

BENJAMIN D. PROZINSKI

Chicago, IL

Mobile:

TECHNICAL PROJECT MANAGER / LEAD BUSINESS ANALYST

Highly motivated IT Leader in Systems Integrations and Change Management consulting with proven success in engaging and managing highly-skilled technical teams to design and deploy innovative application solutions, tools and processes across operations. Particularly effective in applying deep technical application of ERP systems to maximize organizational performance. Create competitive advantages by utilizing cutting-edge technical and business acumen, innovating solutions and influencing positive change across an enterprise. Achieve corporate objectives through passion, commitment and expertise in:

New Business Development • Project Management • International Business
System Integration • Technology Deployment • Process Improvement • E-commerce
Quality Assurance • System Installation • Team Leadership • Change Management • Consulting

PROFESSIONAL EXPERIENCE

BEST BUY, Richfield, MN

2008 - 2009

World's largest specialty consumer electronics retailer with \$40 billion in revenue and 150,000 employees.

Project Manager - Accenture

Managed project focused on analyzing current systems environment that captures, processes and stores credit card information. Directed quality control and managed implementation of changes that enabled centralized management and security of credit card number in PCI - DSS (Payment Card Industry - Data Security Standard) compliant manner. Accountable for leading teams to deliver enhancements to U.S. release for enterprise payment token solution and reported to program manager.

- ◆ Coordinated and drove 80% offshore delivery, reducing cost and offloading constrained onshore resources by delivering client strategy through lifecycle including design, build, test and deployment with offshore (India) team of 10 resources.
- ◆ Achieved 70% decrease in production deployment execution outage activities time by redesigning project's impact to align to executive leadership for reduced and mitigated risk.
- ◆ Enabled teams to complete work effectively to ensure timely completion by assisting on access to environment and led teams through formal change management process.
- ◆ Leveraged management skills to estimate and administer 5,000 work hours with onshore and offshore resources across 15 diverse application teams including retail-POS, ecommerce, middleware, tender authorization, vendor management, and field services.
- ◆ Utilized project tools: • Change Management - HP OpenView ServiceCenter for RFCs through staging and production environments • Project Management - HP Mercury ITG (IT Governance Center) and MS Project • Performance Test - HP Mercury LoadRunner • Integrated Product Test - PVCS version control and defects management • Team Collaboration - administered and maintained SharePoint site.

HILTON HOTELS, Dallas, TX and Memphis, TN

2007 - 2008

Most recognized name in the global lodging industry with 2,800 hotels and resorts in 80 countries.

Performance Test Lead - Accenture

Oversaw performance and automated test preparation and execution for a large, highly customized Microsoft CRM 3.0-based Sales and Event Management program. Led testing across multiple application releases and configuration management changes. Applied knowledge of business drivers to implement testing functions, and define and present performance recommendations. Reproduced network conditions of hotel properties at various network bandwidth speeds and reported findings to senior business leadership, business users, technical teams and developers.

- ◆ Improved response times to perform consistently under service-level agreements (SLA) by identifying and reporting bottlenecks in application and infrastructure performance.

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- ◆ Accelerated turnaround with on-demand load testing by designing and implementing 12 performance-planned complex text scenarios.
- ◆ Utilized tools: • Performance Test - HP Mercury LoadRunner • HP Mercury Quality Control Center

WALGREENS, Chicago, IL

2007 - 2008

Retail drugstore chain with 6,934 locations in 49 states, D.C., Guam, and Puerto Rico with \$59 billion in sales.

Integration Test Lead - Accenture

Collaborated with client IT and QA resources to plan for Direct Store Delivery (DSD) Pay-on-Scan Integration and QA tests. Defined functional requirements and identified and documented test conditions and scenarios. Partnered with IT Teams to implement integration test plans, ensuring availability of correct resources to execute tests. Teamed with business users in on-going business analysis and functional requirements identification.

- ◆ Improved value added by work products, services and processes by harnessing expertise in Accenture Delivery Methods (ADM) methodologies to construct requirements traceability matrix.
- ◆ Facilitated coordination between IT teams, enabling and attaining higher levels of detail for advanced designs and test plans.
- ◆ Ensured excellence in processes by employing knowledge of client system integration points and test dependencies to pinpoint issues with existing technical designs.
- ◆ Minimized delays and wasted effort by developing relationships with client IT teams, quickly assessing status and reporting recommendations to supervisor.
- ◆ Recognized as expert and key contributor by taking ownership of test planning process with little guidance from direct supervisor, bringing many disparate, complex functional designs into one cross functional repository.
- ◆ Administered and maintained SharePoint site. Reorganized project documentation to conform to project standards.

APEX IT, Minneapolis, MN

2005 - 2007

National systems integrator and implementation consultancy supporting Oracle family of CRM and ERP apps.

Associate Consultant

Designed and developed Oracle and SQL Server databases as well as PeopleSoft applications with focus on PeopleSoft CRM and PeopleSoft Financial. Specialized in remote and offsite PeopleSoft installations, upgrades, customizations, and maintenance on multiple types of database, applications, and web servers. Developed virtual machines (VMware) and environments on Windows, Linux, and Solaris for client integrations and upgrade projects. Instrumental in strategizing and implementing post-merger corporate website and internal IT employee portal. Employed expertise in technical, functional and business areas.

- ◆ Expanded client base across Finance, Education, Manufacturing, Health Care and Services industries.
- ◆ Developed deep understanding of ERP - Oracle PeopleSoft implementations and integrations.
- ◆ Instituted internal PMO, employee and client portal with SharePoint.

RELEVANT IT & LEADERSHIP POSITIONS

Operational Efficiencies & Benchmarking Project Pratikum (Apprenticeship)

2005

ACCENTURE - BERLINER STADTREINIGUNG (BSR), Berlin, Germany

Web Communications Specialist & Lab Manager

2003 - 2005

UNIVERSITY OF MINNESOTA - MIS RESEARCH CENTER, Minneapolis, MN

Business Intelligence Developer

2003

THE TORO COMPANY, Bloomington, MN

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IT & Business Development Lead

2001 - 2003

CARIBBEAN WIRELESS TELECOM, Minneapolis, MN

EDUCATION**Bachelor of Science, Business - MIS and International Business**

UNIVERSITY OF MINNESOTA – Carlson School of Management, Minneapolis, MN

TRAINING & PROFESSIONAL DEVELOPMENT

PMP Project Management Professional Certification	In progress
ITIL IT Service Management Certification	In progress
Oracle Universal Content Management - Oracle Partner Training	2009
Advanced Enterprise Performance Management Solution for SAP	2009
Accenture Consulting Training - Core Analyst School	2007
Accenture Application Design School - Packaged	2007
Netezza Appliance Usage	2007
Netezza Appliance Advanced Components	2007
Oracle Retail (Retek) - RDF/MFP	2007
Oracle PeopleSoft Integration Tools - Oracle University	2006
Oracle PeopleSoft Server Administration and Installation - Oracle University	2005
Oracle PeopleSoft PeopleTools I/II Accelerated - Oracle University	2005
Congress-Bundestag Youth Exchange for Young Professionals - Berlin, Germany	2004 - 2005
DB, Networking, Security Courses - Universität Rostock, Rostock, Germany	2004
Data Warehousing (MBA semester course) - Carlson School of Management	2004
I.E.S. European Union Studies - Freiburg, Germany	2002

TECHNICAL SKILLS

PeopleSoft: PeopleSoft CRM 8.9, 9.0 • PeopleTools 8.48, 8.49 • PeopleSoft Financials (FSCM) 8.9 • Modules: Online Marketing, Field Service • PeopleSoft Integration Broker (IB) • Application and Module Updates and Upgrades • Application Customizations and Maintenance

Programming Languages: ASP.NET • VB.NET • C# • PeopleSoft PeopleCode • XML • Web Services • Adobe Macromedia Dreamweaver • Adobe Macromedia Flash • HTML

Databases: Oracle 10g • SQL Server 2000 • SQL Server 2005 • SQL Server Analysis Services • MS Access • Netezza • SAP Business Warehouses (BW)

Project: MS Visual Studio • MS Visio • MS Project • MS SharePoint • HP Mercury LoadRunner • HP Mercury ITG • HP Mercury Quality Control Center

Other Systems: CRM: Siebel CRM OnDemand • Microsoft SharePoint Portal • Reporting: Oracle XML Publisher (BI) • Reporting: BusinessObjects