

JONATHAN NOMAN, PMP, ACP

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EXECUTIVE MANAGEMENT PROFESSIONAL

Information Technology Arena

Project Management Leader

Highly-skilled leader with demonstrated success managing complex, multi-million-dollar projects and completing on time and on/under budget

Solid business acumen with keen understanding of technology systems and its impact on business processes; completed \$76.2M project under budget and 3 weeks ahead of schedule.

Possess sophisticated management and leadership skills and the ability to solve complex problems and challenges through innovative solution engineering. Project: Converted 1.5M accounts; zero downtime; \$3.4M budget; on time/under budget.

Noted for exceptional project management and leadership skills. Identified and resolved complex, high-level IT problems. Collaborated with SMEs to reduce inconsistencies and duplications, increased time to market by 34% and decreased data errors from 44% to 2% for major Fortune 1000 account generating \$234M in annual sales. Recognized by senior-level management for exceptional performance.

Strong collaboration skills; embrace complexity; expert problem solver



Product Conception, Design, & Development • Team Building & Mentoring • Project Management Resource Allocation • End-User & Client Training • Budget Administration • Staff Development Product Quality Assurance • Market Research & Analysis • Troubleshooting & Customer Support

CAREER BACKGROUND For Project Details see Addendum

SURESCIENCE, Brunswick, GA

2009 - Present

Global credit card processing company handling 140M+ accounts; 6,000 employees.

Information Technology Director (2011-present)

Recruited to create support staff for credit card processing system, expand sales, and standardize European and French operations supporting 8M accounts. Direct report of 12 management staff; indirect report of 45+ personnel; control \$425K monthly operations budget.

Programs / Processes:

- Assembled 15-staff support team for bank card and retail systems between U.S. and France; resolved nightly batch issues and stabilized production system.
- Resolved mid-range issues; built procedures and processes to stabilize systems, reduced production downtime and incorrect data occurrences from 94% to 43%.

Results:

- Systems Administration; built controls for data entry process which increased proficiency 36%.
- Expanded Help Desk accountability to identify system errors; reduced down time by 15%.
- Boosted deadline adherence from 80% to 98%.
- Facilitated successful turnaround; attained profitability in 1st 6 months.
- Created and implemented QA team; streamlined operations which reduced errors 17%.

Vice President of Information Technology Development (2010-2011)

Fast-track promotion to VP; promoted to increase productivity. Oversaw 8 direct management staff; indirect report of 82 team members. Controlled \$10M annual operational budget and managed 22M account activities.

System Knowledge:

- Established staff accountability and performance incentive system, increased productivity by 39%.
- Recognized for knowledge of agile principles, skills, and techniques, to include Scrum, Kanban, Lean, extreme programming (XP) and test-driven development (TDD.)

Systems / Programs:

- Improved communication link between technology and business units to accurately evaluate and determine project priorities; resulted in 22% increase in project completion.
- Initiated project management system for resource allocation and tracking milestones; reduced inventory by 42% through more effective use of resources.
- Implemented employee prioritizing to enhance leverage of project needs; evaluated employees' workload and assigned projects accordingly; decreased need for overtime hours by 14%.

Process Improvements:

- Improved project completion deadlines from 70% to 95%
- Reduced system errors; increased accuracy from 95% to 99%
- Built multi-model office testing system (Model Office); reduced down time from 36% to 2%

Assistant Vice President of Conversions (2009-2010)

Managed UIT conversions for Madison System and GGW System, including internal, external, and pass-through conversions. Oversaw 3 management staff and 30 indirect reports. Accountable for \$4M annual operations budget. Converted an average of 600K accounts per month.

Conversion Enhancement:

- Built system test environment and procedures to enhance conversions; substantially decreased conversion issues from 30 to 5 per client.
- Acquired supervisory responsibility for Conversion Group; managed 20 employees (2004).

CONSULTING INTERNATIONAL, Chicago, IL 2006 - 2009

Contract consulting firm specializing in multi-million dollar projects for Fortune 1000 companies.

Project Manager / Contract Basis

Designed, developed, and completed major, large-scale technology projects.

PICK A LOT RETAIL GROCERY, INC., Los Angeles, CA 2000 - 2006

Major grocery store chain; 35 locations in the southwest, mainly in CA.

Programmer/ Analyst

Recruited to assist in setting up Loyalty Program for customers. Collaborated on designing system for customer reward redemption.

EDUCATION

SOUTHEAST UNIVERSITY, Los Angeles, CA

Bachelor of Science, Computer Information Systems (1999)

TECHNICAL QUALIFICATIONS

Development Tools & Applications:

MVS/XA, MVS/ESA, MS DOS, VSAM, ISAM, DB2, IMS DB/DC, SQL/DS, CICS Command Level, TPX, TSO/ISPF, Librarian, SPUFI, FILE-AID, Intertest, Expediter, MS Windows, Filestar, Panvalet, PSF, API, Changeman, CCF, Abend/Aid, Strobe, CA7/11, Dispatch, MVS/JCL, Project Office

Hardware:

IBM 3000, IBM 38, IBM PC, Teradata

Languages:

COBOL II, COBOL, SQL, Assembler, RPG III, Easy-Trieve, Visual Basic, Access

CERTIFICATIONS

PROJECT MANAGEMENT INSTITUTE

Project Management Professional (PMP); 2001

Agile Certified Professional (ACP); 2001

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SELECTED PROJECT DETAILS (2009 - PRESENT)

Surescience (2014)

- **Scope:** Accountable for retail card conversion in France (first international conversion for company). Built and tested conversion process, including client interaction, parameters, program development and conversion codes, testing platforms, and system testing. Converted 1.5m accounts. Managed 10 team members and controlled \$900K operational budget. 1 year duration.
- **Results:** Project met deadline and budget guidelines.
- **Platform/Environment:** Mainframe and mid-range.

Surescience (2014-2016)

- **Scope:** Merged new client with existing 4M accounts. Managed development and conversion process, including installing, customizing, and testing 3 major systems into a new mainframe requiring operation, JCL, program, and tech support changes. Managed 15 staff. 2 years in duration.
- **Results:** Doubled the size of managed accounts.
- **Platform/Environment:** Mainframe and mid-range.

Surescience (2011-2015)

- **Scope:** Wrote new program and modified existing programs to centralize and standardize data communications for exchange of customer account level activity. 4 years in duration.
- **Results:** Debugged, corrected, and tested mutual fund applications.
- **Platform/Environment:** IBM 30XX, MVS, COBOL II, CICS, JCL, VSAM, TSO/ISPF, EXPEDITER, CHANGEMAN, CICS ABEND-AID, EASY-TRIEVE.

Surescience (2009)

- **Scope:** Converted ECS to FBS software for Card Rewrite group. Designed application result, and forward to IT department for execution and testing. Designed, created, tested, implemented, and supported Cardholder Statement process.
- **Results:** Offered greater functionality for account base and staff
- **Platform/Environment:** IBM 30XX, MVS, COBOL II, CICS, JCL, VSAM, TSO/ISPF, EXPEDITER, LIBRARIAN, FILEAID, PSF, API, CCF.