

## DAWN M. DRUMMOND

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### DIRECTOR, BUSINESS TECHNOLOGY OPTIMIZATION

Professional vision: to help organizations optimize their business processes, the use of their information technology investments, and to improve alignment with their strategic vision

### SIGNATURE STRENGTHS

- **Increase Productivity:** Drive organizational effectiveness through process and technology optimization
- **Drive Innovation:** Assess problematic operations and implement creative, logical solutions that drive quality and consistency
- **Inspire Change:** Create and lead diverse teams that transform fragmented organizations into highly productive teams that foster innovative thinking

### PROFESSIONAL EXPERIENCE

#### CONSULTING ENGAGEMENTS

2009-2010

##### PPT Consulting (09/2009-09/2010)

*Project Management, Information Technology and Management Consulting serving pharmaceutical, biotechnology, manufacturing, distribution and government market segments*

##### **Shire Pharmaceutical - Specialty Pharmaceutical Information Technology, Senior Consultant**

**Responsibilities:** Acted as single point of contact for SP IT Business Partners and Infrastructure on upgrade projects coordinating risk assessments, testing activities and upgrade deployment scheduling.

- Facilitated the development and update of a centralized Testing Strategy for network and system operating software upgrades that provided clarity on the various testing methods and processes available.
- Initiated process changes for managing Microsoft Project Server user access, license tracking and system change control.
- Facilitated the development of a business continuity plan and supporting documentation for the Florence Distribution Center in Florence, KY.

##### **AmeriGas, Information Technology, Senior Consultant**

**Responsibilities:** Assessed the operational readiness of the Information Technology Department to support SAP.

- Validated the findings of the SAP Run Assessment and the IT Service Management Initiative.
- Produced and presented an assessment report that provided additional recommendations and considerations in preparing for SAP support.

#### DAY & ZIMMERMANN GROUP, INC.

2004-2009

*\$2.5 billion Company comprised of a diverse portfolio of service businesses including a staffing and technology companies and construction and engineering, nuclear and fossil fuel, validation and security services. Day & Zimmermann also manages munitions products and services for the US Government. All core business systems at Day & Zimmermann Group are based on SAP ECC6.0.*

##### **Senior Manager - Strategic Process Improvement (02/2008 – 06/2009)**

**Responsibilities:** Consulted across enterprise to lead and facilitate strategic operational assessments associated with RFP to Order, Order to Cash, Procure to Pay, Recruit to Hire, Hire to Pay that incorporated operational improvements with SAP-based technology enhancements with the various SAP modules: FI/CO, Human Capital Management, Supplier and Customer Relationship Management, and Project Systems.

- Managed and facilitated the integration of 3 newly acquired companies that included mapping current state processes, identified key operational and technological integration points, developed the foundation for future state operating structure and coordinated key technology initiatives. Provided status reports and summary process documentation to Executive and Director-level management during the acquisition integration project.
- Architected a methodology for the business integration of acquisitions & mergers that identified the key activities and data elements that resulted in productivity improvements, procedural alignment, improved SAP & business systems alignment along with a reduction in data loss. Worked with Executive and Director-level management to qualify detailed operational needs and key data elements.
- Facilitated the development and implementation of IT policies and associated support procedures.

**Senior Manager - Support Services (02/2006 – 02/2008)**

**Responsibilities:** Directed a team of 12 in the turnaround of the Help Desk, Desktop Support and Asset Management groups; managed major service contracts with Dell, Microsoft and Verizon Wireless with an annual estimated value of \$3.8 million.

- Improved Help Desk performance within 6 months by restructuring workload assignments that resulted in improved team effectiveness and improved customer service and satisfaction.
- Implemented and incorporated self-service functionality and a centralized knowledgebase for technical support documentation that supported continued improvement of Help Desk and Desktop Support Groups' performance.
- Reduced the delivery of new computers by 3 days by realigning the Desktop Support Group with the Network/Infrastructure and Security Teams and providing updated technical support documentation.

**Senior Manager - Project Management Office (09/2004 – 02/2006)**

**Responsibilities:** Directed a team of 5 in the creation of a project management office and methodology to support information technology projects.

- Directed a SAP ERP R/3 implementation project that integrated all business critical data in 4 months. Using SAP-based tools, improved integration, project control, and reporting of DZ EFS combined UK and US operations.
- Lead and managed a SAP ERP R/3 implementation project that integrated all business operations and critical data for a \$1.2 million joint venture. The partner company was a minority-owned joint venture that was a start-up, so the implementation project included start-up mentoring services as well as operational and technology start-up activities.
- Reduced post-implementation extensions and rework on SAP-based projects through improved requirements definition and scope expansion management.
- Increased and expanded customer involvement and participation with scope definition and project teams.

**CONSULTING ENGAGEMENTS****2003-2005****TEK SYSTEMS****(07/2004 – 01/2005)**

*\$2.5 billion Information Technology and Communication Services Consulting serving communications, financial services, government and information technology market segments*

**Campbell Soup Company, Global Project Management Office, Senior Consultant**

**Responsibilities:** Facilitated the redesign and consolidation of processes and procedures for the Global Project Management Office working with a global team of specialists, 5 based in Australia, 1 based in Canada and 2 based in NJ.

- Improved project delivery through consolidated and updated procedures
- Realigned and monitored management and customer expectations by producing consistent and comprehensive project reporting.

**AJILON CONSULTING (02/2004 – 06/2004)**

*\$266 million Information Technology Services company providing software quality assurance, software testing, systems development and integration, help desk services, outsourcing, and supplement IT services to Fortune 1000, mid-tier, government, and private organizations*

**City of Philadelphia Department of Human Services (DHS), Senior Consultant**

**Responsibilities:** Analyzed the business operations of a 60-associate DHS Hotline concentrating on their use of technologies and automated tools.

- Produced and presented a comprehensive assessment report to DHS Senior Management with recommendations for realignment of work functions along with a restructure of team configuration to improve data analysis and management reporting.

**TEK SYSTEMS****(06/2003 – 12/2003)**

*\$2.5 billion Information Technology and Communication Services Consulting serving communications, financial services, government and information technology market segments*

**Campbell Soup Company CTO Group, Senior Consultant**

**Responsibilities:** Facilitated a team of 20 associates to create cross-functional frameworks to streamline the work management process for receipt, analysis and assignment of IT-based service requests.

- Improved service delivery by realigning the service request processes and internal work management processes.
- Eliminated redundant work efforts that resulted in improved communications between internal service delivery teams and the customer.

**COMPUCOM SYSTEMS, Inc.****1998 – 2003**

*\$2.1 billion IT outsourcing company providing infrastructure management services, application services, systems integration and consulting services to the financial services, retail, hospitality, food and beverage, healthcare, energy and utilities, manufacturing and government sectors*

**Senior Manager – Regional Consulting Services (01/2003 – 05/2003)**

**Responsibilities:** Directed consulting services for the East and South regions covering 20 states, managed billable assignments of 18 senior network and infrastructure engineers, and performed financial P&L analysis.

- Improved P&L performance through effective utilization of employee talent and improved expense management and revenue reporting – approximately 45% for the East and 16% for the South.

**Senior Program Executive (02/2000 – 01/2003)**

**Responsibilities:** Served as an expert Project and Program Management resource for regional and national sales and network & desktop service delivery teams during development of proposals and Statements of Work; advanced the development and implementation of structured frameworks for project and service delivery; and directed high-profile technology refresh projects.

- Trained and mentored 2,000 engineers, consultants, and managers in the newly implemented Service Delivery and Project Management Methodology that resulted in reduced costs previously associated with productivity losses and scope expansion.
- Created and deployed a Continuous Improvement Program that produced 30 initiatives with results varying from improved services delivery and service level adherence to increased revenue or reduced operating costs.
- Mitigated project service delivery issues for 2 high-profile, high-risk \$2.5 million technology refresh projects through improved communications with the customer, CompuCom senior management and the project teams

**Help Desk Operations Manager (03/1998 – 01/2000)**

**Responsibilities:** Started-up a second help desk facility and managed all aspects of 7x24x365 outsourced help desk operations that consisted of 50 help desk analysts.

- Launched operations within 10 business days of hiring new staff and achieved full operational functionality within 35 business days.
- Achieved and maintained 95% overall performance level and a 95% retention rate for the first 2 years of operations.

**PUBLIC SERVICE ELECTRIC & GAS – Nuclear Business Unit****1987 – 1998**

*Regulated public utility engaged in the transmissions and distribution of gas and electric to nearly three quarter of NJ population*

**Business/Client Analyst (01/1992 - 03/1998)**

**Responsibilities:** Analyzed, forecasted, and managed \$6 million Capital Expenditure and \$8.5 million Operating & Materials budgets for the Information Technology Department; administered and managed contracts for hardware and software maintenance and support; managed computer inventory systems and processes supporting approximately 2,500 workstations and peripherals.

- Maintained actual costs approximately 0.5% of budget for Capital and O&M budgets for 2 consecutive years.
- Streamlined and improved reporting and analysis by incorporating automated internal tracking tools.

**EDUCATION / AFFILIATIONS**

B.S., Business Administration, Glassboro State College  
Six Sigma Certification: Black Belt & Green Belt – Villanova University Online  
Project Management Institute  
Network of Women in Computer Technology