

**ROBERT E. MARTIN**  
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**Cincinnati, Ohio 45140**

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**Project Leader**

Project Leader who can operate as a strategic and tactical IT leader and is committed to delivering project results as demonstrated by turning around a \$2 million enterprise project. Led joint project teams to successfully implement several major ERP systems. Performed business process redesign and then managed technology to deliver large-scale projects. Well versed in PMBOK project methodologies from PMI that improves tracking, measuring, and quantification of project metrics. Leads by example and delivers positive client results using cross-functional teams. Customer focused professional that can define a business process vision and build a roadmap for your future.

**Project Management • Information Technology • Business Process Reengineering**

**Cross-Functional Communication • P&L Responsibilities • Team Building**

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**PROFESSIONAL EXPERIENCE**

**REM CONSULTING GROUP, LLC** (Cincinnati, Ohio)

*Principal and Founder, Project Management* (2006 to Present)

**Led the implementation of an Oracle 11i product configuration system.**

- Built a business case to implement ERP for an \$800 million garage door manufacture.
- Performed a process redesign to simplify product variations.
- Established the company's first PMO – Project Management Office.

**BLUESPRING SOFTWARE** (Cincinnati, Ohio)

*Senior Director of Customer Operations* (2004 to 2006)

Bluespring Software is a startup venture capital funded company that develops BPM software – Business Process Management Software. The software enables non-programmers to map and automate their business processes improving overall business agility. This software was developed for commercial sale.

**Managed a joint client and Bluespring team to design, build, and implement a nationwide Order to Cash billing system.**

- A two year project that supports a \$2.5 billion a global armored car carrier company. Performed a major turnaround on a troubled project by reestablishing trust and delivering results.
- Collected over \$1 million dollars of professional services by completing project milestones on-time.
- Managed remote sites in Canada and project team contractors.
- Extensively used Microsoft Project to build, manage, and control the plan. Performed critical path analysis and presented project status to sponsors and key stakeholders.

### **Built Technical Operations Support Team**

- Led the deployment of the BPM tool for customer implementations.
- Supported over \$5 million of company's sales initiatives by establishing routine and standardized IT project processes.
- Reduced the frequency and complexity of issues facing customers during the first 48 hours of software ownership. Problems decreased from 85% to less than 20% of the new customer installs.
- Maintained budget, P&L, and staffing responsibilities.

### **PEROT SYSTEMS / SOLUTIONS CONSULTING (Cincinnati, Ohio) (2000 to 2003)**

#### ***Senior Management Consultant***

**Developed a global IT strategic plan that prioritized IT initiatives across the business. The plan reduced operating expenses by more than \$10 million and achieved a \$30 million in inventory savings.**

- Strategic plan included streamlining the core and sub-business processes before consolidating technology across the business.
- Managed a global project team that included members from the US, Mexico, Italy, Germany, and UK facilities. Business processes within scope included, Order to Cash, Plan to Produce, Design to Build, and Purchase to Pay.
- Created an IT Strategic plan and rationalized the integration of multiple global ERP systems including; PeopleSoft, Glovia, Chess, Hyperion, and eMatrix.
- Delivered the IT strategic plan on-time, while managing a joint client and consulting team of over 30 resources.

**Prepared a global IT strategic plan and cut operating costs by \$17.7 million over a three-year period.**

- Analyzed major business processes on a global basis including Order to Cash and Plan to Produce across the supply chain. Developed a strategy to replace the existing legacy systems with BAAN.
- Established vision for purchasing processes and completely redesigning the business for maximum operational leverage.

**Implemented a large-scale web-based eLearning system which reduced the annual cost of staff turnover by \$6 million.**

- Responsible for project leadership and change transformation for more than 20 project team members for the second largest health care provider in the US.
- Project teams operated remotely and included hospitals throughout three-fourths of the US.
- Implementation scope included 110 hospitals and more than 100,000 users.

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### **DELOITTE** (Cincinnati, Ohio)

*Senior Manager, Information Technology* (1998-1999)

*Senior Manager, Information Technology and Manufacturing Consulting* (1990-1994)

**Improved supply chain processes by increasing customer order fill rates from 65% to over 98% creating a competitive advantage for a \$1.3 billion manufacturer.**

- Achieved a 30% reduction in the level of finished goods inventories across an entire supply chain by converting 70 agent stocking locations into six regional warehouses.
- Reduced finished goods more than \$80 million and decreased the Order to Cash cycle process time from ten weeks to less than four.

**Implemented J.D. Edwards ERP system. Results included reducing inventory costs to \$3.25 million from \$6.7 million and improving customer order fill rates to 90% from 71%.**

- JDE modules implemented included: Financials, Order Management, Pricing, Shop Floor, and Warehousing.
- System implementation and processes streamlined at U.S., Canadian, and Mexican operations.

**Led Deloitte's first world-wide Reengineering and Change Management Team.**

- Produced the first Business Process Reengineering Methodology used by over 5,000 practitioners within Deloitte.
- Responsible for managing a team that successfully rolled-out Reengineering across the firm.

**Reengineered an Order to Cash process for a financially struggling \$4.5 billion integrated steel mill, which decreased order lead times from 6 weeks to 2 days**

- Developed an innovative process design, and radically improved the Order to Cash process.
- Reduced finished goods inventories by more than \$6 million while improving customer service levels.
- A major customer (GM Saturn) transferred the innovative process design to their business.

### **ICG TELECOM GROUP, INC.** (Cincinnati, Ohio)

ICG is a \$500 million switch-based telecommunication provider delivering telephone service to businesses across the United States. Formerly CBG Inc., a rapidly growing telephone reseller supplying local and long distance telephone services to businesses throughout Ohio. ICG acquired CBG in 1997.

*Vice President of Information Technology – ICG Inc.* (1997-1998)

*Vice President of IT and Operations - CBG Inc.* (1994-1997)

**Directed IT mergers and acquisitions planning**

- Implemented Oracle financials for all new mergers and acquisitions.
- Selected as the only management team member from CBG to become a VP with ICG.
- Successfully integrated the systems of ICG with NetCom, a nationwide Internet Service Provider.

**As the VP of IT, directed a development team that delivered a Customer Relationship Management System and billing system. Enabled the company to achieve a \$55 million growth rate in revenue from \$7 million in less than 4 years.**

- Responsible for developing and improving the technology infrastructure and Order to Cash processes for a company growing at more than 25% per year.
- Responsible for selecting and implementing all operating software including financials.

## **ROBERT E. MARTIN**

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- Selected and implemented a new customer service Call Center (Aspect).
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### **PREVIOUS EXPERIENCE**

**GIBSON GREETINGS, INC. (AMERICAN GREETINGS)** (Cincinnati, Ohio)

**COOPERS & LYBRAND (PRICEWATERHOUSECOOPERS)** (Cincinnati, Ohio)

**HOBART CORPORATION** (Dayton, Ohio)

**GENERAL MOTORS, Inland Division (DELPHI)** (Dayton, Ohio)

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### **EDUCATION AND CERTIFICATIONS**

**MBA**, Xavier University, Industrial Management (Cincinnati, Ohio)

**BS**, Indiana University, (Bloomington, Indiana)

**APICS** Certified (American Production and Inventory Control Society)

**PMI** (Project Management Institute) Planning to complete my PMP certification fall of 2007