| Mark J. Brown |
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| **Overview** |
| * 30 years of progressive experience delivering solutions to satisfied customers involving full life cycle IT implementations, strategy and operational planning, and business process management * Versed in business capability areas including financial management, human resource management, logistics, and customer relationship management * Demonstrated ability to deliver results on-time and on-schedule, with customers offering personal commendations and corporate references * Led winning business development initiatives, from concept definition through customer presentation, proposal development and contract execution * Skilled at group facilitation and collaborative problem solving |
| Education: |
| * MBA, Business Administration - accounting concentration, University of Maryland at College Park * MM, Music Performance, Catholic University of America * BM, Music Performance, James Madison University |
| Military Experience: |
| * Staff Sergeant, U.S. Marine Corps; Member of the U.S. Marine Band “The President’s Own” |
| Certifications: |
| * Project Management Professional (PMP) #513523 February 20 2008 |
| Volunteer Experience: |
| * Annapolis (Maryland) Opera Company; Member - Board of Trustees (2015 – 2017), Treasurer (2016-2017) |
| Relevant Experience: |

SAP National Security Services (SAP NS2); Consulting Services Program Manager (March 2013 – present)

Project Manager

* Analytics solution manager
  + Led multiple projects which demonstrated capabilities of the SAP HANA in-memory database platform to address specific customer processing requirements
* Solution Assessment Lead
  + Led multiple SAP solution assessments for client solutions.
  + Scope of solutions spanned: Financial Management (FI), Funds Management (FM), Supplier Relationship Management (SRM), Workflow, Application Security, Customer Relationship Management (CRM), Flexible Real Estate (RE-FX), Project Systems (PS), Plant Maintenance (PM), Records Management (RM), Business Warehouse (BW), and Technical Landscape
  + All projects were accepted by the customer, completed on time and on budget, and resulted in additional customer discussions toward follow on sales of software and service solutions
* Project Manager – Cloud Computing Application (August – September 2013)
  + Led a team of 4 consultants, over a 4 week time, the stand-up of cloud processing environment at a new data center with a demo version of Success Factors Learning Management System (LMS) solution
  + Worked with Success Factors and Verizon Terramark to prepare customer presentation for planned site visit

Northeastern University – College of Professional Studies; Adjunct Professor (July 2013 – present)

* Certified On-line Instructor in the Master of Science in Project Management Program
  + Designs and delivers courses in Project Management

Accenture (1987 – 2013)

Client: Accenture (Sep 2009 – Mar 2013) Financial Systems Implementation Project Manager

Mr. Brown served in a variety of leadership roles in support of a PeopleSoft COTS system implementation. Roles included:

* *Project Management*: Led multiple projects to implement defined capabilities which enhanced an operational financial system. Projects involved coordination with multiple stakeholder groups and were delivered on time and within budget.
  + Documented “as is” and “to be” business processes through a series of working sessions comprised of multiple stakeholder representatives
  + Captured and clarified customer business requirements, and translated to a documented set of detailed system requirements which were presented to and approved by the customer executive sponsor
  + Led a “fit gap” analysis to match requirements to a COTS software solution, and defined a combination of system enhancements and business process improvements to address all gaps
  + Supervised the creation of functional and technical designs, and developed a comprehensive set of system and business test scripts
  + Supervised the development and testing of the software
  + Supervised the development and conduct of end user training
  + Planned, documented and implemented a comprehensive system deployment plan
  + Provided for post-implementation end user support and transitioned solution to an application maintenance support team
* *Requirements Development and Solution Design*: Led a project to assess the current state and recommend opportunities for improving an ongoing customer organization process to manage reimbursable agreements. The project included a highly collaborative approach to integrate a team of contract and government professionals. Project deliverables were accepted by management, and implementation planning documents formed the basis for a subsequent implementation effort.
* *Process Design & Metrics-Based Reporting*: Led a proof of concept system development for a balanced scorecard-based financial metrics reporting system. The effort involved translation of high level business requirements into a working system prototype. The prototype was demonstrated to an executive-level audience. Mr. Brown also developed and implemented an Earned Value Management System (EVMS) that was adopted by project leadership and used for tracking and reporting schedule-based system enhancement initiatives.
* *Process Management*: Using CMMI and ITIL principles, led a team of 40 professionals who provided Help Desk, Ticket Investigation, Problem Ticket Design & Implementation, Quality Assurance Testing, and Technical Support.

Client: Intelligence Community Agency (Jul 2009 – Sep 2009) Financial Management System Project Advisor

Mr. Brown served as a project manager advisor for an Agency’s financial management solutions program. Mr. Brown led a proof of concept project of a scorecard-based financial metrics application. This effort included development of a working pilot application which captured data required to comply with DoD Comptroller financial metrics.

Mr. Brown developed and implemented an Earned Value Management-based reporting system that was introduced to assist the project in providing client management with timely and relevant schedule reporting. Mr. Brown coordinated team activities in support of the customer financial organization’s preparation for year-end activities. This effort resulted in the on time delivery of a number of required system enhancements. Mr. Brown assumed oversight responsibility for the project help desk, and introduced a standard set of business metrics to guide this effort toward a more structured operational approach.

Client: Accenture (Feb 2006 – Jul 2009) Intelligence Community (IC) Program Director

Mr. Brown served in a leadership capacity for a variety of Accenture solution development initiatives and client delivery programs. Mr. Brown served as capture and proposal manager for a winning multi-year, $10 M+ Intelligence Community Customer Center’s Customer Relationship Management (CFM) transformation program opportunity. He authored white papers offering Accenture points of view for support of Intelligence Community processes addressing functional areas of performance management, logistics and supply chain management assessments, and “back office” shared service processing. Mr. Brown led Accenture’s winning proposal development effort for an ID/IQ, IC acquisition vehicle, participating in a multiple organization team. After award Mr. Brown served as Accenture’s program delivery lead, where he maintained responsibility for monitoring release of client task order RFPs, working with teammates to shape and prepare proposal responses, and working within Accenture to address recruiting and staffing requirements.

Client: Intelligence Community Agency (Jun 2008 – Oct 2008, Mar 2009 – May 2009) Logistics Assessment Project Manager

As part of Mr. Brown’s IC Program Director position, he led an assessment of an agency’s logistics functions, with work conducted in two phases. In the initial effort Mr. Brown defined “as is” and “to be” business processes for selected customer functions. His team defined an operational concept that would allow a more standard set of operational and government processes to be applied across the customer’s geographically dispersed operational centers. In a follow on effort awarded based on the success of the initial assessment, Mr. Brown’s team provided more detailed business case analysis and implementation plans for the highest priority of the team’s recommendations. Both phases of the project were completed on time and on schedule. The customer providing a written referral for Accenture, acknowledging the effectiveness of the team’s efforts.

Client: Intelligence Community Agency (Apr 2004 – Feb 2006) Strategic Consulting Project Manager

Mr. Brown led two concurrent performance assessments within separate directorates at a major IC Agency. Both projects were completed on time and on budget, with project results approved and validated by customer senior executive-level project sponsors.

Mr. Brown served as strategic implementation planning lead for an Agency’s financial management solutions program. In this capacity, Mr. Brown formulated detailed planning for future system development efforts. He led working groups to define solution requirements, and facilitated the conceptual design for a “To Be” travel management system shared with supervisors from the travel management department of the customer’s logistics organization.

Client: Federal Deposit Insurance Corporation (Oct 2003 – May 2004)

Mr. Brown served as the Implementation Planning lead for an enterprise-wide software development project. To perform these activities, Mr. Brown combined the use of proprietary project implementation tools and methodologies with a series of facilitated meetings involving Accenture project team leaders. The result of the effort was a revised implementation plan and work estimates, which we shared and discussed with the client management team.

Client: Transportation Security Administration (Mar 2002 – Sep 2003)

Mr. Brown defined a process to assess the scope of activities related to a backlog of Human Resource processing activities inherited from the transition from a prior contractor team. Mr. Brown facilitated a staffing process to address a ramp up from 5 to 300 professionals within a 7 week buildup, with a peak project staffing at over 400 professionals and a contract value in excess of $35 million.

Mr. Brown served as lead facilitator for establishing and implementing a nationwide airport perimeter security program. Mr. Brown's responsibilities included developing and monitoring a program management plan, facilitating working sessions to define and address gaps between existing airport security measures and the new requirements of the TSA, and developing communications geared to senior TSA management and external stakeholders. Mr. Brown facilitated a series of airport security threat scenarios which resulted in implementation recommendations by which TSA may improve its security measures.

Client: various Accenture clients (1987 - 2002)

Mr. Brown served in a variety of roles involving business planning process design, and solution implementation. As Program Manager for a $10 M annual financial systems implementation initiative serving the US Department of Commerce, Mr. Brown received an award from the customer based on his implementation of an innovative approach to provide increased stability and cost effectiveness of the project support workforce. Mr. Brown gained experience in the use of structured methodologies used to enable customer process improvement and solution implementation programs.