

ALLEN A. CITADEL

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email address

Objective

To obtain a position leading a team responsible for technology selection, implementation and support.

Professional Profile

Customer and team oriented IT professional with a record of successful leadership of professionals in the implementation and support of complex, mission critical technology systems. Creative problem solver with the ability to define and articulate vision, mission, and objectives.

- **Management** – Solid background leading teams in the planning and execution of systems implementation and support. Experience cultivating strategic business partnerships as well as budgeting and financial management.
- **Systems Implementation** – In-depth knowledge of project management and systems implementation methodologies, including system selection and post-live support and maintenance.
- **Team Building** – Experienced team leader with extensive experience recruiting and hiring IT support teams, developing talent, and creating effective training programs.
- **Communication** -- Effective communicator with well-developed oral and written communication skills. Able to develop productive relationships with colleagues and staff at all levels.

Experience

BULLDOG SOFTWARE, INC.

October 1995 – December 2000

BSI is a software vendor providing supply chain execution systems and related services to high-volume, distributed organizations such as D & M, Inc., EEI, and Entertainment Food Service. The company's open, standards-based client/server systems are deployed in a variety of UNIX, NT, and mainframe environments. I served at BSI as Client Services Manager, Partner & Analyst Relations Manager, and Director of Professional Services.

- Established and led a team of consulting project managers, business analysts, and account reps to broaden the professional services offering and complement the company's technical services capabilities
- Responsible for \$2.5 Million budget
- Responsible for all unit personnel actions
- Instituted policies and procedures for implementation, including a project management methodology which was rated "5 on a scale of 1-5" by one client's CIO in an independent survey
- Instituted policies and procedures for maintenance and support
- Initiated staff development program with most of the team actively involved in APICS, PMI, and IBM e-business certification programs
- Created a professional training unit staffed with supply chain-experienced Certified Technical Trainers
- Replaced ad hoc partner and analyst relations functions with coordinated programs
- Managed the business development unit while the company pulled back from the market to redevelop the product set
- Directed a unit responsible for custom development, implementation and support services for new and existing clients using the company's order management/inventory control products.

AJ SYSTEMS CORP.

July 1987 – October 1995

AJS is a provider of execution and reporting systems for property and casualty and life, accident, & health insurance companies. I served at AJS as a production account rep, consulting project manager, and client services supervisor in the Midrange Solutions division.

- Managed a unit responsible for professional services to a mix of production and implementation clients for four integrated AJS midrange products.
- Led the implementation of AS/400-based enterprise applications from project planning through post-live support
- Performed requirements analyses and utilization reviews
- Installed software and configured hardware at the customer site
- Performed pre-sales consulting activities
- Provided guidance to less experienced project managers and consultants
- Managed problem resolution, custom development, and upgrades and performed off-hours support for production clients

JOHN & ASSOCIATES

February 1981 – July 1987

- Started an independent insurance agency from scratch and built it to over one million dollars annual premium volume.
- Responsible for the design of insurance programs for businesses and individuals.
- Began as a completely manual operation and implemented a PC-based agency management system in 1985. Sold the agency in 1987.

ASHLEY INSURANCE COMPANIES

June 1980 – February 1981

- Commercial Casualty Underwriter responsible for risk selection and pricing for commercial automobile, commercial general liability, and workers' compensation insurance sold through independent insurance agencies in the Glens Falls, NY and Atlanta, GA branch underwriting offices.

Education

Formal Education:

The Citadel 1980 Bachelor of Science in Business Administration with Departmental Honors

Professional Development:

Effective Management, Leadership Systems Corporation

Working with the Analysts, Knowledge Capital Group

Project Management, American Management Association

Basics of Supply Chain Management, APICS

Accredited Advisor in Insurance, Insurance Institute of America

Leadership Development Program, Charleston Trident Chamber of Commerce

Numerous employer-sponsored courses on management and technical subjects

References Available Upon Request