

ALAN TUCKER

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PROJECT MANAGER • ANALYST • CONSULTANT

INFORMATION TECHNOLOGY & BUSINESS PROCESS

Over 15 years IT and business Project Management experience in a variety of industries with diverse technical environments and organizational cultures. Skilled in recognizing key issues and problems, identifying appropriate solutions and expediting corrective action implementation.

Types of projects managed include:

- Business systems implementation and rollout, including SaaS configuration and integration.
- Full SDLC IT systems justification, specification, development, testing and implementation.
- IT SOX compliance, Service Level Agreement implementation and KPI measurement and reporting.
- Acceptance testing and partner integration.
- Data Warehouse implementation and Business Intelligence and operational reporting.
- Organizational start-up, development, staffing and budgeting.

PROFESSIONAL HISTORY

Kaiser Permanente, Independent Contractor

Project Manager, National Facilities Services Finance

May 2010 . Feb 2011

- Led PeopleSoft General Ledger, AP, reporting and financial management process and PeopleSoft system implementation effort for a \$175 Million Facilities Services organization.

Project Manager, Information Technology Finance

May 2004 . Feb 2009

- Managed implementation planning and execution for CHIMES and Fieldglass hosted contingent labor management systems, complete with several system integrations, including PeopleSoft AP.
- Managed General Ledger and Labor Distribution implementation for shared services organizations.
- Implemented PeopleSoft EPM data warehouse and COGNOS based financial reporting system.
- Performed COSO and COBIT based Sarbanes-Oxley IT general controls assessment. Inventoried financial systems; documented and evaluated relevant IT processes, risks and controls; composed control test plans and defined success criteria.

Agilent Technologies, Independent Contractor

Website Consultant

Jun 2003 . Apr 2004

- Maintained external and internal websites using FrontPage, Dreamweaver and BroadVision Portal tools.

DHL Systems, Independent Contractor

Project Manager

Jan 2001 . Oct 2001

- Defined a new customer support organization, tools, and processes for a proposed third party logistics information services company.
- Designed a Customer Support Call Tracking System based on the Peregrine ServiceCenter product, consistent with elements of the ITIL Service Support framework.

- Managed the completion and production implementation of a new corporate website containing Marketing, Human Resources, and Customer Support areas. Implemented WebTrends for the monitoring and analysis of site traffic.

Excite @ Home, Independent Contractor

Project Manager

May 1999 . Sep 2000

- Managed a cross functional Root Cause Analysis team investigating customer support system performance and availability issues.
- Advised the Service Level Agreement development team on SLA processes, IT operations issues, and performance measurement methodologies.
- Managed partner application acceptance and Y2K testing, initial production implementation, and production technical support for a new three tier client server Customer Account Provisioning System.

Globalstar, Independent Contractor

Project Manager

Feb 1998 . Feb 1999

- Managed the Year 2000 Compliance project for this developer of a worldwide satellite telecommunications system.
- Improved project risk management and decision analysis by developing sophisticated Analytic Hierarchy Process models for risk evaluation.

DHL Systems, Independent Contractor

Project Manager

Feb 1995 . Sep 1997

- Planned and initiated a three year \$2.3 Million Year 2000 Compliance project encompassing global networks, third party hardware and software systems, internally developed infrastructure software, and UNIX testing facilities.
- Implemented Systems Administration SLAs and performance measurement processes for system and network availability, problem determination and resolution, and service request completion.
- Implemented the Remedy Action Request System for problem management and developed a Lotus Notes based change tracking system.
- Managed a seven person Systems Administration organization responsible for supporting 130 Windows 95 PCs, 20 UNIX workstations and 30 UNIX, Novell and Windows NT servers on TCP/IP and Novell networks.

PROFESSIONAL DEVELOPMENT

Member, **Project Management Institute (PMI)**, preparing for PMP Certification

Certificate, **Project and Program Management**, UC Santa Cruz

Certificate, **Unix System Management and Administration**, UC Santa Cruz

Extensive Management and Technical Coursework:

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| • Technical Leadership & Management | • Java Programming |
| • Data and Database Administration | • C/C++ Programming |
| • Discrete Event Simulation | • JavaScript Programming |
| • Business Process Modeling & Analysis | • VisualBasic Programming |
| • LAN/WAN Networking | • SAS Programming |