

MIKE DOROUGH

927 East Goldenrod Street
Phoenix, AZ 85048

www.mikedorough.net

602.690.9159
mikedorough@cox.net

QUALIFICATIONS SUMMARY

Professional with diverse and global leadership experience in the IT industry. Recognized for coaching and motivating others to become key contributors, coupled with the ability to synthesize experiences and training to culminate solutions. Effectively facilitate stressful situations by listening, identifying specific needs, and implementing comprehensive solutions. Areas of expertise:

- Project Management
- Process Management
- Project Office Implementation
- Instructor/Trainer
- Enterprise Projects Portfolio Management
- Development of Technical Education
- Education Business Development
- Education Delivery

Professional Experience follows Achievements:

PROFESSIONAL ACHIEVEMENTS

PROJECT AND PROCESS MANAGEMENT

Seventeen years of IT experience in Project and Process Management. Managed numerous successful projects, including Project Office implementation (i.e., PM training, tools, mentoring, procedures, standards, and management reporting). Notable contributions include:

Implemented the CONNEX Electronic Funds Transfer system. The scope of this multi-million dollar project consisted of 40 team members, all First Interstate Banks/Branches in six Northwestern states, and three data centers.

Implemented the Hogan Banking system at the First Interstate Bank of Oregon (FIBO).

Designed and implemented the first interest bearing checking product at FIBO (World's Smallest Checkbook).

Assisted in the consolidation of several First Interstate Bank data centers.

Managed the project scheduling and tracking of several hundred Y2K projects for Hertz Corporation.

Delivered over 100 training and services engagements in project management (Enterprise Project Manager) and process management (Process Continuum Process Engineer, formerly LBMS) tools to clients in North America, South America, Europe, and Asia.

Managed and designed the Decision Support System that provides fingertip access to Project Tracking and Performance information to Information Technology Managers.

Managed project portfolio consisting of over 2,000 projects and 500 team members for First Interstate Bank of Arizona.

Managed processes, project schedules, and deliverables of a 3rd party vendor in developing education-training curriculum supporting a wide variety of software technologies.

Developed and delivered Project Management training curriculum that was PMI centric, focusing on Scope, Time, Quality, and Resources.

PROFESSIONAL ACHIEVEMENTS *(continued)***EDUCATION CURRICULUM MANAGER**

Developed effective and on-time training materials that directly impacted the ability of the employees, partners and customers to perform their jobs, and for employees and partners to contribute to Computer Associate's (CA) profitability. 42 courses developed in 2006. These courses represent traditional instructor lead and eLearning on Demand delivery methods. Key technologies supported include: ARCserve Backup, CA-1 Tape Management, Storage Resource Manager, San Manager, CA Vantage, CA Message Manager, AllFusion Gen, 2E, Plex, Harvest, Erwin, and various mainframe products.

Managed development of Online Training Library, providing the user with instant access to online training. Online Library consisted of multiple "mini" Self Paced Training modules providing "just the right amount" of training at "just the right time" for the customer to be successful using the technology. Delivery method targeted low cost/high transaction volume technologies.

Ensured complete and accurate tracking of time against approved project plans and monitored Education budgets to make certain CA Education received the best value for its investments.

Developed and maintained Curriculum Plans, targeting key technologies, and supporting global stakeholders. These strategic plans represent how Education supports various businesses within CA.

Key Contributor in developing and implementing the Courseware Development Process using a 3rd party vendor. Assisted in developing and implementing processes whereby CA and PulseLearning were partners in developing Education training products.

Secured Subject Matter Experts (SMEs). Networked with key stakeholders to obtain SMEs for filling the technical role of courseware development activities.

Piloted Virtual Learning Capability. Utilized Surgient as 3rd party vendor for implementation of technical images, supporting remote learning. Eliminated impact on production configuration and workflows and extended the learning experience beyond the physical classroom.

EDUCATION SOLUTION DIRECTOR

Revenue Generation. Contributed in closing \$1,537,700 of Education business in 2004 with a working pipeline of \$2,437,550.

Enabled sales through client interviews, conference calls, client visits, and corporate conference events.

Developed Education Offerings for products that supported CA Solutions and created specialized non-standard training solutions and managed that content and delivery.

EDUCATION DELIVERY MANAGER

Created and maintained class offerings and instructors schedules.

Developed cross-training plans for instructors to learn additional technologies.

Consulted with clients to ensure that deliverables were met, meeting or exceeding expectations.

PROFESSIONAL EXPERIENCE**CA (FORMERLY COMPUTER ASSOCIATES INTERNATIONAL, INC.)** **1999-2007*****Curriculum Manager, Scottsdale/Arizona 2004-2007***

Developed Education offerings that met the needs and expectations of CA's customers and partners, by working with the Education GEOs, product Business Units, CA TS Practice teams, and Technical Readiness to define appropriate curriculum plans and learning environments.

Education Solution Director, Scottsdale/Arizona 2001-2004

Supported Western United States Education sales teams. Communicated and articulated Education Strategy as it related to all CA Technology families (Systems Management, Storage, Security, and Information Management).

Education Delivery Manager, Scottsdale/Arizona 1999-2001

Management responsibilities included: recruitment, professional development, observation and evaluation, expense review and approvals, and performance reviews for fourteen (14) instructors from different technical disciplines.

PLATINUM TECHNOLOGY**1996-1999*****Project Management Architect, Scottsdale/Arizona 1998-1999***

Delivered training, consulting, and mentoring services to Platinum's Process Continuum clients.

Senior Consultant, 1996-1998

Developed client's Enterprise Project Manager implementation and integration plans, conducted training, and developed a Decision Support System.

Developed courseware, software products, and assisted senior sales representatives in developing presentations and pre-sales materials.

EDUCATION

Associate Degree in Computer Science, Tarrant County College, Ft. Worth, Texas