

## Jess Pawlak

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**Profile** Sr. Project Manager and Business Analyst  
Implementing Sr. Management Sponsored Information Software Application Initiatives  
Specializing in Document Imaging and Records Management Process Projects

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**Education** MS Business Systems and Information Science, CSU San Jose, CA Graduated: 1998

**Credentials** BS Industrial Technology and Business Admin., CSU Chico, CA Graduated: 1982

PMP Project Management Professional, Project Management Institute, PA  
Information Software Application Projects Credentialed: 2002

CDIA Certified Document Imaging Architect  
Document Imaging and Electronic Records Management Projects Credentialed: 2005

Spanish Language proficiency from living, studying, and traveling in Mexico for five years.

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**Consulting since 1987** **July 2007 to Present** Technology Upgrades and MSCA&TS Certifications  
Wireless LAN Hardware and Software procurement and installation for home office.  
Completing Certification Study: MSCA&TS (Microsoft Certified Applications And  
Technology Specialist) Continuing research and development of information building  
blocks education software units which are being designed for use on MS Office 2003 and  
2007. (Wireless LAN with new Desktop Hardware/Software, MSCA&TS, PowerPoint,  
Word, Excel, Visio, and MS Project 2003/2007)

**Solution  
Consultants, Inc.**

**January 2007 to June 2007** Jewish Community Federation, San Francisco  
IT Sr. Business Analyst

Business Process Re engineering for software applications which support a large  
Philanthropic Organization. Project included performing AS IS interdepartmental  
Business Process Modeling. Completed with CIO an assessment for a Service Oriented  
Application Architecture. (Project Server 2003, Visio, Excel, Word, Outlook,  
PowerPoint, Security, MS SQL, Access, Raiser's Edge, GIFTS, Phil-Fund)

**January 2006 to December 2006** Family and Education Leave of Absence  
Family: Implemented required medical therapies and a more appropriate Special Education  
placement for disabled special needs first son while assisting with care of new born baby.  
I also spent time negotiating required elder care issues and estate planning for family  
members.

Education: Updated PMP and CDIA credentials and studied for MS Office Specialist  
And Six Sigma review.  
(MS Project, Visio, Word, Excel, Power Point, Six Sigma study)

**September 2005 to December 2005** Washington Mutual, Pleasanton  
IT Program Manager (Common Services Framework)

Start-up Program Manager for two pilot projects implementing a BEA Web Logic work  
flow platform. The initiative was focused on decreasing manual back office processes and  
developing an automated case management document imaging, indexing, retrieval, edit,  
and store/archive permissions based work flow. Documented statement of work, MS



project schedule development, requirements analysis, risk assessment development and mitigation. Transitioned project over to new employee manager hired to own initiative. (Office 2002, Lotus Notes, MS Project 2002, BEA Web Logic, Visio, Excel, PowerPoint)

**January 2005 to July 2005** Silicon Valley Bank, Inc. Santa Clara  
IT Sr. PMO Project Specialist

Cross functional project administration related to Bank's Enterprise Project Portfolio. Requirements for Project Prioritization Method and for MS Project Server 2003 implementation, Project Financial Costs and Data Warehouse Reports, Vendor Management Contract Risk Analysis and Monitoring Program. (Project Server 2003, Office 2003, Visio 2003, Business Objects, Vendor D&B Report Analysis, SEC Edgar Reports)

**July 2004 to December 2004** Optimum Systems, Los Altos  
IT Sr. Business Analyst

Completed Certified Document Imaging Architect (CDIA) Exam and a project for archiving data related to financial and tax accounting. (Quick Books)

**January 2004 to June 2004** Genentech, Inc., S. San Francisco  
IT Sr. Document Management Project Manager

Planning, Coordination, and Implementation of the Corporate Engineering Document Management Pilot. Business Case, Charter, Steering, and Core Team Development, Change Management, Configuration Management, Training and Service Level Agreement development and coordination. Livelink process template development and implementation. (MS Office, Visio, Niku, Project 2002, Open Text Livelink 9.1.3)

**August 2002 to January 2004** Fremont Bank Inc., Hayward  
IT Sr. Document Imaging and Workflow Project Manager

Planning, Tracking, and Coordination of Bank wide Document Imaging and Workflow Project. This included developing workflow process templates, Scanning, and Imaging Training curriculum and training delivery. The Project included a design and building of a Central Scanning Room and Integration of multiple high speed black and white and color scanners. Workflow using Business Process diagrams was performed and Project 2000 was used to manage the Work Breakdown Structure. In addition, the project consisted of Analysis, Evaluation, and a pilot implementation of MS Project 2002 Server. Started up an Enterprise Project Management Office (PMO) for Bank projects. Developed Metrics Reporting templates and adjusted the workflow accordingly. Prepared for FDIC and DFI regulatory audits on the new imaging system. (MS Office, Visio, Project 2000 Desktop, On Base Imaging, Kodak 3500 Scanners, Kofax Capture Software, Bar Coding, and Project Server 2002)

**October 2001 to July 2002** Teaching and Career Technical Ed Credential  
Public Education Project

Substituted at Pleasanton and Livermore Unified School Districts on a part-time basis. Developed template content for classroom information building block modules. (CBEST CCP, SSAT, PMP, Vocational Career Technical Education Credential)

**June 2001 to September 2001** Valley Transit Authority, San Jose  
IT Document Management Business Analyst

Process Management Consulting and Technical Requirements Analysis for an Integrated Document Management System. Gartner Research and Vendor Demonstration Coordination. (Documentum, Live Link, CyberDocs, FileNet, Active Project, Kovis, Visio, Excel, Project 2000)

**December 2000 to March 2001** Clarent Corp., Redwood City  
IT Sr. Project Manager and Business Analyst  
Management of Icarian (HR Workflow) and Benefits Application Projects. Managed an interdisciplinary team of 4 people. Project Management Office (PMO) Development to include Project Process template development and curriculum for training delivery. (Project 2000, Eproject, Visio, Office200, Metrics)

**September 2000 to November 2000** S1 Corporation, Santa Clara  
IT Start-up Project Management Office (PMO) Liaison  
CMM Level 2 Key Processes: Requirements Management, Project Planning, Project Tracking and Oversight. Template Development and Training Implementation. (Rational Unified Process (RUP), Project 2000, Metrics)

**January 1999 to September 2000** 3COM Corp., Santa Clara  
IT Y2K and Project Management Office (PMO) Project Manager  
Y2K Testing Plan and rollout of testing templates and process methods. Development of reusable Y2K intranet based repository. Business continuity planning and contingency preparations. Development and implementation of IT Project Management Office Processes, Templates, Metrics, and Training. (IEEE/CMM Level 2, Office 97, Notes/Domino, Project 98, Metrics)

**April 1998 to September 1998** MCI Systemhouse, San Francisco  
IT CMM Project Manager  
Software Capability Maturity Model (CMM) implementation for a 350 person IT applications organization. Developed a Web based reusable development process document repository. Leadership of 5 person team of software engineering quality assurance consultants. Carnegie Mellon University training for Software Process Assessments of CMM Level 2. (CMM, Office 95/97, Lotus Notes, MS Project 98)

**May 1997 to February 1998** DHL Airways, Redwood Shores  
IT Systems Development Methodologist  
Analysis, Design, and Implementation of ISO 9000-3, and CMM Level 2 compliant Development Process Methodology. (Methods Architect, Bridge Modeler, Project Manager Workbench, Gartner Group, and Giga Research, Rational Software Methodology and Development Template Design, Development, and Implementation)

**1987 to 1997 IT Contracts through Corporation Solution Consultants, Inc.**  
IBM, Singer-Link Flight Simulation, Verilink, Measurex/Honeywell, Pacific Bell, Abbott Labs, Bank of California/Mitsubishi Bank, First Data Corp., Guidant Corp.

**HP EMPLOYEE COLLEGE HIRE:**

**1982 to 1987 Hewlett-Packard Employee Development Program**  
Multiple assignments with multiple Hewlett-Packard (HP) Divisions

**1986 to 1987 HP Test Program Manager**  
Coordinated testing for multiple integrated Reduced Instruction Set Computer (RISC) products for validation and verification of new computing architecture

**1984 to 1985 HP Systems Engineering Analyst**  
Coordinated the implementation of a Global Defect Tracking System to collect quality metrics for new RISC computing initiative with 15 Global HP Divisions

**1982 to 1983 HP Customer Engineer**  
Supporting External and Internal HP Clients on HP 1000 and HP Desktop Computers