

WILLIAM M. FRIES

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INFORMATION TECHNOLOGY MANAGEMENT

Expertise: Web / Application Development ... IT Architecture ... Team Leadership... Entrepreneurial Vision

Dedicated and resourceful professional offering practical and progressive career success in information technology management. Exceptional background in designing, architecting, testing, implementing and supporting large-scale technology solutions, enabling achievement of challenging business objectives. Extensive experience leading global cross-functional teams to exceed expectations and achieve time and budget goals. Analytical and creative individual with a proven record of developing innovative solutions to complex problems and excelling in high pressure situations. Excellent verbal and written communicator, able to document and explain highly complex processes to non-technical personnel at all levels. Proven ability to master cutting edge technology and integrate it into company framework by applying foresight and strategic planning skills.

CORE COMPETENCIES

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|---------------------------------------|----------------------------|-------------------------|
| ♦ Business / Needs Analysis | ♦ Strategic Planning | ♦ IT Architecture |
| ♦ Entrepreneurial Leadership | ♦ Consulting Services | ♦ HR Outsourcing |
| ♦ Program / Project Management | ♦ Product Development | ♦ Client Satisfaction |
| ♦ Budget Development / Administration | ♦ Training and Development | ♦ Reporting & Analytics |
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CAREER PROGRESSION

FIDELITY INVESTMENTS – Marlboro, Massachusetts; Merrimack, New Hampshire	1997 – 2009
<i>Director, Product Management</i>	2007 – 2009

Merited repeated promotions from this privately held investment company creating a 5 year business plan for technical product offerings. Researched competitor products and attended trade shows and conferences, led product upgrade projects, and documented requirements for new offerings.

- ♦ Secured \$7 million in funding to create more detailed design, architecture, financial model, and go-to-market plan for new set of offerings based on research, new technologies, and new approaches.
- ♦ Created detailed product guides for the differentiating service offerings for Analytics and Reporting, resulting in more than \$26 million in funding to build newly designed offering.
- ♦ Successfully led 30 member global cross-functional team of product managers, analysts, consultants, and developers as a Scrum Master and built a suite of Analytic and Reporting solutions to differentiate the New Large Market HR Outsourcing offering in the marketplace using the Agile development approach.
- ♦ Developed a 5 year strategy and business plan for integration of data, for workforce and operational intelligence, leveraging Oracle Business Intelligence and the HR Analytics application, producing Standard Reports, Ad Hoc Reporting, and Workforce Intelligence.

<i>Director of Development</i>	2003 – 2006
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Led global cross-functional project and product development teams and created and implemented numerous solutions to challenging business issues for several major clients. Developed and administered 4-7 million dollar budgets and provided full lifecycle project management.

- ♦ Oversaw the reporting and alerts product development teams consisting of up to 42 on and off-shore systems analysts, developers, and senior managers, creating a highly respected organization well known for expertise in ETL, Brio (Hyperion), Oracle PLSQL, Oracle Reports, IBI Web Focus client/server development, and mainframes.
- ♦ Successfully directed maintenance, efficiencies, performance, issue resolution, and client implementations for Oracle Alerts, Standard Reporting, Data Warehouse, and Ad Hoc Reporting products.
- ♦ Created a data consistency checker program that reduced defects to near zero when releasing code to production, preventing issues from being found by clients, which raised client confidence and satisfaction.

Director of Development (continued)

- ◆ Reduced nightly data load times from 12 to 6 hours by rearchitecting ETLs and used temporary tables.
- ◆ Directed the requirements review process for Client Enhancements and Product Development; partnered with Product Management team to drive product definition and builds based on reporting roadmap and limited budgets.
- ◆ Successfully implemented five Large Market clients that included Fleet, Visteon, BASF, ABB, and Bank of America on the reporting and alerting components of the HR & Talent Outsourcing offerings.
- ◆ Championed the process and creation of 45 Back Office and 22 Client Facing reports for a very large HR outsourcing product offering.

Development Manager

2002 – 2003

Managed a team of 13 software developers responsible for implementing Web Reports / Alerts, Time Keeping, and Web configurations on a self service web application; implemented more than 225 standard reports, 20 time and attendance plans, and 125 Oracle Alerts.

- ◆ Successfully implemented 3 Large Market clients on an Oracle HRMS platform in 6 months, building strong customer relationships with Hitachi, Analog Devices, and Knight Ridder by delivering projects on time and within budget.

Consultant, Project Management

2001 – 2002

Advanced to champion complex technical solutions for business challenges, leading highly skilled project teams completing projects that included:

- ◆ **Paperless Pay:** Generated 70% savings in printing costs by implementing a new HR / Payroll product service called Paperless Pay, encouraging the use of viewing online paystubs versus receiving paper stubs.
- ◆ **Company Web Site:** Created business unit website serving in three roles of project manager, designer, and developer; exemplary job performance resulted in a Spot Award in an All Hands meeting.
- ◆ **Client Complexity / Adaptability Matrix:** Achieved Senior Leadership Goal by creating Client Complexity / Adaptability Matrix to help identify the Ideal HR / Payroll client; managed project, packaged materials, presented to Senior Leadership team and integrated findings into sales and marketing teams to redirect future prospective focus.

Consultant, IT Services

1997 – 2001

Led a wide range of national technical projects, which contributed to operational efficiencies involving multiple end user sites. Successfully led projects that included:

- ◆ **National Email Migration Program:** Program manager for Outlook 97 rollout, migrating 4000 end users from MS Mail to Outlook 97 at four sites, coordinating cross-organizational implementation teams and six full time direct reports. Project completed on time and within budget.
- ◆ **Enterprise Storage Solution and Backup Redesign:** Led team that evaluated and recommended a “Go Forward” strategy for storage and backups; strategy was accepted and funding was requested.
- ◆ **Super LAN Room Reconstruction Project:** Served as liaison between the LAN team, facilities, engineering, and real estate on the expansion of the Super LAN room; successfully executed plan without client base interruption or outage by leveraging key failover site technologies and capacity.
- ◆ **Automation Tools:** Designed and implemented several efficiency and automation tools for the team to increase productivity, including Server Automated Builds, Web Project Tracker; CIM Data Viewer, and Server Request System & Tracker. Main technologies used: IIS, MS Studio; SQL, VB, HTML, & ASP.
- ◆ **Citrix MetaFrame Server Pilot:** Led a small team of engineers to evaluate using Metaframe servers for global users over the WAN; developed standard configurations for both users and server configurations and deployed 3 servers per national site.

THE COMPUTER MERCHANT LTD – Norwell, Massachusetts**1996 – 1997***Consultant, Systems Administration, Technical Lead*

Trained, project managed, and led technical teams to complete diverse projects for high profile clients.

- ◆ Implemented over 900 clients onto Windows NT domain/Netware 4.11 environment over three sites, and served as a Trainer, Technician, and Strategist for client company Raytheon.

- ◆ Led large technical team in effort to pilot Windows 95 and Windows NT rollout for Deloitte and Touche Consulting.

SEQUOIA SYSTEMS, INCORPORATED – Marlboro, Massachusetts
Network / System Administrator

1996

Managed Windows NT Domain administration across three sites nationwide and resolved several troublesome domain issues for this fault tolerant computer manufacturer.

ADDITIONAL WORK EXPERIENCE

WILLIAM M. FRIES & ASSOCIATES – Littleton, Massachusetts – Part Time
Entrepreneur, Computer Consulting Services

1997 – Present

Established this successful business providing small business information systems management, full life cycle project management and strategic consulting services.

- ◆ Proposed and won several contracts with small businesses to design, set up, and maintain office networks, security, servers, and desktop configurations, backups, and office software applications.
- ◆ Managed 2 complete client office migrations to new locations, moving PCs, servers, and network equipment, and making recommendations for Internet access, network design, and infrastructure installation; minimized disruption to business operations by completing extensive planning.
- ◆ Generated cost savings for small business owners by researching cost effective technical solutions, recycling hardware when feasible, and communicating with clients to gain a true understanding of future business needs and planned accordingly.
- ◆ Expanded client business bidding process by 200% by computerizing the office and automating previously manual functions.
- ◆ Established remote business capabilities for client, greatly improving operational efficiency by introducing Exchange servers with sharing of calendars and email “lead” folders.

TECHNICAL SKILLS

- ◆ **Hardware:** Compaq StorageWorks (RA8000); Network Appliance Filer F820C, EMC Symmetrix 8730
- ◆ **Servers:** DELL Poweredge, Compaq Proliants, HP Kayaks, Alphas, Complete VAX line.
- ◆ **Network:** TCP/IP (WINS/DHCP/RAS/DNS); NETBEUI; DECNET; IPX/SPX
- ◆ **Operating Systems:** MS Windows 3.1 – SBS 2003, XP, Vista; Novell NetWare; OpenVMS; UNIX; Linux
- ◆ **Software:** Oracle Business Intelligence; Hyperion (Brio); Informatica Powercenter; ARCServe, Symantec Endpoint Protection 11.0; SQL Navigator; SQL Server; Visual Basic; JavaScript; Visual Interdev; MS FrontPage; IIS; HTML; ASP. WEBTrends; Lotus Notes Mail; MS Project; MS Office; AllwaySync; Photoshop; Publisher; SMS

EDUCATION AND SPECIALIZED TRAINING

STATE UNIVERSITY OF NEW YORK AT DELHI
Associate of Applied Sciences in Engineering Science

Delhi, New York

- ◆ Graduated with Honors
- ◆ Green Key Honor Society

ROCHESTER INSTITUTE OF TECHNOLOGY
Coursework in Electrical Engineering

Rochester, New York

NORTHEASTERN UNIVERSITY
Coursework in Electrical Engineering

Boston, Massachusetts

FIDELITY
Extraordinary Coaching Class
Leading with Impact Class

Merrimack, New Hampshire