internationally.
- Improved client satisfaction by establishing a track record of on-schedule project completion while successfully delivering over a dozen major projects.

EDUCATION:

ITIL Foundation Certification in IT Service Management

MBA, Boston University, Boston, MA

BS, University of Notre Dame, South Bend, IN