

# W. Richard Henning

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## SENIOR TECHNOLOGY EXECUTIVE & CONSULTANT

*Producing Bottom-Line, High-ROI Business and Technology Results as Driving Force Behind Systems Development/Integration and Strategic IT/Business Process Initiatives.*

Visionary, self-driven, customer-centric executive with over 20 years of experience demonstrating advanced technical skills and business development achievements through period of rapidly changing markets and technologies. Expert in bridging business and technology groups to quickly ascertain complex client requirements and with technology solutions to meet business, financial, competitive, and customer demands. Skilled negotiator, communicator, and problem-solver. Well versed in entire scope of cross-industry IT operations, from systems integration to emerging technologies. Experience managing multimillion-dollar projects and initiatives for industry-leading companies in a multinational marketplace.

***"...Always went the extra mile to ensure the success of our projects. Demonstrated real commitment and know how to make the right business decisions and perform the best job possible. Consistently over-delivered and by far surpassed our expectations. I couldn't give a higher recommendation!"***  
*Abie Reifer - Executive Director of Gateway Business Systems Development, Iridium, LLC.*

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## Areas of Expertise

- Program & Project Management
- Change Management Initiatives
- Business Process Optimization
- Strategic Alliances & Partnerships
- Financial & Budget Management
- Operational Support Systems (OSS)
- Enterprise Application Integration (EAI)
- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Business Support Systems (BSS)
- Systems Engineering & Integration
- Risk Assessment & Mitigation
- Vendor & Contract Negotiations
- Vendor Selection & Management
- Billing & Provisioning

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## Professional Experience

### DIVITIAE, INC., Prairieville, LA

1999 – Present

*Providing wide range of professional services that include project and program management, business process improvement, IT requirements gathering, vendor selection, and Subject Matter Expert (SME) availability.*

### PRESIDENT

Founded and grew consulting firm from the ground floor, providing professional services to meet a diversity of operational and information technology objectives and growing business based on strength of delivered value and documented record of 100% client satisfaction. Established solid, cross-industry client base through efforts in needs assessment, project coordination, technology and process implementation, troubleshooting, and follow-up activities.

Maintain exemplary record of on-time, on-target project fulfillment, leading to across-the-board commendations from c-level executives, strong repeat/referral business, and enhanced reputation for delivering high-performance solutions. Manage P&L and all operational and technology functions, including strategic planning, business development, client and project management, systems analysis and modeling, and e-business growth, among others.

### Selected Client Engagements and Accomplishments:

#### CenturyTel

- Provided overall IT program management and on-time delivery for the acquisition and conversion of 16 CLEC markets to CenturyTel OSS, BSS, ERP and web system solutions.
- Provided project management services for the \$200 million development and 2.4M account conversion to the Amdocs Ensemble integrated billing and customer care system.
- Delivered 21 consecutive project milestones on-time or early, including 4 Major and 12 Minor releases and 5 Conversions.
- Directed all day-to-day execution, operations and maintenance of non-production test systems.

#### Astrolink International

- Provided project management and SME services for \$3 billion international wholesale ATM, Frame Relay, and IP satellite products/services market launch in 2003.

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*Professional Experience Continued*

- Directed, reviewed, and approved functional design specifications for wholesale business and network operations; defined business processes/operational roles and pinpointed design flaws at system and ground segment levels. Led definition of ATM, TCP/IP, and Frame Relay usage accounting data collection/distribution strategies for terminal design.
- Developed and reviewed RFP documents that supported upcoming \$30 million retail systems development and integration project; provided astute guidance in company's selection of PricewaterhouseCoopers for integration services.
- Played key role as member of cross-functional team that developed business strategy and viable business model for wholesale and retail global account sales and service; created high-level system requirements and defined application architecture to support tactical goals and provide framework for efficient operational capabilities.

**Iridium**

- Led team in eBusiness strategy, planning and \$6+ million funding acquisition; defined and secured web architecture that fully supported objectives for company's enterprise, end-user customers, and global distribution channel partners.
- Designated as development manager for critical \$2+ million pilot, web-based "self-care" project for global satellite paging subscribers; led Accenture consultant team through entire project cycle and achieved all goals for integration with other eCommerce initiatives.

**Tachyon**

- Assessed existing capabilities and developed over 700 business requirements covering all operational and accounting functions; outlined and managed implementation of IT strategy to strengthen back-office systems as framework to support increase in new multinational customers for satellite IP products/services.
- Managed subcontracted development of business process flow diagrams spanning Develop Product & Services, Generate Demand, Fulfill Demand, and Plan and Manage Enterprise operational areas.
- Spearheaded initiation of product demonstration and evaluation sessions to verify functionality offered by various vendor solutions; personally reviewed over 50 Operational Support System (OSS), Business Support System (BSS), and Enterprise Resource Planning (ERP) products to identify vendor offering highest ROI.

**QUBX CONSULTING, Palatine, IL****1996 – 1999***Multimillion-dollar international consulting firm.***PROJECT MANAGER**

Recruited to take over project management for key client Iridium, directing subcontract workers in the fulfillment of project milestones/goals and reporting directly to senior management team. Managed entire scope of client's services and all other consulting-based resources; served as primary point of contact between Qubx and Iridium. Earned additional designations and top-priority projects based on successful performance across broad range of business and technology disciplines.

**Selected Accomplishments:**

- Captured \$3 million in funding approval for "QuickStart Billing and Subscriber Management System" project and subsequently led Accenture consulting team of systems integrators in successful design, development and deployment for system to 8+ international locations within 12 months.
- Hand-selected as lead inventor on patent application process for QuickStart and inventor on U.S. patent application for work performed as part of \$75 million BSS implementation spanning 14 countries.
- Designated as gateway business systems development manager to review, direct, and approve work performed by Andersen Consulting (a.k.a. Accenture) team.
- Won contract renewal for services valued at \$360,000 annually and sold 2 additional resources that represented \$600,000. Upheld 100% billable status throughout tenure with Qubx.

**CENTURYTEL, Monroe, LA****1984 – 1996***\$2 billion telecommunications service provider to 26 states, 8<sup>th</sup> largest local exchange telephone company in U.S.*

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|---|---|
| - <b>BILLING SERVICES MANAGER</b> (1995 – 1996)           | - <b>BILLING SUPERVISOR</b> (1990-1991)       |
| - <b>ADMINISTRATIVE DEVELOPMENT MANAGER</b> (1994 – 1995) | - <b>DATA NETWORK COORDINATOR</b> (1989-1990) |
| - <b>PROJECT MANAGER</b> (1993 – 1994)                    | - <b>BUSINESS ANALYST</b> (1987-1989)         |
| - <b>REVENUE ASSURANCE MANAGER</b> (1992-1993)            | - <b>PC SUPPORT SPECIALIST</b> (1985-1987)    |
| - <b>REVENUE ASSURANCE SUPERVISOR</b> (1991-1992)         | - <b>APPLICATION DEVELOPER</b> (1984-1985)    |

Built exemplary record of achievement and fast-track promotion through increasingly responsible technical specialist and management positions, with each representing advancement to newly created position. In most recent position, managed team of 16 in billing of

*Professional Experience Continued*

\$250 million annually to over 350,000 cellular subscribers. Recognized as "star performer" by company for efforts in leading various administrative and project teams, developing innovative solutions for business processes, and maintaining uncompromising focus on customer satisfaction and retention.

**Selected Accomplishments:****Project Management**

- Selected as rating team leader for 6-month cellular billing system conversion project, completing project on schedule and facilitating cost reduction between \$100,000 and \$500,000 through on-time performance.
- Directed and approved EDS outsourced implementation of over 150 cellular billing system enhancements, ensuring fulfillment of cost, functionality, and quality needs.

**Technology Solutions**

- Developed automated spreadsheet application that resulted in 50% reduction in preparation time for regulatory accounting cost studies.
- Designed PC-based billing application subsequently used for cellular national accounts program launch.

**Budget & Financial Management**

- Wrote and evaluated both capital and operating budgets, as well as pro-forma income statements for 42 cellular and paging business companies covering 2+ years.
- Oversaw and monitored staff performing financial analysis that evaluated impact of pricing changes in rate agreements.

**Staff Leadership.**

- Managed administrative staff that successfully processed \$1 million monthly in partner payables/receivables.
- Ensured timely, accurate billing performance from team of 16 as billing services manager.

**New Operations Development**

- Built and managed new revenue assurance department that monitored revenue generation process, with track record of success in identifying and averting potential revenue leakage and fraud loss.

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## Education & Credentials

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NORTHEAST LOUISIANA UNIVERSITY– Monroe, LA

**Bachelor of Science (BS) in Computer Science, 1989**

**Selected Professional Development Training:**

SharePoint Team Services (IPO3-03), Microsoft Partner Online Training, 11-19-02

Small Business Server 2000 Skills Assessment (SBSExamT02), Microsoft Partner Online Training, 11-19-02

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## Technical Summary

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| <b>Software:</b>          | <ul style="list-style-type: none"> <li>■ 16 years – Billing / Rating / Mediation System Design, Development, Implementation and Management</li> <li>■ 10 years – Operational / Business Support System (OSS/BSS) Design, Development and Implementation</li> <li>■ 5 years – Provisioning System Evaluation, Analysis, Design, Development and Implementation</li> <li>■ 3 years – Enterprise Resource Planning (ERP) System Evaluation, Analysis and Selection</li> <li>■ 3 years – Operational / Business Support System (OSS/BSS) Evaluation, Analysis and Selection</li> <li>■ 12 years – Microsoft Access, Excel, PowerPoint and Word</li> <li>■ 7 years – Microsoft FrontPage, MapPoint, Outlook, PhotoDraw, Project, Publisher, Visio</li> <li>■ 3 years – 10/100Base-T &amp; 802.11b LAN Planning, Design, Implementation, and Management</li> </ul> |
| <b>Operating Systems:</b> | <ul style="list-style-type: none"> <li>■ 5 years – Microsoft Win2K Server / IIS Installation, Administration and Management</li> <li>■ 7 years – Microsoft Windows (2KPro/XP Pro) Installation, Administration and Management</li> </ul>   |