Robert Sorenson

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SUMMARY:

Comprehensive global experience in strategic planning and business operations, full life cycle software development, data warehousing, e-business, project management, and quality assurance for large business units. Successfully developed and implemented innovative programs to significantly increase productivity, meet strategic objectives, reduce operating costs and ensure on-time product delivery.

PROFILE:

STRATEGIC:	TACTICAL:
▪ 20+ years IT experience and 12+ years of leadership experience	▪ Managed engagements with revenue ranging from $500k to $10+ million
▪ Global strategy and implementations of ERP and BI systems in North America, South America, Europe, Middle East, Africa and Asia	▪ Managed engagement team size of 50 resources. Experience working with off-shore development teams in India and China
▪ Proficient in handling purchased services and sub-contract vendor management	▪ Managed implementations ranging from HR, Financials and SCM, CRM, Business Intelligence/Data Warehousing and infrastructure management
▪ Range of cross industry experience in financial, insurance, banking, telecom, manufacturing, retail, high-tech, telecom and automotive.	▪ Managed implementation size of 15,000+ user base
▪ Participated in numerous new business developments, proposals, RFI/RFQ, client orals and SOW	
▪ Proficient in handling purchased services and sub-contract vendor management	

PROFESSIONAL EXPERIENCE:

IDEA INTEGRATION (ADECCO GROUP, USA).   Apr 2009 to 2012

Vice President - Delivery, S.E. Region

Lead and direct all service lines being delivered out of the S.E. Territory including service delivery support, research and development, personnel management, staffing, and the creation of and accountability for service line targets and budgets. Manage Partner Strategy for the office including: managing the partner sponsors, reviewing progress against partner business plans, and identifying and executing new partnerships. Also contribute to the strategic business direction and decision-making of the company. Provide and implement corporate policies, procedures, and programs. Effectively represent the company's interests in all areas and situations.

- ✓ Accountable for planning and achieving all Delivery profitability targets; maintains all Delivery budgets and ensures adherence to those budgets.
- ✓ Defines and communicates all Delivery mission statements, messages, solutions targets, and service offerings.

- ✓ Effectively manage objectives for Attrition, Utilization, Margin, Client Satisfaction, and Performance Reviews
- ✓ Facilitates internal research and development efforts to support the improvement and expansion of the office's capabilities
- ✓ Support sales activities by identifying and following up on business leads and opportunities; developing proposals, Statements of Work, and arrangement letters; providing work and LOE estimates; preparing and delivering presentations to clients; and recommending potential solutions to client requirements.
- ✓ Ensures the quality, integrity, and consistency of solutions, methods, and approaches for client engagements.
- ✓ Provides direction and support to project teams.
- ✓ Represents the company at industry forums, trade shows, associations, and advisory boards.
- ✓ Regularly reports status to the Managing Director, highlighting significant accomplishments, proposed solutions, and issues for escalation.

- Client responsibilities included
    - o Ensuring quality and on-time delivery of all projects
    - o Supports the analysis of client requirements and the development of focused solutions that meet the client needs supporting Practice Areas and project teams in developing and delivering
    - o Ensures consistency and quality of all critical project deliverables. Write, review, provide feedback and ensure consistency and timeliness of evaluations conducted for defined client engagement.
    - o Build services relationships with clients
    - o Establishes and executes Delivery strategies and plans.
    - o Strive for 90% or better client satisfaction on the quarterly survey
- Resource management responsibilities included
    - o Creates an organizational structure that promotes and ensures career paths, creation of appropriate communities of interest, and the encouragement of entrepreneurship and leadership
    - o Counsel and advise employees on career, professional development, client and personnel issues through formal and information mentoring to develop management, organizational, functional and consulting skills (Performance Reviews)
    - o Ensure understanding of and compliance with human resources policies and procedures including staffing, records maintenance and performance recommendations
    - o Ensures that direct reports meet administrative responsibilities such as time reporting, maintenance of company resumes and maintenance of project profiles.
    - o Motivates and directs others by setting objectives, reviewing progress, and providing feedback.
    - o Makes promotion and compensation adjustment recommendations for direct reports and other practitioners.
    - o Recruit and retain top talent in the organization
    - o Defines and implements professional development curricula.
    - o Contributes to corporate decision-making including the creation and implementation of new policies, programs, and procedures.
    - o Serves as a mentor and advisor for members of delivery organization
- Partner management responsibilities included

- o Identifies and executes new technical partnerships.
- o Initiates, leads, and manages strategic initiatives with our technical partnerships.
- o Participates in and organizes meetings with technical partners to identify and execute on business development opportunities.
- o Facilitates internal research and development efforts by managing communication between technical partners.
- o Participates in vendor negotiations, partnerships and relations.
- o Supports all partner-related internal education activities

BEARINGPOINT, INC. Oct 2004 to March 2009

Senior Manager (2006 to 2009)

- **Project Manager – Development & Infrastructure**: Implemented PeopleSoft 9.0 FSCM for a large telecom company in the Midwest having a user base of over 15,000 employees. This project was a re-implementation of PeopleSoft from 8.4 on the mainframe using DB2 to PeopleSoft 9.0 on a mid-range using Oracle 11g. Implementation included accounts receivable, accounts payable, general ledger, project costing, asset management, purchasing, inventory, eProcurement and sProcurement modules. The primary focus of the re-implementation was on reduction in customization and improvement in process design and introduction of industry best standards
  - o 10+ million dollar engagement
  - o Managed engagement revenue of over 5 million dollars
  - o Managed a team of over 25 developers and administrators
  - o Used an off-shore model with the majority of developers from India.
  - o Deliverables of over 35 customizations, 100+ interfaces and 44+ conversion routines
  - o Major responsibilities included management of infrastructure and technical team both off-shore and on-shore, project plan maintenance, budget control and interaction with Steering Committee, PMO and project leads
  - o Complexity of over 30 integration points in this implementation, with data feeds from mainframe, mid-range and manual feeds like spreadsheets, etc.
  - o Infrastructure was based on 'On-Demand' computing with Oracle RAC/GRID and Oracle ASM (advanced storage management)
- **Engagement Manager**: PeopleSoft HCM Security Assessment project for a large retail chain. Scope of the project included security assessment of current system, review, gap analysis and recommendations for application security, configuration and online access for PeopleSoft 8.9 environment
  - o Recommended increased security options by moving from Windows to Unix based platform
  - o Key areas of assessment included sensitive data identification and scrambling options, user security gaps for both on-line users & back-end users and security tree structure analysis, PS Query access, interfaces, reports, back-end databases and policies and procedures for production, development and user acceptance test environments
- **Engagement Manager**: Global PeopleSoft 9.0 HCM Reporting Strategy and Architecture for a major automotive company. Scope of strategy included Latin America, Africa and Middle East countries

- o Final strategy included drastic reduction of public queries and reports from 10,000 + to 100+ queries and reports
- o Final strategy and architecture resulted in an operating cost reduction of over $5 million/year
- o The new reporting platform consolidated and moved all reports to web based Cognos 8 reports
- **Project Manager – Technical**: Implemented PeopleSoft CRM 8.9 for a major telecom company. Responsible for design, development, infrastructure, migration, defect management and production performance management of systems. Infrastructure support included DBA activities, PeopleSoft administration activities, hardware, software and patch support
  - o Managed engagement revenue of over $10 million
  - o Managed a team of over 50 developers and infrastructure team members
  - o Led the technical development and implementation of the project and managed go-live support activities along with development of subsequent phases
  - o Deliverables included over 200 interfaces including critical interfaces like e911 and 411, conversions, migrations, testing, reports, go-live and post launch support

Manager (2004 to 2006)

- **PeopleSoft Lead – Technical SME**: Internal Global Financial Systems strategy project. The strategy project resulted in the recommendation of a global financial software solution to be implemented using a single instance covering North America, South America and parts of Europe.
  - o The strategy process involved the preparation and issue of an RFI and RFP, development of functional and technical business requirements, execution of vendor workshops and development of implementation cost estimates, and preparation of executive presentations
  - o Technology considerations included sizing for infrastructure and database management, selections of correct hardware sizing, configuration and other operating system based requirements, network topology considerations, transport management for instances and application management, Adaptive Computing Infrastructure for High Availability environment, disaster recovery options and other infrastructure performance options required to support a global ERP solution
- **Project Manager**: Internal Disaster Recovery Plan for the company's Financial Systems and Reporting environment
  - o Created the Disaster Recovery strategy, hardware and network requirements, database/instance replication requirements for off-site near real-time replication and project implementation plan as per the internal corporate security strategy
  - o Implemented above plan and requirements for full disaster recovery coverage of the financial system

KPMG CONSULTING, INC.   Mar 2001 to Apr 2002

Manager, PeopleSoft Practice

- **Infrastructure Manager**: Leading semiconductor manufacturer, implemented a global Oracle 11i ERP solution

- 15+ million dollar engagement
- Managed engagement revenue of over 2 million dollars
- Managed a team of over 10 developers and administrators
- Provided project management and technical expertise and managed all aspects of infrastructure and architecture in a complex global environment
- Provided project planning, scope management, resource management, daily operations management and status tracking, project issues and resolution management, client issues and resolution management, team issues and resolution management, both written and verbal communication for both project and between peers, project deliverables management, team performance management and team retention within the project
- Responsibilities included management of client, subcontract and internal technical resources
- Deliverables included hardware requirements and specification process, network topology requirements, multiple instance management, systems flow diagrams (logical and physical diagrams), systems architecture and design, systems management, applications management, associated documentation for the above, etc.
- Played major role in client retention, relationship building and communication

- **Project Manager**: Global insurance company completed the Fit/Gap Analysis and Specification Development, project plan and timeline in preparation for PeopleSoft HRMS 8.9 upgrade. Modules included HR, Benefits, Payroll, Pension and Time & Labor

- **Project Manager – Functional**: Global investment management firm, facilitated the cross-functional analysis for global Compensation Planning and Forecasting processes and Global Payroll processes in preparation for an upgrade to PeopleSoft 8.3

- **Project Manager**: Leading global insurance group, created the strategy, scope and timeline for implementing PeopleSoft 8.3 HR, Benefits, Payroll and ESS across 21 different subsidiaries

ARMAITI, INC.   Apr 2002 to Aug 2004

Family owned business

This is a family owned business involved in marketing and sales of garments and accessories imported from India. Primary responsibility included setting up the company, creating marketing materials and conducting market study on sales potential.

FORD MOTOR COMPANY   Oct 1992 to Mar 2001

Portfolio Manager (1997 to 2000)

- **Project Manager**: Global PeopleSoft HR/Data Warehouse. Architected and implemented a b2e global three-tiered client/server based BI/Data Warehouse system
  - Responsible for annual budget of $12 million.
  - Hired and managed a team of over 25 developers.
  - Successfully implemented across multiple countries and languages (Canada, U.S, Argentina, Brazil, Europe)

- o Implementation included Oracle Advanced Replication between PeopleSoft (HR) and data warehousing, Business Objects front end ROLAP reporting (canned and ad-hoc) and analysis tool and an Oracle Star Schema data model
  - o Streamlined process and data to couple data warehousing and ERP system (PeopleSoft 7.5x) into a single virtual entity, which was highly end-user friendly and optimized for performance and robustness. This b2e system provided a single, comprehensive and global reporting capability to the client
- Other projects completed between 1997 and 2000
  - o Designed and implemented PeopleSoft Error Tracking & Reporting system implementation.
  - o Integrated HR data (PeopleSoft HR) with Finance (PeopleSoft Finance) to create a consistent, single source data interface for the Finance function.
  - o Implemented custom data warehouse for historical HR data (legacy) from the mainframe to a client/server environment. Used Business objects as the reporting and analysis tool.
  - o Implemented a Labor Negotiations data warehouse to facilitate UAW contract discussions for a major automotive company. This helped save over a million dollars due to its ad-hoc reporting capabilities.

Manager: Product Development Systems (1996 to 1997)
- As the team lead, created and managed the Analytical Warranty System (BI/Data Warehouse). This system supported reporting and analysis requirements for all major manufacturing facilities in Europe and USA. This data warehouse (VLDB) won the 'Enterprise Vision Award 2000' from IBM for best data warehouse design with over 1.3 terabytes of data.

Other positions at Ford Motor Company:
Senior Systems Analyst: Manufacturing and Plant Floor Systems (1995 to 1996)
Systems Analyst: Test Systems (1992 to 1995)

CDI COMPUTER SERVICES - Systems Engineer   Jun 1991 to Oct 1992

OMEGA PRODUCTIVE SERVICES - Systems Analyst (summer-job)   Summer 1988, 1989

EDUCATION:
- MBA – MIS & Marketing, Oakland University, Michigan
- B.Tech. Engineering – Anna University, Chennai, India

STATUS: US Citizen.