

Information Technology: Strategic & Applied

Accomplished IT leader and former Big 6 consultant with a collaborative style. A seasoned professional who brings client focus, business acumen and a sense of urgency to business process & technology alignment, envisioning the opportunities and solving the problems of business. Areas of expertise include:

- Business operations assessment, redesign and process improvement.
- Enterprise systems assessment and architecture.
- Application systems design, development, testing and integration.
- Software development methodology & project leadership; certified Scrum Master.
- Sourcing management, including RFP development, vendor selection and contract negotiation.
- Enterprise systems & ERP implementation.
- Project and portfolio management.
- Staff development, mentoring & management.

Experience:

Thomas Parham Consulting

2004-present

Business & technology alignment, leadership, business process improvement, systems integration.

- **Genoptix, Carlsbad** Enterprise Architect & PMO, 2008-2010. Numerous projects including:
 - Workflow mapping & process redesign for enterprise, central lab logistics, pathology & client services.
 - Developed enterprise product introduction methodology, PMO for major product launch.
 - CRM system redesign & implementation.
 - Vendor system implementation for pathology workflow & client (product) reporting.
 - Build-or-buy analysis & strategic systems roadmap.
 - Project mentor and advisor for LIS system selection.
- **Collateral Risk Solutions, San Diego** Interim CTO. Technology strategy, B2B/B2C systems architecture; in-sourced & outsourced systems development; implemented Scrum SW methodology; contract negotiation & vendor management; org development & staffing including IT Director.
- **Eastridge Infotech, San Diego** Interim CIO. Methods & management of strategic initiatives, ERP (Adapt/Great Plains) implementation & integration including staff and vendor management, project portfolio management & governance, organizational assessment, relocation and facilities planning.
- **Shaklee, Pleasanton** Interim CIO. Technology strategy, staffing, ERP selection (PeopleSoft, Oracle). eCommerce development methods & architecture in Linux/Perl/WebSphere Commerce Suite/DB2. Hosting & telecom analyses, SW license review, credit card processing, data warehouse architecture.
- **Anacomp, San Diego** Policy & procedure assessment, including CapEx/IT spend, org structure, IT service request process, applications development, outsourcing & datacenter consolidation.
- **Bullet Freight Systems, Anaheim** Developed technology roadmap, conducted ERP vendor selection.
- **Blair, Warren, PA** Developed project estimation, project management and governance processes. Reengineered service request process and system. Developed enterprise system selection methodology, process and criteria.

Director, Enterprise Solutions, Avnet, San Diego

2001-2004

Solutions development and deployment for enterprise IT infrastructure and management.

- Led team of 25 consultants & engineers.
- Developed & evangelized EAI solution using webMethods, Informatica, Oracle & web services.
- Consulted to Fortune, SMB and internal clients on IT strategy, operations, consolidation & governance.
- Developed business and negotiated contracts with third party service providers.

Thomas P. Parham

Executive Vice President, CTO, SensCom, San Diego

2000

Launched first commercial offering of nationwide wireless Internet banking for this venture-backed Software as a Service (SaaS) provider and implemented for banks and credit unions across the country.

- Led engineering team in development of wireless Internet applications architecture.
- Managed colocated data center operations.
- Evangelized technology with clients, analysts, press; negotiated client contracts and strategic alliances.

Vice President, CIO, Metabolife, San Diego

1998-1999

Responsible for all aspects of information technology and telephony during period of explosive growth in which revenues and userbase tripled.

- Managed IT and telephony support for two 100-seat call centers.
- Developed metropolitan wide-area network, remote distribution center and data center.
- Managed testing and implementation of custom order-entry system.
- Managed selection, contract negotiation and implementation of Jenkon ERP, enabling 3x increase in sales volumes and achieving positive ROI in its first year of operation.
- Automated eCommerce channel and developed extranet strategy.
- Grew IT department to 20 staff, established security policy & procedures, implemented help desk operations for 350 desktops.
- Member of executive team, developed corporate vision, mission, goals, objectives & budgets.

Manager, Deloitte Consulting

1994-1998

Systems integration and management consulting. Led teams of up to 10 IT and business process consultants in strategic engagements for capital markets, insurance and healthcare clients, including:

- **Prudential Healthcare, Woodland Hills** Development of a cross-platform client/server ERISA compliance reporting system.
- **Kaiser Permanente, San Diego** Testing & implementation of custom outsourced membership system.
- **The Doctors' Company, Napa** Enterprise business process reengineering, strategic technology assessment, system selection and vendor contract negotiation.
- **Pacific Investment Management Company, Newport Beach** User acceptance testing to migrate custom enterprise investment administration system from legacy platform to client/server.
- **Trust Company Of The West, Los Angeles** Implemented PAM securities accounting system.
- **The Capital Group, Brea** ERP system selection including business process assessment.
- **Montgomery Asset Management, San Francisco** Portfolio management systems integration.

National Client/Server Training Director

- Developed and deployed education and training programs and initiatives in the U.S. and Europe. Trained over 300 consultants in 8 facilities across the U.S. in 4-week training programs of methodology, project management, requirements analysis, object oriented design, data & process modeling, interface design, coding and integration.

Project Manager, Systems Architect, Pmgr/Analyst, Transamerica, Los Angeles

1986-1994

- Performed selection, contract negotiation and implementation of packaged securities accounting system, migrating \$20b investment portfolio from mainframe to client/server platform; included ROI analysis & proposal to executive board.
- Developed cross-platform system for high-volume bond trading; initial execution processed \$3.4b transactions for a net profit of \$70m.

Education:

**B.S., Business Administration & Information Systems
California State University, Los Angeles**

1986