

## Clifford R. Kettemborough

### *Data/Information Processing, Data Warehousing, BI and General Business Qualifications and Experiences*

- There are a long list of technologies related to the general concept of data/information processing: **Databases, Data Warehousing/ETL, Reporting/OLTP, Data Marts, Data Mining, Big Data, Web Analytics, BI, KM, MIS, TPS, DSS, EIS, ES. I have been involved in all of them during my career as outlined below.**
- **Extensive work with databases: modeling, implementation and performance tuning.**
- **Good knowledge and experiences with Data Warehousing/ETL, Data Mining, Analytical Engines and Reporting, major S/W packages, tools and vendors.**
- **Good experiences with ECM (Enterprise Content Management), Big Data and Web Analytics and related tools, technologies and vendors.**
- **Managed, developed and supported Data Warehousing and Web-based (portal and collaborative) projects using database modeling, ERP, BI and Web related technologies.** (IBM (Cognos, DB2 with BLU Acceleration), SAP (BusinessObjects, HANA), Oracle (Business Intelligence, Exadata) and Microsoft (Business Intelligence, SQL Server).
- **Career long involvement, at various levels and technologies,** from mainframe, to mini- to micro-computers and **data information/processing** from hierarchical, network, relational, object-relational and object-oriented databases modeling and technologies.
- **Good knowledge and experiences with a variety of data(base) query languages and reports generators.**
- **Superior knowledge, skills, and experiences in building and running KM (Knowledge Management), MIS (Management Information Systems), TPS (Transactional Processing Systems) DSS (Decision Support Systems) EIS (Executive Information Systems), and ES (Expert Systems) to support decision making on the business side at all management levels: operational, tactical and strategic.**
- **Very strong analytical mind,** like "numbers crunching" and **very good at statistics and using statistical packages.**
- **Excellent and comprehensive General Business background:** formal education (D.B.A.), training and certifications (see below), extensive teaching of virtually any topics under Business Administration and Management, Conferences Speaker and started and ran three small businesses.
- Over 20 years **senior management positions** with large, reputable, brand name organizations (public/government) and private. Performed **PM (Project Manager) and PgM (Program Manager)** at both regular and senior levels on a variety of projects, within a matrix (cross functional) environment and diverse organizations and cultures, with medium to very high level of complexity and with **budgets ranging from few \$100K to over \$10 million.**
- **Functioned 4 times at a Director level, interfacing with senior/executive management (VP and 'C' level). Very strong budgeting, accounting and financial skills!**
- **Developed project plans** specifying goals, strategy, staffing needs, scheduling, and identification of risks, contingency plans, capacity planning and allocation of available resources. **Conducted Risk Assessment, Cost Benefit Analysis, Feasibility Study, Implementation Strategies** of technical, financial, and business factors facing the project.

- **Worked closely with the PMO and Compliance offices (HIPAA, HEDIS, COBIT, FISMA, GLBA, PCI), and end-user community, in producing projects status report, prioritization and initiation, employing RAID (Risks, Assumptions, Issues, and Decisions).**
- **Managed or directed large, complex development projects, programs (migration of a legacy centralized applications portfolio to SAP, Web-based applications), or multiple smaller projects or business analysis activities adhering to standardized Project Management Processes (PMBOK) and within time, budget and staff constraints. Prepared presentations and memos communicating projects progress (via dashboard), findings and recommendations to senior management. Coordinated outsourcing activities. Managed project's scope, schedule, cost, quality, stakeholder's expectations, capacity planning, and risk mitigation.**
- **Coordinated (cross-functional) all project matters, monitored activities, identified internal and external factors jeopardizing the project, recommended solutions, escalated issues, and provided status reports to involved parties, as appropriate.**
- **Effective delivery of large scale, high risk, projects and programs to business units, including responsibility for budget, forecasting, cost visibility, TCO/ROI calculation and financial analysis – worked with all Big 5 Consulting firms.**
- **Managed the all phases (scoping, planning, vendors selection, reporting, implementation, risk management, doc. (RFI, RFP, RFQ, SOW, SLA) of several Technology Migration Project. Included the management of Microsoft, HP, Xerox and IBM Premier contracts or vendors like Infosys, Cognizant Tata, WiPro and related SLAs (outsourcing, off-shoring).**
- **Very customer-oriented/centric. Developed and ran UAT (User Acceptance Testing) and PIR (Post Implementation Review).**
- **Managed the Year 2000 Compliance, mission critical project, and received “Nova Award for Leadership.”**
- **Senior Global Partner – The Academy of Business Strategy; 2012**
  - **L. A. County: Certified HIPAA Professional (CHP) training; 2012**
  - **Malcolm Baldrige and Balanced Scorecard training, Boeing Corp.**
  - **Best Management Practices: IT Service Management (ITIL), Management of Portfolios (MoP), Management of Risk (MoR), (Managing Successful Programmes (MSP), PProjects IN Controlled Environments (PRINCE2).**
  - **Harvard Business School, Certificates in: Leadership & Management, Creativity and Innovation, Global Business and Technology, Business Acumen, Communications, Marketing, Strategy, Technology, Leading Change.**
  - **Master's Certificate in Project Management, George Washington University/ESI.**
  - **ESI Int'l Executive Education in: Contract Management, Business Analysis, Information Systems Security, Business Intelligence, ROI Methodology, Intercultural Management, Internet/Digital Marketing, Sales Force Management, Supply Chain Management, Leadership, Negotiations, Business Process Management, Business Sustainability, Enabling Technology.**
  - **Scrum Alliance: CSM, CSP and CST (Certified Scrum Master, Professional & Trainer).**
  - **Certified Project Manager, American/National Management Association, 1999. Extensive PMP teaching.**
  - **Certificate in Supervisory and Management Skills, National Management Association, 1991.**
- **Extensive college/university teaching, corporate training/workshop and consulting experience in the areas of Data/Information Processing, Databases, Data Warehousing, Data Mining, Big Data, Web Analytics, BI, KM, TPS, MIS, DSS, EIS, ES and general Business.**