

Richard J. Anderson, Jr.

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LEADERSHIP / PROJECT MANAGEMENT / SENIOR BUSINESS ANALYST

Highly motivated Business Leader in Systems Integrations and Change Management consulting with proven success in engaging, managing, and leading highly-skilled technical teams to design and deploy innovative application solutions, tools and processes across business operations. Particularly effective in applying cultural changes maximizing organizational performance with CRM and ERP systems. Create competitive advantages by utilizing cutting edge technical and business acumen, innovative solutions and influencing positive change across an enterprise to deliver raving fan customer solutions. Achieve corporate objectives through passion, courage, commitment and expertise in:

Team Collaboration • Team Leadership • Project Management • Change Management
Education • Systems Integration • Technology Deployment • Process Improvement • ERP/CRM
Lean Thinking • System Implementation • Technology Sales • Solution Selling • Consulting

PROFESSIONAL EXPERIENCE

Senior Business Analyst – Anriva Information Management at United States Department of Agriculture (USDA - Contractor), Washington, DC, 2008 –2009.

Provided business analysis and project management for the development of custom software (E-ACER – Enterprise Analysis Comments Estimation Review) for the data capture and statistical analysis of commodity markets for the National Agricultural Statistics Service (NASS) agency of USDA.

- Defined critical usability aspects throughout the design and development of the product based on meeting customer requirements for logic and ease of usability.
- Managed customer expectations and product design results through utilization of the Requirements Traceability Matrix.
- Project Management Office – coordinated utilization of on-shore and off-shore resources, managed project plans, led weekly project management meetings to organize project efforts, set expectations, communicate project goals, and mitigate risk.
- Provided classroom type education for application utilization.
- Developed system and user manuals for the operation of E-ACER software including system flow charts depicting the various flows of information, display pages, data writes, and actions for the E-ACER software.
- Provided team collaboration through Team Foundation Server and SharePoint site to host code, files, documents, team blogs, and issue tracking.

Manager, Implementation Services – Everest Software, Dulles, Virginia, 2006 –2008.

Managed national implementation team which delivered education and implementation services for an integrated business system with ERP/CRM capabilities. Developed and documented implementation methodology to provide consistent and successful implementation delivery.

- Revised delivery of implementation services into three phase approach for maximum service revenue and customer satisfaction. Implementation methodology on average delivers 25% more service revenue than original contract.
- Developed tools to determine accurate forecast of consultant revenue and met or exceeded revenue targets each quarter.
- Co-developed remote implementation methodology to provide professional services using off-shore consulting services from our India office in order to reduce cost of professional services to customer by 50%.
- Streamlined the integration of ChangePoint PSA project management software for enhanced departmental communication, project tracking, and billing which resulted in closing a month within 24 hours for quicker invoicing and increased cash flow.

Sales Consultant – Everest Software, Dulles, Virginia, 2005 – 2006.

Aggressively contacted new business leads in the small to mid-size enterprise (SME) markets and pitched the Everest solution utilizing a strategic selling methodology and understanding of customer needs.

- Consistently met or exceeded monthly \$80k quota.
- Utilized solution selling and negotiated on value pricing to maintain profit margins.

President – TTW, Leesburg, Virginia, 1998 – 2004.

Started with company as an Implementation Consultant and moved into Sales Management and then role as President of organization. My goal was to provide TTW with organizational leadership to include the sales and development of the WinMan ERP/CRM software for the North American market.

- Recruited and developed an excellent team of technical sales consultants, software developers, support personnel, and implementation representatives.
- Developed White Papers on the integration of WinMan ERP and Lean Manufacturing techniques – including a piece published in Business Week. Presented Integrated Lean concepts to various Universities and public forums sponsored by APICS & AICPA.
- Developed customer support model that increased overall customer satisfaction to greater than 95% level through implementation of weekly feedback, surveys of performance metrics, and enhanced internal reporting/communication.
- Met with potential new business executive management to understand customer needs, designed buying solution and demonstration of WinMan's strategic advantages.
- Developed the bi-annual WinMan User Group Conference and provided several key presentations and educational seminars – conferences resulted in new sales.
- Defined requirements through creation of program flowcharts and testing parameters. Responsible for testing, installation, training, and documentation of new programs.
- Responsible for implementation of WinMan ERP/CRM enterprise resource planning systems nationwide. Met with executive management and their implementation teams.

RELEVANT LEADERSHIP POSITIONS

Systems Manager – Responsible for computerization of manufacturing company.	1994 – 1998
Materials Manager – Responsible for purchasing and production control.	1995 – 1997
Industrial Engineer – Implemented MAPICS, Kaizen studies, Lean Manufacturing.	1993 – 1994
Implementation Consultant – Implemented materials management systems.	1992 – 1993
Inside Sales – Sales and service of computers, software, and related equipment.	1991 – 1992
Graduate Instructor – Mechanical Engineering Technology/Industrial Technology	1990 – 1992

EDUCATION

MS, Industrial Technology, Purdue University, 1992.

Focus on automatic identification theory and writing technical documentation.

BS, Industrial Technology, Western Illinois University, 1990.

Focus on integration of computers and manufacturing technology.

Industrial Technology International Program, Great Britain, 1989.

Exchange of manufacturing technology culture.

OTHER

Industrial Advisor – Purdue University – Computer Integrated Manufacturing Technology, Fall 2000 – Spring 2005 – member of an advisory panel to the faculty members of Purdue's CIMT program. Responsibilities are to give advice on current industrial trends and determine if curriculum meets employment objectives. Volunteer time to guest lecture during visits to campus to upper level and graduate courses on computer integration and manufacturing topics (past topics include auto id, computer integration of lean manufacturing concepts, ERP, etc.).

Technical Advisor/Writer – Sinclair Community College, 2002 – Participated as a key member to develop MRP educational material as a government grant to the Advanced Integrated Manufacturing (AIM) Center in Dayton, OH. Bibliography for the work done for AIM: Anderson, R., Castillo, A., Kraebber, H., & Lunn, T. (2002). Manufacturing Resource Planning. National Center of Excellence for Advanced Manufacturing Education. Dayton, OH: Sinclair Community College, 120 pages.