

Bill Lynd PMP

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Strengths:

- 30 + years of business software and process development background, in large and small organizations (direct management of teams resources of 6-250+ technical and business staff) Both Large and small initiatives were covered in this time.
- Completion and implemented more than 6 large enterprise wide software programs.
- over Current knowledge of banking and mortgage architecture, technologies and business methodologies
- Experienced with nation wide Loan Origination, Loan Servicing, and Portfolio Management systems
- PMO origination with TQA (total Quality Analysis)focus for several development organizations
- PMO responsibility for all IT SOX (CoBit) process development. Close work with all SOX audit teams
- Responsible for project audit and development to maintain TQA,SOX, , PMP and ISO 9003 process levels
- Implementation of CMM Quality process improvement and continual improvement to CMM level 3
- Excellent facilitator of two-way communications with business management and development departments
- Technical management, team building, personnel retention, mentoring, and staff development
- Managed budgets of \$50+M\$ and staff up to 250+
- Technical knowledge of current hardware and software technologies, quality processes, and methodologies with direct management for improvement in large development and implementation organizations
- Managed infrastructure work in Disaster Recovery (DR), Help Desk, Back up, Security, within SOX requirements
- Experienced with offshore development teams in India, Japan, and the UK
- Experienced using MS Project, ROSE, IBM Rational, Compass, RUP, PMP, CMM, XP, NIKU etc.
- Experience in support, marketing and, sales of complex user faced hardware and software systems

Work Experience:

Contract Positions:

Jan2007-Jan 2009

Bank of America Corporate--Richardson TX

- Managed projects that required internal security remediation. Controlled all "Important" IT security projects and was responsible of managing fixes, remediation, and testing.
- Work was world wide and the position was virtual. Position interfaced with all levels of management within BofA on a continuing basis.

SRT Corporation—Richardson TX

- Worked with clients to bring their projects back into order. Projects were in the Hospitality and Travel area and were going out of scope.
- Saved and managed several Client projects and put them back on track, within schedule and budget.

PepsiCo PBBS Corporate -- Plano TX

Senior Release Manager- (Contract)

- Developed divisional release plan that coordinated product releases with the corporate configuration and change control processes. Involved in a major project that collects data and applies data mining techniques for product evaluation. Brought the divisional plan up to date for 2007. Transitioned knowledge base to the divisional users and product owners.

AMC/ADS/ACC-CH Corporation (Ameriquest Corporations)

July 2003 - Jan 2007

Senior Enterprise Project Manager (Reporting to CEO/EVP Ops)

Program Manager ACC-CH (reporting to CIO)

Manager of Resources and Process PMO (reporting to CIO)

- Managed new product development and roll-out for Prime Loan products. Project includes: Freddie Mac, Privet Label, Direct Sales, Broker Sales, and other nation-wide channels. This project affects all 4 business units and initial pilot of over 1000 staff. (July 2006) At completion all Ameriquest staff will be involved. (Total matrix resources in project teams exceed 200.) Project was canceled when division and 8,000 staff were separated.
- Developed Vision and Mission statements for Enterprise Management Projects (EPM). The EPM group is chartered to assist senior management in the redevelopment of the enterprise organization's 60+business/IT projects. EPM reports to senior staff and the Chairman/CEO of ACC (holding Company). It is an enterprise wide quality focused organization
- Developed SOX compliance quality process (based on CoBit and ISO 9003) for large scale business projects. Process contained 4 main sections and documents for quality control and status and metric tracking.
- Enterprise SME for all process and quality issues and associated clarifications and remediation
- Personally responsible for key Internal Finance and Accounting projects in Branch Profitability including database interactions between new systems and legacy financial and accounting systems
- As a part of key accounting projects I managed design and development of data marts containing all transactional data for data mining with Business Objects and COGNOS. Project was ahead of schedule
- Program manager of DR (disaster Recovery) for corporate systems including: email, RightFax, Imaging, Help desk, and telecom. DR site was operational in Dec 2005.
- Program manager for Lotus Notes quality process improvement and DR (18,000 users enterprise wide)show a for year savings of over \$9M.
- Project Manager for RightFax with DR design procurement and Implementation
- Conducted quality SDLC SOX GAP analysis (for the Risk Department) for major Software initiatives
- Developer of Corporate SDLC and Change Control quality processes with SOX compliance and training
- Developed, staffed, and managed Initial QA and CM departments for Ameriquest Data Services. Grew to 50+ PMO staff.
- Established first quality automated testing department and created automated tests suite for LOS "Empower" releases
- Responsible for Enterprise Project tool evaluation and NIKU procurement
- Responsible for RUP Evaluation Project, price negotiation and, procurement
- Developed ADS Resource Management department that reduced hiring time over 70% with a 65% first interview hire of screened and tested candidates
- Personally screened, hired, and trained more than 50 Project Manager and mentored in the PMO processes
- Developed Quality, SDLC, and Change Control processes with SOX compliance for local and offshore development
- Developed detailed implementation plan for CMMI Level 3 compliance. Plan was implemented and was on tack when the business focus changed.
- Founder of the PMO at Ameriquest, staffed and developed Matrix Management and CCB (Change Control Board)
- Consulted with development groups on ways to bring software to market faster with higher quality.
- Initial inception and goal creation for the formation of the ADS PMO

Washington Mutual (WAMU)

Jan 2003-June 2003

Senior Consulting Project Manager (Contract)

Managed team of 16 with responsibility for the evaluation and analysis of a major Loan Origination System developed by outside Big 5 firm. Analysis and detailed reporting identified major data and design gaps. Recommendations caused changes to meet financial needs of HLIS.

Prepared final report defining deficiencies in design and outlining changes for GAP reduction

Option One Mortgage Company

Jan 2002-June2003

Program/Project Manager (Contract)

- **Manager for SQ5 SWAT team for year-end event.** The SQ5 SWAT team was created to address the saturation of the LOS Database services to the regional offices at this critical time of the year. Response times had dropped 90% and

production was heavily impacted at year-end processing. Daily loan origination volume was at a 33% + increase. The SQ5 SWAT team concentrated on the immediate correction of this situation to facilitate the year-end rush for 2002. Solutions involved increasing disk space immediately, network configurations, workarounds, and other client related solutions. Served as the major interface with the Field Offices at this critical year end time. Services level increased dramatically as a result of these efforts

- **Project Program Manager Genesis Program:** The Genesis Program developed concepts for the migration of J2EE data services to a new consistent platform and methodology. Concepts allowed for segregated Development, Test/QA and Production environments. Worked with many committees and organizations to obtain ideas and buy-in for the Genesis concepts. Sold the Genesis program to Senior Management. Developed MS Project of over 1300 detailed events to manage sub-projects and dependencies. Developed schedules and deliverables for the Advanced Development Group that created a short-term schedule for results and implementation. Process reengineering included RAD (Rapid Application Development) with the associated indicated training, quality control processes, testing, and deliverables. Set up quality process committees within OOMC to build new rapid J2EE development processes within the existing Process Methodology. Worked with major OOMC clients in different divisions to achieve buy in on of concepts and technologies
- **Project Manager SQL2000 Conversion:** Developed plan and methodology for conversion of 62 corporate MS SQL 7 databases to MS SQL 2000. Databases were consolidated and moved to an EMC SAN. Planned complete project in all phases and developed full scale MS Project Plan for all steps. Developed methods and strategies to mitigate damages from dissimilar stored procedures and researched compatibility between the two different databases. Presented written recommendations and solutions to reduce risks and implementation time frames while following. Quality procedures were implemented to assure data integrity.
- **IT Program/Project Manager for the ELN project.** I was assigned Sr. PM for a major project that had 6 months left (of a 12 Month Project) and a "Critical" fixed Completion date. Project staff exceeded 200. This project involved changing all 753 instances of the ALLTEL CPI 7-digit number to 10-digits everywhere it was used in the organization. The delivery date was fixed and the specifications were made very clear and firm. The project involved.
 - Evaluating all OOMC 102 J2EE, Power Builder programs, for the 74 that were involved in the CPI number. Programs researched and affected include Loan Origination, Loan Operations, Compliance, Servicing, Asset Management, REO, Loss Mitigation, Capital Markets, Corporate funding, and Automated Underwriting.
 - Coordinated conversion and rollout with vendor ALTELL
 - Management of 106 external dependencies such as : Lockbox, VRU, Check Printers, Online Payments, Sources of Funds, US Post Office, Insurance, Flood, Appraisals, Credit verification, etc.
 - Established quality standards, testing and configuration management to assure success.
 - Obtaining approvals from all Directors as to the inclusion of their programs in the project.
 - Creation of an ELN Modification Document for each of the affected programs. These approved documents were used for QA testing and signoff after rollout. Technical teams exceeded 200 OOMC staff.
 - Creation and management of 8 (221+ staff) teams representing all departments in OOMC as to their needs in the ELN Modifications. Mentored BAs and PMs in SDLC procedures to obtain consistency across the project.
 - Creation of a 92 event rollout out plan fro the weekend of Sept 6-9. Roll out staff exceed 87 people on site. Rollout was completed and tested and in production one hour ahead of schedule.
 - No user, branch IT events or problems occurred when the CPI number expanded from 7-digits to 8-digits on October 10, 2002.
 - The ELN Project was documented with the SDLC process in 6 volumes (24 inches) of approval documentation. Approvals were obtained at all critical stages of the developers, BA, PMs and user representatives. Other documents in the SDLC process were also prepared and used in the management of the project.
 - Gave presentations in the PMO roundtable on the ELN projects and how we all can learn from it.
 - Participated in the committee working on the development Compass SDLC methodology. SDLC concepts involved in Compass were used in both the ELN project and Genesis Program.

Cysive
Western Region Program Manager, Senior Project Manger

July 2000- Jan 2002

- **Program Manager of a CRM Conversion Project.** (\$6.5 B/year client). The management task was to get this Internet OLAP and CRM data mart software/hardware system on line and in operation. This program interfaced with over 2100 different client users, management, marketing, and staff. The original product design needed segmentation so the first release would function within business goals.

- **Development of Corporate Standards.**

My team developed standards for PMO internal processes, quality standards, and documentation for Rapid Development Methodology. Work involved use cases, architectural documents, design documents, test cases, unit testing, development, and client level sign-off documents. Wireless project was developed and used as sample of documentation for training in Cysive processes. SSCR (Scope Schedule Cost Reviews) were developed to bring quality control and updated realistic status to the clients.

Unisys, Pacific Development Laboratories

Oct 1997- July 2000

Senior Project Manager, Development Manager PDL

- **Program Manager Development Manager, Unisys CX JAVA Program**

The Program included solutions planning, development, and implementation on three different Unisys proprietary platforms. Work was carried out with three teams (132 total) working in three different facilities with local project managers. Primary tasks included gathering marketing requirements, planning, coordination, prototyping, benchmarking of our J2EE, JRE, with JAVA and competitive products, product improvement, and cross platform product compatibility. Testing was at the unit test level, module level, and integration level with BEA, J2EE, Oracle 8i MS2000 Server, MS Datacenter, and UNIX.

- Project work resulted in 5 software patents for unique software methodology and code use in JRE. Unisys Released JRE was 22% faster than the SUN JRE.

- **Senior Member of the Unisys PMO Project Management Process (PMP) Quality Team.**

- The Unisys PMP is used in all software projects at Unisys.
- Our group worked and achieved SEI (CMM) Level 4 up from (CMM) level 1.
- We also worked to streamline the PMP (Unisys) to eliminate unnecessary steps and still maintain quality control and process organization.
- The local PMO office coordinated with the other PMO offices in different locations for consistency of process. Additional PMO responsibilities included, Mentoring divisional PMs, Facilitating Training, maintaining group schedules, as well as individual schedules, time reconciliation, resource leveling and operation with a large complex matrix management organization.

- **ISO 9001 Internal Auditor.**

I am trained as a Lead Auditor in ISO 9003 compliance. I performed ISO audits monthly on various software programs. A team leader and a staff of 2-6 trained ISO 9001 auditors carry out ISO audits. I represented internal ISO audits to the external ISO audit team.

Lynd Associates

1991-1997

Principal Consultant

- Founder for startup public sector database Software Company (v-mark, UNIDATA). Developed Marketing/Sales and business plans for this proprietary relational database that was implemented with UNIX sold worldwide. Company merged with investor startup and went Public NASDAQ in 2 years

NCR Corporation Inc

1986-1991

Western Regional Manager

- Western Regional Manager for NCR with a regional staff of 19, overall reports of 300+ (including VAR, VAD and distributor staffs).
- Number 1 Regional Manager 1988-1991
- Directed major installations and over saw all client satisfaction in the region. Solved initial service and client problems a large difficult client became our best user presentation site.
- Attended 4 100% clubs

MRP Inc. (Compufact, Budget Computer)
Vice President Development/Marketing/Finance

1979-1986

- Formation of corporation, served as VP, CIO, and CFO from formation through divesture. Directed technical staff of 230+ and a nationwide field installation staff of 36. Installed and tailored over 200 MRP/ERP systems.
- APICS Certified and acted as MRP/ERP consultant to many Southern California organizations. Also taught MRP at local and national universities and APICS certification at local chapters.

McDonald Douglas (MacAuto / UniApt Division)
National Director of Sales and Installations (Top Secret Clearance)

1975-1979

- I managed technical sales and installation group. This grew in to three regions, about 72 technical sales staff with a supporting staff of 35. Sales grew by over 300%
- Nationwide installation staff gave classes and onsite training for tool use through the aerospace supporting industries. Commercial client also used the tools for prototyping and limited production.
- Managed Trade Show Team that went from one machine tool show to the next. There were 11 two week shows a year. Team included truck with complete computer and machine tools for set up and demonstration at the shows. Local and regional sales and technical staff manned the booths at their regional event.

Education Professional and Civic Affiliations

- BS - EE/Industrial Management, University of California, San Jose
- PMI PMP Certification and PMI PMP Instructor
- APICS/CPIM, Certification
- SME International (4044640), Certification
- ISO 9001 Auditor, Certification
- Hewlett Packard ,9000 Certification
- Rational University, ROSE, UML and OO development technologies
- Classes at University of California with CJ Date-father of the rational Database design.
- MRP/ERP Instructor and guest speaker at USMA, West Point NY
- Computer instructor and seminar leader at UCLA, UC/Irvine
- NCR, Mac Auto-,MRP 100% Clubs (14 clubs total)
- Entrepreneur Program Advisor, Saddleback College