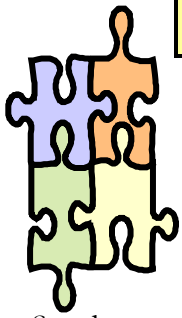


“An important piece of your company’s management team is missing.”



P **AULA CHASE**

VISIONARY TECHNOLOGY LEADER **Project Manager ♦ Lead Architect**

Steady career progression as an IT professional with historical opportunities to expand knowledge, develop skills and grow within an organization. Possess a unique blend of conceptual/visionary thinking towards improving business processes, analytical skills to define objectives and hands-on technical acumen. Ability to rapidly comprehend complex environments and communicate effective improvements to both technical and non-technical staff at all levels. Able to manage production incidents and envision long-term impact of technical decisions. Experience guiding teams through the SDLC to improve efficiency of systems on time and under budget and able to motivate/mentor staff to achieve required goals. Core expertise includes:

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| ✓ Active Listening Skills | ✓ Project Management | ✓ Process Improvement |
| ✓ Strong Communication Skills | ✓ Architecture | ✓ Requirement Identification |
| ✓ Team Leadership/Motivation | ✓ Business Analysis | ✓ Software Development |
| ✓ Problem-Solving Skills | ✓ Enterprise Application Integration (EAI) | ✓ System Analysis/Design |
| ✓ Consultative Skills | ✓ Customer Relationship Management (CRM) | ✓ Technology Deployment |
| ✓ Multi Tasking | | ✓ Technology Evaluation |

KEY ACCOMPLISHMENTS

STAFF MANAGEMENT

- Effectively provide input, coaching and guidance as needed after thorough comprehension of staff/co-worker’s points of view/circumstances. Create a positive work environment, gaining respect through recognition of knowledge, expertise and collaborative leadership techniques. Able to provide constructive feedback and motivate employees to achieve.
- Oversaw recruiting, interviewing and on-boarding AVP, Senior MQ Administrator. Established weekly meetings to provide feedback, offer recommendations and assist in career development.
- Successfully coached, mentored and motivated underperforming Systems Officer through weekly one-on-one sessions. Employee became engaged in performance process and empowered to take ownership for expected responsibilities.
- Oversight for team of two senior WebSphere MQ engineers managing messaging infrastructure of BTMU North America with daily responsibilities for monitoring operational support of 15 production queue managers and 50+ development queue managers on various platforms including Z/OS, AIX, Solaris, Tandem and Windows servers.

LEADERSHIP

- Identified serious data quality problems in SalesForce CRM system that contributed to unnecessary operational risks and persuaded business units to assist in presenting information to senior management. Subsequently, a cleanup effort across multiple branches was authorized.
- Led technical team to rebuild infrastructure for four Internet sites, including Cash Management and Trade Finance.

KEY ACCOMPLISHMENTS CONTINUED...

- Managed e-Fax project team with seven IT, 1 telecom vendor (MCI/Verizon) and three business people and had oversight of \$140,000 budget. Effectively utilized existing resources and infrastructure to keep project below budget. Assembled and led e-Gateway project team with eight IT, 1 EDI VAN vendor and two business people with oversight for \$150,000+ budget without hardware/software costs. Proved to be a revenue-generating project, as the Cash Management Services department charged their customer for this service.
- Able to clearly communicate with lead data modeler (information architect) and ensure comprehension of accounting office business domain, saving time and improving quality of Data Warehouse data model.

PROJECT MANAGEMENT

- **Intranet Replacement:** Project Manager for the migration of Bank's antiquated Intranet to Microsoft's SharePoint technology. Standardized look, feel, and content publishing process of the corporate Intranet. Obtained buy-in from 25+ business units via internal marketing efforts and pro-active communications. Planned and executed project following strict PLC guidelines, including vendor management, budget control, development, testing, training, and migration activities.
- **Web-hosting infrastructure replacement:** Recommended combining database server with web server, ensuring data security and resulting in a cost savings of approximately \$100,000.
- **Project Lead:** Oversight for a myriad of additional projects including e-Fax, e-Gateway and smaller project within the .NET development team.

ARCHITECTURE/DESIGN

- As an integral part of the EAI team, designed 50+ integrations based on an asynchronous message broker architecture, utilizing several EAI patterns including pipes and filters, dynamic routers, splitters, aggregators, request-replies, and canonical data models.
- Developed and enforced messaging architecture, standards and guidelines, including error-handling protocols, recovery procedures, auditing requirements, naming conventions and coding standards with final approval accountability.
- Designed e-Gateway application to leverage EDI VAN capabilities for external file transfers. Internally, files are dynamically routed using WebSphere MQ and the WebSphere Message Broker, providing data transformation services as needed. The web UI allows business users to monitor their transmissions, supports resubmission and automatically notifies users of missed, scheduled transmissions. Responsible for designing both the user interface (written in VB6) and messaging architecture.
- Designed e-Fax application, an outbound fax gateway, replacing a legacy system with a high failed delivery rate. Designed both the web UI (written in C# and ASP.NET 1.1) and messaging architecture. The system was the first application designed for SOA support and the application exposes a web service so any system can call it.

PROCESS IMPROVEMENTS

- **Fax Compliance Workflow:** Consolidated cross-departmental projects recognizing similar needs and eliminating repetitive work. Emphasized building application to be extensible in order to on-board additional departments at a later time. Application was written in C# and ASP.NET 3.5 with AJAX and reduced processing time by 50%.
- **Web hosting:** Implemented new procedures ensuring additional vendor transparency. Required vendor to supply end of life information for all hardware and software, enabling team to plan and combine implementation and testing. Successfully saved time and money over previous method and reduced risk of unknowingly being out of support.
- **Financial Information Reporting System:** Automated all outer branches' reporting by creating mini data repository, (precursor to the data warehouse) utilizing a combination of Visual dBase and Excel VBA macros and template. Moving the process from manual input to automation allowed for smaller margins of error and freed up personnel for additional responsibilities. Reduced original two-three day process to five hours. The mini data repository served as an excellent source for investigations and historical data for ad-hoc analysis when controllers had questions.

CAREER HISTORY

BANK OF JAPAN, New York, NY **2001-Present**
BOJ is the largest bank in Japan and serves as the core retail and commercial banking arm of the Mitsubishi UFJ Financial Group. The bank provides a broad range of domestic and international services from its offices in Japan and around the world. Products include Corporate and Investment Banking, Commercial Banking, Capital Markets, Forex & Treasury, M&A Advisory, Syndicate Loan, Securitization, Structured Finance, Lease Finance, Trade Finance, Trust & Fiduciary, and Cash Management.

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| Senior Architect – CRM/Business Intelligence | 2009-Present |
| Project Manager – Web Development/Web Hosting | 2008-2009 |
| Manager – WebSphere MQ Administration | 2006-2008 |
| Lead Architect – Enterprise Application Integration | 2001-2006 |
| Independent Consultant – Multi Currency Accounting | 2001 |

INFOSPACE INCORPORATED, Ann Arbor, MI **2000-2001**
Infospace is a professional services organization focused on execution of business intelligence and data warehousing initiatives.

Senior Data Warehouse Architect

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| BANK OF JAPAN , New York, NY | 1995-2000 |
| Architect – Warehouse | 1999-2000 |
| Programmer/Analyst – Banking Systems | 1998-1999 |
| Programmer Comptroller’s Group | 1996-1998 |
| Junior Programmer - Planning Department | 1995-1996 |

EDUCATION, SKILLS AND TRAINING

Master of Science, Information Systems Major, **New York University**, New York, NY **2007**

Bachelor of Business Arts, Finance Major, **Adelphi University**, Garden City, NY **1995**
Languages: Fluent in Chinese (Cantonese)

Training: Business Objects Web Intelligence Report Design, Apex and Visualforce Controllers (DEV-501)
 SharePoint Technologies Comprehensive Introduction, New Manager Training

TECHNICAL EXPERTISE

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|--------------------------------|---|
| Skills & Languages: | UML, Data Modeling, XML, XSLT, ESQL, SQL, Java, C, VB, COBOL, EDI X12, SWIFT. |
| Tools: | SalesForce.com, MOSS 2007, Internet Information Services (IIS), WebSphere, MQ, WebSphere Message Broker, WebSphere Business Integrator, WebSphere Transformation Extender, QPasa, ETT*Extract, Business Objects |
| Databases: | DB2, SQL Server, Oracle |
| Operating Systems: | Windows Servers, AIX, MVS/TSO |
| Software: | Microsoft Office Suite (including Vision and Project) |
| Version Control: | PVCS, Librarian |

Project Notes:

This client was seeking opportunities in management and wanted to showcase strong qualities/experience in people management and leadership. She felt challenged to make sure that potential employers saw that she was not just technically/tactically experienced, but that she had a personality. Her feelings were once she got the interview, she could shine with her excellent interpersonal skills and really show that she can lead, grow and manage a staff. Her previous resume did not open this door and we chose to “get a little risky”.

Immediately, we grabbed the attention of the reader with color, graphics and a bold statement that identified the candidate as what the employer needs to add to their management team. While not traditional for a technical resume, it got noticed.

We chose a functional format, front loaded with areas such as staff management and leadership saving all specific, technical expertise for the end in an attractive table.