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CAREER SUMMARY

Problem solving, results oriented business and IT process manager with extensive experience in IT Service Management, project management, operations, marketing, communications, training, product management, portfolio management, customer relationship management and support. Skilled in designing, developing and implementing IT services as well as managing people, projects and processes. Industry specific experience includes banking, financial services, credit, insurance, retail, accounting, market analysis, product development and demand strategy. Excellent oral and written communications skills and adept in interacting at all levels in an organization.

PROFESSIONAL CERTIFICATIONS

ISACA – COBIT Foundation Certificate

ITIL – Managers' Certificate in IT Service Management

Practitioner Certificate in IT Service Management: ITIL Practitioner Support & Restore

Practitioner Certificate in IT Service Management: ITIL Practitioner Release & Control

Foundation Certificate in IT Service Management: (V2 and V3)

PROFESSIONAL EXPERIENCE

PINK ELEPHANT, BURLINGTON, ON IT Management Consultant

OCT 2007 – MAR 2009

Develop and deliver IT Service Management certification courses and provide IT Service Management consultative services and support to a diverse mix of clients. Develop IT Service Management resource material used in training documentation and to support ITIL Service Management initiatives.

- Deliver IT Service Management education and assist customers to implement Service Management as a strategic asset within their organization.
- Facilitate foundation and practitioner level ITIL Service Management classes which prepare delegates for an examination leading to ITIL certification. Maintain a 93% pass rate vs. a global pass rate of 84%.
- Perform research and develop IT Service Management documentation in response to customer requests and supporting the development of new products and training material.

LIMITED BRANDS INC, COLUMBUS, OH

MAR 2007 – OCT 2007

Project Manager (Consultant – Contract Position) – Limited Technology Services

Responsible for managing all aspects of a \$2.6M ITIL Service Support and Service Delivery processes integration project for Limited Technology Services. Deliverables include the development of policies and procedures, the documenting of workflows and process integration points as well as the evaluation, acquisition, configuration and implementation of support tools.

- Directed and coordinated all aspects and phases of the project from initiation, planning, execution through closure. With an emphasis on scope management, risk and issue identification and mitigation in order to successfully achieve each milestone and deliver the project on time and within budget.
- Managed internal Limited Technical Systems resources as well as external contractor and vendor resources through all phases of the project focusing on optimizing resources in order to achieve a successful on time and within budget project delivery.
- Accountable for the successful configuration, implementation and integration of Incident, Problem, Change, Release and Configuration Management processes and tools.
- Managed all aspects of the project financials including planning, forecasting and approval for all project related disbursements.

ALLSTATE INSURANCE, NORTHBROOK, IL

OCT 2004 – MAR 2007

Manager Operations & Service Management – Enterprise Technology Services

Accountable and responsible for the strategic, tactical and operational plans as well as their execution and implementation supporting Information Technology Infrastructure Library (ITIL) within the Enterprise Technology Strategy and Planning organization. Deliverables included analysis, development, implementation and ongoing support and maintenance of the ITIL Service Support disciplines (Incident, Problem, Change, Configuration and Release Management).

- Developed common frameworks which included policies, procedures, documentation and job aids supporting the successful implementation of Incident, Change and Release Management processes.
- Created a standard set of project implementation plans for each Service Support discipline. The plan included a communication and implementation strategy, milestones, deliverables, timeline and resource requirements for each implementation. This resulted in a 27% reduction in start-up time and a 15 % reduction in implementation resources.
- Developed and implemented a Release Management process. Documented and negotiated Operation Level Agreements which identified and defined service delivery requirements as well as service & support targets.
- Enhanced existing Release management policies, procedures and work flows resulting in a 25% improvement in compliance to regulatory requirements and internally documented policies and procedures.

THE CAMBRIDGE GROUP, CHICAGO, IL**FEB 2003 – OCT 2004****Strategic Marketing and Information Services (Consultant – Contract Position)**

Responsible for managing and maintaining the customer relationship management tool and database, performing strategic marketing functions, assisting in secondary research as well as interview and focus group recruitment.

- Maintained the accuracy of the CRM database, initiated mailings, managed and maintained contact status.
- Achieved a 5% response interview acceptance rate in a c-level Fortune 100 cold call marketing initiative.
- Coordinated the recruitment of interview subjects and focus group participants for consulting initiatives.
- Responsible for gathering, verifying and presenting secondary forces and factors reference material.

FIRST AMERICAN BANK, ELK GROVE VILLAGE, IL**MAY 1998 - OCT 2002****Senior VP Systems & Service**

As the Senior Manager, accountable for enterprise wide IT Service Management. This included a multi platform data center, supporting AS/400s, Tandem, RS/6000 (AIX), servers as well as desktop support and Customer Support/Service.

- Developed, implemented and maintain the enterprise business and IT continuity plan in support of data center, branch and headquarters IT Services.
- Managed the ahead of schedule under budget corporate wide hardware and software Y2K project using Microsoft Project. The project included the implementation of a new corporate platform application, the roll-out of 600 desk tops and the implementation of an on-line electronic banking service.
- Directed an on time, on schedule within budget email migration from ccMail to Lotus Notes incorporating collaborative services, calendaring and scheduling as well as an incident management ticketing solution.
- Developed 24X7 quick response teams, which expedited incident resolution and drove problem management root cause analysis, reducing downtime by an average of 27%.

AMERITECH, HOFFMAN ESTATES, IL**AUG 1997 – MAY 1998****Solutions Consultant**

Responsible for all aspects of the relationship between Corporate IS and the Enhanced Business Services business unit. Managed and was responsible for desktop solution projects, including; project definition, scope, design, development, testing, documentation, release and support.

- Managed the development and implementation of an automated desktop solution, which mechanized ISDN service order negotiations. This application reduced order negotiation error rates from 87% to less than 20% and integrated the hardware and service tool data bases.
- Designed and implemented a standard model for the identification and definition of project requirements which defined the steps used to develop service and application specifications.
- Developed service related communications and training materials, curriculum and performed train-the-trainer seminars for newly developed services and enhancements to existing services.

SPS PAYMENT SYSTEMS, RIVERWOODS, IL**MAY 1990 – AUG 1997**

Director, Network Operations, Communications and POS

Managed a staff which developed, maintained and supported the processes and functions required to deliver SPS' nation-wide authorization data communications network. Including a Service Desk with 24 X 7 customer service and support, a software development & deployment group, hardware repair & support facility and a commercial fleet fueling credit program.

- Established, negotiated and documented vendor underpinning contracts and service level agreements which improved the problem resolution time for all primary network activity by 20%.
- Developed and implemented a Point of Sale business plan which lead to a 30% reduction in software applications and reduced development costs by 34% annually.
- Launched a hardware service initiative, which resulted in a 283% increase in revenue at a 50% margin.
- Developed, implemented and maintained a Configuration Management Data Base and Definitive Media Library supporting 127,000 terminals.

PROFESSIONAL TRAINING

Information Technology Infrastructure Library
 Total Quality Management
 Training & Development
 Project Management
 Technical Writing
 Web Development

Security and Firewalls
 Six Sigma
 Capability Maturity Model
 Routers, Bridges and Switches
 Frame Relay Technology & Applications
 Hands on Multi-Protocol & Multi-Vendor Networking

SKILLS

Business Process Analysis and Improvement, Organizational Assessment and Re-alignment, Technology Assessment, Planning and Implementation, Business Continuity and IT Service Continuity Planning and Implementation, Strategic, Tactical and Operational Organizational Planning, Software/Hardware/Vendor Evaluation and Selection, IT/IS and Business Alignment, Business Case Development and Proposal Development, Business Impact Analysis, Risk Analysis, Executive Presentations, Consensus Reaching, Team Building, Mentoring and Career Development