

# ALAN TUCKER

San Jose, CA

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## PROJECT MANAGER

Accomplished Project Manager, bringing clarity, direction and focus in solving difficult Business and IT challenges. Experienced leading matrixed and distributed cross-functional teams through all phases of the project lifecycle, building strong stakeholder and organizational relationships, managing risk and meeting project goals and objectives. Persistent problem solver skilled in recognizing key issues and obstacles, identifying appropriate solutions and expediting corrective action implementation.

Domain experience includes:

- 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

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### Kaiser Permanente, Independent Contractor

**Project Manager, National Facilities Services Finance** 2010 – 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** 2004 – 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 systems 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** 2003 – 2004

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

### DHL Systems, Independent Contractor

**Project Manager** 2001 – 2001

- Defined a new customer support organization, tools, and processes for a proposed third party logistics information services company. Managed implementation of a new corporate website containing Marketing, Human Resources, and Customer Support areas. Implemented WebTrends for monitoring and analysis of site traffic.

- Designed a Customer Support Call Tracking System based on the Peregrine ServiceCenter product, consistent with elements of the ITIL Service Support framework.

### **Excite @ Home, Independent Contractor**

#### **Project Manager**

1999 – 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**

1998 – 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**

1995 – 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 SLA's 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 Windows PC's, UNIX workstations and UNIX and Windows servers on TCP/IP networks.

## **PROFESSIONAL DEVELOPMENT**

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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         |

Proficient with the following software tools:

- |              |                |                           |                     |
|--------------|----------------|---------------------------|---------------------|
| • MS Windows | • UNIX & LINUX | • MS Visio                | • MS Access         |
| • MS Word    | • MS Project   | • MS Excel                | • MS PowerPoint     |
| • MS Outlook | • Photoshop    | • MS SharePoint           | • Extend Simulation |
| • SQL        | • Lotus Notes  | • Criterium Decision Plus | • MS Expression Web |