

ERIC J. HOLT

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A Businessman Who Is....

Visionary and a critical thinker
Pro-active not reactive; a consummate team builder
Inquisitive by nature and known as a change agent
Passionate about improving processes and people
Political awareness and solid executive presence

SENIOR CONSULTANT / ACCOUNT & PROGRAM MANAGER

Emotional Intelligence and Resonant / Servant Leadership

Act Responsibly / Lead Passionately / Think Globally / Foster Cross-Functional Collaboration / Integrity-Driven

Breakthrough thinker on national and international levels with impressive success in project management and IT governance. Someone who can have an immediate impact on an organization and perform flawlessly under pressure. Expertise in leading software development teams, deploying enterprise solutions (ERP, CRM, PPM, MMIS, PMO), and implementing scalable global IT infrastructure. Well documented record for turnaround performance; growing long term customer relationships; restructuring multi-site and global operations to cut costs; improving cash flow; and higher ROI.

Recognized as a savvy empowering leader with strengths in reengineering business process, defining continuous process improvements, building consensus, recognizing and accelerating colleague's strengths, and building powerful teams that can conquer any obstacles. Astute businessman with highly diverse business knowledge and a propensity to initiate positive changes. Adept at recognizing hurdles before they are present, and track changing requirements as necessary. Praised for skillfully managing human and financial resources and continually extinguishing fires. Capitalize on strong business acumen and natural leadership talents to steer teams and companies in new directions. *"Great things in business are not done by one person, they are done by a team of people."* **Professional Strengths:**

Crisis & Succession Planning
Backup & Business Continuity
Project / Program Management
Business Unit Support & Staffing
System Integration / Deployment

Strategic & Long-Range Planning
Outsourcing & Vendor Management
Policies & Procedures Development
Hands-on Executive Mgmt. Team Member
Business Development / Relationship Mgmt.

Large Account Management
Full P&L & Budget Management
Change / Issue / Risk Management
Communication / Presentation Skills
Process Improvement / Reengineering

CAREER HISTORY

E.J.HOLT CONSULTING, LLC – Augusta, ME

5/2006 to Present

Global provider of "Best Practice" project management methods and tools to accelerate the delivery of business results, mitigate project risk, and generate significant cost reductions to transform the IT organization into a world-class unit.

Senior Consultant and Managing Principal

Directly responsible for successful project delivery of consulting engagements, including: implementation, upgrade, and/or extension of existing applications. Provide hands-on leadership and direction to the project team consisting of consultants, subcontractors, remote global resources, and client employees, as well as manage client relationships. Participate in qualifying and pursuing client sales opportunities, lead role in developing the solution, scope, estimates, and client proposal, and heavily involved in business case development.

- Directed \$50M State-wide "mission critical" public safety communications project in partnership with several State & Local agencies and the Department of Homeland Security (DHS) and U.S. Customs and Border Protection by providing reliable radio communication between end users, dispatch, and field units;
- Provided day-to-day account & executive program management oversight of \$180M contract, charged with implementing a new Medicaid Management Information System (MMIS) to manage Maine's Medicaid program; and
- General Management responsibility for fiscal agent supporting Medicaid claims and customer service functions (i.e. call center, help desk, customer inquiries, technical support), administer healthcare management; provide hardware & software hosting, information management & data warehousing, PMO, operations, and systems.

FINEOS CORPORATION – Cambridge, MA

11/2004 to 8/2008

Market leading provider of core software solutions for Insurance, Banking, and Government.

Senior Account and Program Manager

Directed PS Organization, managing customer accounts, and expanding consulting business within North American region. Full P&L, quality of delivery, and account / project management responsibility. Developed business strategies and an annual financial plan accountable for achieving revenue, expense, operating margin, and profit objectives. Provided hands-on engagement leadership, supporting sales and developing client proposals & pricing, managing diverse teams and client expectations, and growing leadership to support expanding customer base.

- Turned around 10-yr, \$20M project to replace claims system for \$17B financial client from 200% over budget, 450 days late to on-time, under-budget delivery with 100% client satisfaction. Saved \$1.2M over 10 months.

- Supported sales cycle and led proof of concept and subsequent claims system replacement project for Mutual of Omaha. Established and gained approval for an associated Cost Benefit Analysis (CBA) with the Project Board and lead project -- the core service engine of this nearly 100 year old insurance company. The project had a \$20M budget, six Project Managers, 150,000+ assigned hours, and over 100 direct and indirect staff.

PLANVIEW, INC. – Austin, TX

1/2003 to 11/2004

Recognized as "an undeniable leader in the PPM market", providing the most comprehensive portfolio management solutions in the industry to enable better decision making and business accountability with over 550 global customers.

Engagement and Implementation Manager

Managed "high-profile" enterprise implementation projects, serving as a true Solutions Consultant to global customers. Laid the foundation for successful engagements through careful relationship building and well-written SOWs, resulting in billable engagements that are well executed to exceed the customers' expectations. Responsible for clearly documented project requirements, overall responsibility for managing multiple, large, complex projects--ensuring client satisfaction, timely delivery, and adherence to budgetary requirements. Coordinated project plans, resources, succession planning, invoicing, and planned P&L. Principal point of representation and liaison with customers, 3rd parties, and stakeholders.

- Directed enterprise PPM and Financial Management solution for Citigroup encompassing offices in more than 100 countries utilized by 30,000+ end users. Results facilitated Sarbanes-Oxley regulatory compliance and yielded greater return on IT investments (i.e. reducing project failure rates by 15%, cost overruns by 10%, administrative time by 25%, and number of low-valued projects by 90%).

IBM CORPORATION – Armonk, NY

6/1998 to 7/2002

World's largest and most forward-looking computer company and systems integrator with offices in over 200 countries. IBM holds more patents than any other U.S. based technology company and is the 2nd most valuable by global brand.

Senior Consultant and Project Manager

Directed IT hardware / software project engagements, administration, and human resources for Government, Healthcare, Insurance, Retail, and Financial clients, focusing on large scale ERP implementations (i.e. Lawson, JD Edwards, Oracle, SAP, PeopleSoft). Designed project management processes, implemented best practices, and analyzed project performance to ensure on-time delivery, key functionality, high quality, and customer satisfaction.

- Managed \$50M ERP solution for the State of Michigan, with 110 reporting staff, 54,000 end-users across 83 counties and 128 agencies, resulting in savings of \$28M in the first five years, including \$2M in the 1st yr. and \$5M in the 2nd yr. Results included: 400% increase in acceptance and use of employee self-service, reduced total number of entry points for employee info from 68 to 1, and reduced legacy system reporting by 71%.

DEXTER SHOE COMPANY – Dexter, ME

1/1995 to 6/1998

\$400 million shoe-manufacturing subsidiary of Berkshire Hathaway.

Programmer Analyst and Project Lead

Managed application systems analyst group in creating and implementing software solutions to improve performance and revenues. Provided technical support and training, reviewed and documented systems, and help desk support to end users on a variety of issues. Designed, developed, and implemented hardware in support of IT.

- Increased warehouse capacity by 120% while reducing costs \$4M with new warehouse systems.

EDUCATION & PROFESSIONAL ENRICHMENT

MBA, Health Care Management • 2011

Husson College - Bangor, Maine

MBA, General Management • 2007

Thomas College - Waterville, Maine

MS, Project Management • 2002

The George Washington University - Washington, DC

BS, Management Information Systems (MIS) • 1998

Husson College - Bangor, Maine

AS, Business Management • 1995

University of Maine - Orono, Maine

- Masters' Certificate in Project Management, The George Washington University
- Project Management Professional (PMP), Project Management Institute (PMI)
- Lawson HR, Payroll, Financial, Procurement Certified, Lawson Software
- Certified Executive Project Manager, IBM • Microsoft Project Certified, Microsoft