

JOHN T. WILSON

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EXECUTIVE: PROCESS RE-ENGINEER / BUSINESS ARCHITECT / CONSULTANT
Target: Process Improvement / Transactional Processing / Strategy & Business Transformation
Financial Services and Insurance (operations, call center and data processing environments)

Process Improvement & Profitability Growth Strategist	Enterprise Solution Visionary & Implementation Specialist	Change Manager & Long-Term Strategist
Guided Clients in Identifying Revenue Assurance Methodology	Eliminated Need to Hire 300 New CSRs after instituting IT Efficiencies	Developed Multi-Year Strategic Roadmap
Identified \$135 Million in Improvement Opportunities	Staved Off Potential Costs of \$10 Million for Labor & Training	Automated Key Processes to Integrate Organization

Current: Lead Enterprise Business Architect Team for \$1.5B Insurer of Consumer Wireless Devices

Leader in positioning companies for dynamic change and profitable expansion. Distinguished 15-year career marked by rapid progression and sparked by developing process improvements on both the business and IT sides. Noted throughout career for automating inefficient workflows via BPM to create significant and continuous productivity and profitability gains. Highly trusted for work ethic, strategic acumen, hands-on expertise and ability to get the job done. Noteworthy recent experience in dealing with issues of integrating two companies and developing post-merger strategies for developing competitive advantage.

- Viewed as **strategic and tactical visionary and accomplished implementer**. Possess rare combination of talent for visualizing opportunities accompanied by the hands-on strength for building and effectively implementing solutions.
- Outstanding **leader for process improvement projects**. Advanced skills in identifying problems, developing solutions and creating a long-term organizational road map. Known for excellent people skills, which are critical to the success of process improvement projects.

CORE COMPETENCIES

<i>Business Vision & Implementation Leadership</i>	Able to See the “Big Picture” to Develop Effective Strategy and Implementation Solutions — Strength in not only identifying and understanding business issues that stretch across organizational boundaries, but also in having the know how to develop practical solutions to solve problems with the proper and effective cross-functional processes and systems implementation within 60 to 90 days.
<i>Organizational Change & Restructuring</i>	Deep Experience Integrating Disparate Operational Organizations, Processes and Systems Following a Merger — Able to drive and manage successful large implementation projects and change programs (both system and business process changes). Solid skills in managing multiple complex projects simultaneously.
<i>Team Building & Talent Development</i>	Personally Built Two Successful Process Improvement Organizations from the Ground Up — Possess excellent people skills that are required when teaming with organizations to implement change. Strong team leadership and staff mentoring ability. Able to accelerate associates’ performances by assisting them throughout the goal identification and attainment process.

PERFORMANCE OVERVIEW • MAJOR INSURANCE / TELECOM ENTERPRISE
2004 to Present • www.majorinstelent.com

CHANGE MANAGEMENT / PROCESS IMPROVEMENT / IMPLEMENTATION / TEAM DEVELOPMENT

Senior Manager – Enterprise Business Architecture — Reston, VA

Enterprise Business Architecture Team Leader for insurer of consumer wireless devices with annual revenues of \$1.5B

Key Initiative: Help propel company beyond merger into a secure and expansive future position. Identify and develop innovative ideas to create competitive advantages and effectively implement change to ensure the occurrence of positive impacts. Lead culture change within enterprise to allow employees to embrace needed changes and become more process focused.

Developed process improvement team composed of business architects from scratch. Constructed team operational approach and methodology. Created marketing materials to buy-in senior executives on approach strategies.

Provide oversight and team mentoring. Continue to lead team in searching for improvement opportunities throughout company — within claims call center, data processing and back office related processes and systems.

Recommend solutions, develop business case, obtain executive approval and develop project plans. Implement project goals to attain intended change and ensure that positive impact occurs — process improvement, cost savings and increased revenues.

- **Developed and aligned multi-year strategic roadmap to corporate objectives**, including seamlessly integrating newly merged internal organizations.
 - **Slashed \$15 million from total costs** while executing projects during 3-year period (pre- and post- merger).
 - **Automated all manual processes, systems and reporting** (using BPM solutions) to create a synergized and consolidated organization within the multi-site claims operations. Currently leading automation implementation efforts to enhance customer satisfaction through faster response times and improved efficiency in claim transactions. Completed implementation expected **to generate \$2 million in additional cost reductions**.
 - Presently **orchestrating implementation of intuitive Web interface** to allow customers convenient access to submit claim documentation. System will be safeguarded through integration with fraud authentication tool. Ease and facility in which customers will navigate site expected to enhance the customer experience **with estimates of more than \$3 million in additional dollar savings**.
 - **Re-engineered claim documentation forms** to simplify and eliminate incomplete customer claim documentation. Resulted in an **improved customer experience** and a positive strategic impact of **\$250K in cost reductions**.
- **Initiated and instituted highly effective solutions** prior to merger that **improved enterprise processes and enhanced bottom line**.
 - **Eliminated profound operational breakdown** by implementing automated non-credit card deductible processes for claims. Solution **decreased unidentified payments and uncompleted transactions by 95%** (which had been running in the hundreds of thousands). Implementation significantly reduced incoming calls and formal complaints and shortened ALL calls by 45 seconds, resulting in savings of **\$3.1 million**.
 - **Slashed cycle time 52%** for enterprise-wide manual refund processes (for claim deductibles). The systematic improvement of the processes and shortened refund time frame **resulted in \$400K in savings and elevated customer satisfaction**.
 - **Achieved savings of \$600K** by generating cycle time processing reductions for warranty registration forms (40%) and for formal claim complaints (56%).
 - **Eliminated the need to hire an additional 300 claims call center reps** after defining new and more efficient call flows and related scripting in collaboration with IT. Teamed to develop and implement future IVR and CTI technology. Recommended additional improvement to existing process and leveraged CTI to capture customer data and screen pop to a live customer service rep. Solution staved off a potential labor/training cost impact of \$10 million.

PERFORMANCE OVERVIEW • SYSTEMS INNOVATOR

2001 to 2004 • www.systemsinnovator.com

PROCESS IMPROVEMENT / TEAM START-UP / IMPROVEMENT OPPORTUNITIES / PROFIT ENHANCEMENT

Manager — *Baltimore, MD*

Directed Profit Enhancement Consulting Practice for \$7B NYSE-traded global software and consulting company

Key Initiative: Challenged to develop and build start-up Process Improvement Consulting Practice to enhance company new sales and customer opportunities.

Developed all aspects of consulting practice, including methodology, approach, project templates and all materials for sales, marketing, brochures and Web information. Managed daily client engagements and project teams, as well as third-party consultants. Negotiated and cultivated partnerships with external vendors to facilitate client engagements. Charged with business development and sales for service offerings. Mentored internal staff and client employees in developing revenue assurance methodology and approach.

- **Grew revenues from start-up profit enhancement practice to more than \$5 million.** Development of new and innovative product offerings generated new sales and customer opportunities with Qwest Communications, Iowa Telecom and Citizens Communications.
- **Instrumental in guiding clients to identify more than \$85 million in improvement opportunities.** Some examples include: identifying billing table errors, incorrect network switch configurations and error correction of billable call events.
- **Influenced clients to realize savings totaling more than \$12 million** by coaching them to develop their own internal revenue assurance expertise. Educated clients in the prerequisites for self sufficiency.

PERFORMANCE OVERVIEW • GLOBAL CONSULTING COMPANY
1998 to 2001 • www.globalconsulting.com

REVENUE ASSURANCE / PROCESS IMPROVEMENT / HIGH UTILIZATION PERCENTAGE

Senior Consultant — *New York, NY*

Led process and system related revenue assurance engagements for “Big 4” multinational consulting organization

Key Initiative: Recommended enterprise-wide process, core system and revenue enhancement solutions to large tier 1 telecommunications companies.

Led small project teams engaged in daily revenue assurance assignments with telecommunications clients. Directed and mentored junior staff in process mapping, improvement identification, providing deliverables and presentations to clients, and in tracking project economics. Participated in research and assisted firm’s leadership in building sales presentations to perspective clients.

- Jumpstarted clients’ profitability enhancement by identifying \$50 million in improvement opportunities while delivering multiple revenue assurance projects. Helped clients wring millions of dollars in savings per year by identifying and resolving unknown issues. Provided customers with a recommendation portfolio to quickly address identified issues.
- Accelerated client process improvement and Sarbanes Oxley compliance by documenting key business and technical processes as well as providing clients with a library of fully documented work flows for core business processes.
- Earned distinction by achieving the **3rd highest utilization percentage out of more than 350 consultants** within the Midwest Region (2000).

PRIOR PROFESSIONAL EXPERIENCE

ABC Systems, Kansas City, Missouri www.abcsystems.com

Business Product Consultant – (1993 to 1998)

- Successfully and consistently delivered on-time and under budget projects (usually involving 200–500 workstations) that **automated client manual processes to achieve productivity gains of 20 to 30%** (FTE savings ranging from 40 to 150 for each project implementation).
- Introduced new technology, such as BPM/document management, to “old school” financial services companies. In many cases, resulted in revolutionizing how these companies executed their claims processing environments.

EDUCATION

Bachelor of Science in Business Administration (1993)

NEW YORK UNIVERSITY, New York, NY

Professional Development:

Six Sigma Green Belt Certification (Motorola University) ▪ Introduction to Business Architecture (BPMInstitute) ▪ Business Change Management Methodologies (BPMInstitute) ▪ Metrics and Process Management (Performance Design Lab) ▪ Project Management Framework Class (Sprint) ▪ Essentials of Project Management (Systemation) ▪ Telecom Network Fundamentals (Telcordia)

PROFESSIONAL ASSOCIATIONS & PUBLICATIONS

Association of Business Process Management Professionals
(professionally published article TK)