

## PROFESSIONAL RESUME

### Riley Neel

#### SUMMARY

In October 1993 -- after over 27 years with IBM -- Riley retired to become an independent project management consultant. For the next two years he managed IBM's portion of a Systems Integration (SI) project to install a PC based Point of Sale system in 800 retail stores. He next assisted a client to regain control of several runaway projects by introducing project plans, change control and other project management disciplines into the client's organization. He then managed the development of a major release of IBM's introductory course for professional services/system integration new hires, and managed two System Integration proposals for IBM de Colombia: a \$US 34 million telecommunications network management system and a \$US 26 million education and public access network. He also assisted IBM project managers in Bogota, Colombia and Shanghai, China in developing their initial project plans for major SI projects. Riley served as a member of the Advisory Council for the University of California at Santa Barbara Extension's Project Management Certificate program and as a course developer and instructor under that program. He is currently engaged with a major studio where he developed and lead the studio's project management assurance program and is now managing the migration of the studio's mainframe applications from a local mainframe to a service bureau on the east coast.

From February through October, 1993 Riley was an IBM Certified Project Manager for IBM's subsidiary, the Integrated Systems Solution Corporation (ISSC) assisting clients in managing their projects. He also served on IBM's national Project Services Advisory Council and consulted on project management. In addition Riley helped develop and taught modules in IBM internal classes on project management and proposal development.

Prior to joining ISSC, Riley was the lead Project Assurance Representative for IBM Los Angeles. In this assignment he functioned as a project management consultant: approving proposals prior to submission to clients, reviewing projects underway, and pricing proposals.

Riley joined IBM Los Angeles from a 19 month assignment to IBM Australia. There he was a member of the initial four person team sent to establish System Integration in Australia. As part of the startup team, Riley's objective was to pass on the benefits of his experience. His primary role was that of a project management consultant: guiding and assisting new project managers and providing backup should any need assistance. To this end he guided the documentation of IBM Australia's SI software development methodology and developed a standardized project plan template. Riley guided several IBM Australia proposal and project managers and also managed some of IBM Australia's initial SI contracts including the requirements phase of a gas utility customer service system.

Prior to this assignment, Riley had been an engineer with IBM's Federal System Division (FSD) for 22 years. There he managed a department of system engineers that concentrated on definition of requirements and formulation of technical solutions. This department also performed the new business functions of marketing support, project planning, and proposal preparation as well as formally maintaining the customer interface for an 80 person software development organization.

During his FSD service, Riley was proposal and project manager for numerous projects including two of IBM's first commercial System Integration projects.

Riley received his B.S. and M.S. (physics) from California State University at Long Beach and attended graduate school at the University of Heidelberg, Germany under the California State University's international studies program.

## EXPERIENCE

### 1993 to Present -- Independent Consultant

**Client:** Warner Brothers

**Date:** 12/99 -- Present

**Position:** Project Management Consultant

**Project:** Ongoing consulting & management of Data Center Migration Project

**Conducted** Project Management reviews of 16 software development projects in US and UK ranging in size from about \$100K to \$12.3 million.

**Managed** the planning, installation, and testing of the transfer of all mainframe applications in the data center in Burbank, CA to one Tampa, FL.

**Client:** University of California at Santa Barbara Extension

**Date:** 9/98 -- 11/98

**Position:** Advisory Committee Member, Course Developer and Instructor

**Project:** Project Management for the Next Century

**Participated** in committee that defined and designed a new certificate program for the university extension.

**Client:** IBM Telecommunications Industry Group

**Date:** 1/98

**Position:** Proposal Manager

**Project:** Information System Integrated Solution Project for the Venezuelan National Telephone Company (CANTV)

**Managed** a proposal for a \$US 27 Million phase I turnkey SI solution for supporting three major components business processes: Corporate Management, Business (product development and marketing) Support, and Business Core (service provisioning and activation, customer care, network maintenance).

**Client:** IBM de Colombia

**Date:** 10/97 - 11/97

**Position:** Proposal Manager

**Project:** Integrated Citizen Participation Network

**Managed** a proposal for a \$US 26 Million turnkey SI solution consisting of two major components: education and citizen access.

**Client:** IBM de Colombia

**Date:** 7/97 - 8/97

**Position:** Proposal Manager

**Project:** CAPITEL Network Management System

**Managed** a proposal for a \$US 34 Million turnkey AD/SI solution that integrates 17 key application packages, and involves IBM de Colombia and subcontractors from France, Brazil, US, & Colombia.

**Client:** IBM Global Services Institute

**Date:** 3/97 - 7/97

**Position:** Project Manager

**Project:** Solution Development Course: Release 5

**Managed** the development of major release of a two week IBM Global Services Institute internal course for professional services/systems integration new hires

**Client:** IBM Latin America

**Date:** 12/96 - 2/97

**Position:** Class Manager

**Project:** IBM Global Services Institute's Solution Development Course for IBM Latin America  
**Prepared** for delivery of IBM Global Services Institute's (IGSI) Solution Development Course to new hires in IBM Latin America.

**Client:** IBM Latin America

**Date:** 8/96

**Position:** Instructor

**Project:** Project Management Certification Classes

**Taught** two formal, two day, project management classes in Colombia to 30 candidates in IBM's project management certification program:

**Client:** The Robinson Group

**Date:** 12/95 -- 5/96

**Position:** Project Management Consultant

**Project:** Partner Series (Future product consisting of integrated modules for higher education.)

**Reviewed** troubled project and presented findings and recommendations to company president and new chief operations officer.

**Client:** Shanghai Hai Xing Shipping Co. Ltd.

**Date:** 4/96 -- 5/96

**Position:** Project Management Consultant

**Project:** Shanghai Hai Xing Management Information System (Shipping Business, Financial Management, Equipment Management, Planning & Statistics, Human Resource Management, Office Automation)

**Guided** project manager in developing project plan. Introduced formal project tracking and taught class on tracking.

**Client:** IBM de Colombia

**Date:** 9/95 -- 10/95

**Position:** Project Management Consultant

**Project:** Colombia Telecom Billing System

**Led** project team in the expansion and clarification of statement of work and customer responsibilities. Identified risks and recommended containment action.

**Client:** Kinko's, Inc./IBM

**Date:** 9/93 -- 12/95

**Position:** Project Manager

**Project:** Point of Sale System (POS) Rollout (800+ franchises), POS Software Enhancement, Help Desk Backup.

**Managed** application development and rollout support project.

**Project Executive, Integrated Solutions Systems Company (ISSC) 5/93 -- 9/93**

**Client:** GTEL

**Date:** 5/93 -- 7/93

**Position:** Project Management Consultant & Project Office Liaison

**Project:** Customer Information/Billing System Rollout

**Advised and assisted** client project manager in planning rollout of new system for GTE's west coast telephone companies. Ensured plan contained activities and milestones suitable for headquarters tracking of progress.

**Client:** Buena Vista Home Video

**Date:** 8/93 -- 9/93

**Position:** Project Management Consultant

**Project:** Distribution Tracking System

**Assisted** inexperienced deputy project manager to construct project plan and implement tracking procedure. Advised project manager on project management and strategy issues. Reviewed output from other consultant.

**1989 to 1993 -- IBM Los Angeles – Consulting Systems Assurance Representative**

Position reported directly to the IBM executive responsible for Consulting and Professional Services for the western region. Responsible for ensuring customer satisfaction, revenue, and profit objectives were achieved consistent with business, legal and technical constraints.

**Reviewed** proposals prior to submission to identify application development project management, legal, and customer satisfaction risks and recommended containment measures.

**Reviewed (audited)** projects underway.

**Led** organization's total quality management activities, representing IBM's Western Area on national task force and leading several local process improvement teams.

**1987 to 1989 -- IBM Australia – Consulting Engineer**

Member of four person team sent on assignment to establish IBM's System Integration business in Australia.

**Supported** marketing and proposal efforts explaining to potential customers the nature of AD/SI projects and the role of the project manager.

**Client:** Australian Gas Light Company & Shortland Electricity

**Date:** 3/88 -- 2/89

**Position:** Interim Project Manager, Deputy Project Manager, Team Leader

**Project:** Customer Services System:

**Supported** inexperienced IBMA project manager during phase 1: preparation of statement of work, task estimates, deliverable specifications

**Client:** Australian State of New South Wales (NSW)

**Date:** 8/87 -- 12/87

**Position:** Project Manager

**Project:** Requirements definition and architecture study for an integrated motor vehicle registration and driver licensing system

**Defined** study approach: requirements analysis based on review of all processes within project scope, analyze information to define data requirements using an IBM analysis package, develop architecture that satisfies data needs and other constraints.

**1966 to 1987 -- IBM Federal Systems Division (Summary)**

**Senior Member of Technical Staff, IBM Federal Systems Division 1984 -- 1987**

ÿ Mosaic surveillance projects: Real Time, IBM & Custom Computers & Operating System

ÿ Advanced Warning System (USAF):

ÿ Joint Technology Program Defense Advanced Research Projects Agency (DARPA) & USAF

- ÿ Mosaic Sensor Program (USAF)
- ÿ Teal Ruby (USAF & DARPA): Command & Control + Data Reduction, IBM Mainframe, MVS
- ÿ HICAMP (USAF & DARPA): Command & Control + Data Reduction, IBM Mainframe, MVS
- ÿ Infrared phenomenology (USAF, DARPA, & Internal):

**System Engineering Department Manager, IBM Federal Systems Division 1981 -- 1984**

- ÿ Defense Support Program (US Air Force: (USAF)): Real Time, IBM 3030, Custom OS

**Advisory Member of Technical Staff, IBM Federal Systems Division 1977 -- 1981**

- ÿ Infrared Surveillance Data Reduction Development (USAF): Data Reduction, IBM MVS
- ÿ Space Station/Space Base (National Aviation and Space Administration (NASA)):
- ÿ Data compression (Internal): Real Time & Batch, IBM & Custom Computers & OS
- ÿ Image Processing (Internal & NASA): Real Time & Batch, IBM & Custom Computers & OS

**Member of Technical Staff, IBM Federal Systems Division 1970 -- 1977**

- ÿ Pattern Recognition and Correlation System (Los Angeles Police Department): Interactive DBMS, IBM 3090, MVS
- ÿ Computerized Traffic System (Los Angeles Police Department) : Interactive DBMS, IBM 3090, MVS
- ÿ Hyperion Water Pollution Control Facility Data Acquisition and Control Study (City of Los Angeles): Process Control, Platform independent

**Associate Member of Technical Staff, IBM Federal Systems Division 1966 -- 1970**

1966 -- 1969

- ÿ Advance Apollo Applications Program (NASA): Real Time, Batch & Data Reduction, IBM & Custom Computers, MVS & Custom OS
- ÿ Orbital Survey System (USAF); Batch (FORTRAN); IBM Mainframe, MVS
- ÿ Process control (New business): Process Control, Various Computers and OS

**CERTIFICATION**

- **Project Manager**, IBM Corporation