

STEPHEN ALLEN

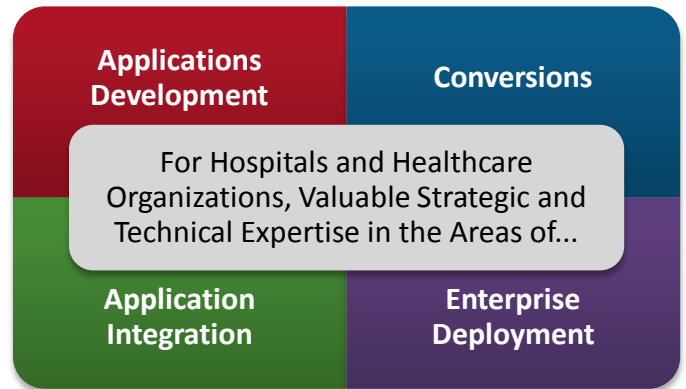
Kansas City, KS 74290 ■ 420-542-3905 ■ stephenallen@email.com ■ www.linkedin.com/in/stephenallen

INFORMATION TECHNOLOGY & TELECOMMUNICATIONS SOLUTIONS EXECUTIVE

Partnering with Hospitals and Healthcare Organizations to Develop and Deploy Enterprise-wide, Enhanced, Cost-Effective, High-ROI Unified Communications Solutions

Expert in the area of Unified Communications (UC) and pioneer in successfully converting multiple hospitals and healthcare organizations to Cisco UC.

With more than a decade of leadership and application development for one of the largest telecom service providers in the U.S. combined with more than a decade of recent accomplishment as an IT consultant and solution provider, uniquely qualified to add value to customers by helping them navigate UC products and telecom service providers.



EXPERIENCE HIGHLIGHTS

Torr Consulting, Inc. – Kansas City, KS

2002 – Present

IT and telecom consulting firm specializing in implementation/operations of Cisco's Unified Communications (UC) solutions.

PRINCIPAL CONSULTANT / EXECUTIVE DIRECTOR

Built consulting firm from \$0 to annual revenues as high as \$2.6 million, achieving 100% billable rate for 12+ continuous years. Manage P&L and all business operations, including human resources, finance and accounting, business development, and client relationship management. Hold full ownership of the total solution cycle. Within 24/7 high-availability organizations, have created repeatable processes and automation systems that allow for...

✓ **Accurate estimation** ✓ **Faster execution** ✓ **Lower costs** ✓ **More accuracy** ✓ **Limited downtime**

Managing projects with capital budgets up to \$10 million in size, have spearheaded the conversion of large hospitals and physician groups in the Kansas City area from legacy phone and network systems to the Cisco UC solution—including the 1st successful Cisco implementation in Kansas healthcare and the 1st successful full conversion to Cisco of a Kansas hospital.

Manage the full scope of projects from start to finish, including:

Sales and Marketing | Proposal Development | IT Architecture Design | Project Planning and Delivery | Implementation | Operations Support

Typical projects include:

- ✓ Spearhead multi-year, multi-phase (assessment, design, implementation) migration of legacy PBX systems (3,000-15,000 phones) built on Avaya, Nortel, and Centrex technologies to Cisco UC solutions, ensuring 100% uptime throughout to ensure mission-critical communication continues uninterrupted throughout the enterprise.
- ✓ Conduct needs assessment and program management of projects to migrate and upgrade IP networks, both wired and wireless and involving fiber, SONNET, Metro Ethernet, SIP, and TDM products.
- ✓ Advise clients on the proper and effective use of technology to implement smart business processes and work flows within 24/7, high-stress environments in which the reliability of communication systems is of life-and-death importance.
- ✓ Combine expertise in Cisco data structures and APIs with prior application and development experience to develop unique applications that expand functionality and customize Cisco tools to better meet customer needs.

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Résumé Page 2 ■ 420-542-3905 ■ stephenallen@email.com ■ www.linkedin.com/in/stephenallen

Representative accomplishments:

- ▶ **CHALLENGE:** For a large, 885-bed downtown Kansas City teaching hospital that ranked by U.S. News & World as the #1 top-performing hospital in Kansas, improved performance of an IT and infrastructure team, converting from outsourced services to an in-house arrangement, strengthening customer satisfaction, resolving problem with frequent outages, and driving down excessively high costs.
- ▶ **ACTIONS:** Developed entire project plan and gained approval from hospital's CTO and Board of Directors. Rebuilt IP network and implemented Cisco UC solution while integrating with CENTREX. Converted 13,000 telephones and insourced all support. Created business process and flows, recruited and built support staff, and provided operational support.
- ▶ **RESULTS:** Recognized as one of the most successful IT projects implemented in the history of the hospital. Significantly decreased outages and improved time to restore 60%+, all while adding to functionality and lowering operating costs \$2.3 million. Increased customer satisfaction scores 45% and refreshed infrastructure, enabling quicker execution of MAC activities and deployment of Electronic Medical Records (EMR)

SUCCESS BY THE NUMBERS:

- ✓ \$7 million total project capital
- ✓ \$1.4 million Torr revenue
- ✓ \$15 million 5-year total return
- ✓ 2nd year ROI

- ▶ **CHALLENGE:** For a 400-bed suburban hospital, transformed an aging power and cable physical infrastructure and an insourced IT and telecom support team that was misaligned and incapable of fully supporting network activities.
- ▶ **ACTIONS:** Devised and executed project plan that rebuilt the IP network and implemented Cisco UC solution while integrating with existing Avaya system. Converted 8,000 telephones and insourced all support while remediating cable plant and power issues throughout the system. Delivered operational support and developed business process and flows for provisioning, support, and bill back functions.
- ▶ **RESULTS:** Increased customer satisfaction scores 90% as a result of far fewer outages, 60% faster restore time, and enhanced functionality. Saved \$1.2 million in operating costs. Changed internal culture to enhance accountability and create a sense of ownership among staff for the product and performance. Enabled deployment of EMR and expedited MAC activities as additional benefits of the refreshed infrastructure.

SUCCESS BY THE NUMBERS:

- ✓ \$4 million total project capital
- ✓ \$770,000 Torr revenue
- ✓ \$10 million 5-year total return
- ✓ 2nd year ROI

- ▶ **CHALLENGE:** For a 200-bed suburban community hospital, played key role in integrating them into an existing larger hospital while helping solve significant issues with poor employee morale, customer service problems, high costs, and unacceptable technology reliability and performance.
- ▶ **ACTIONS:** Led entire project from start to finish, including project planning, gaining acceptance of plan from Board of Directors and CTO, and then spearheading technology solutions implementation. Integrated the community hospital into the current support structure of the larger hospital and projected required HR needs for added FTEs. Converted 4,000 telephones and integrated support while remediating plant and power issues.
- ▶ **RESULTS:** More than doubled customer satisfaction scores, improved reliability and time to restore, modernized infrastructure, and standardized across systems

SUCCESS BY THE NUMBERS:

- ✓ \$3.6 million project capital
- ✓ \$890,000 Torr revenue
- ✓ 110% improved customer satisfaction

~ Continued ~

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Résumé Page 3 ■ 420-542-3905 ■ stephenallen@email.com ■ www.linkedin.com/in/stephenallen

Lavren Technology – Miami, FL

2000 – 2002

GROUP MANAGER

Managed global internal IT infrastructure, provided end-to-end continuing operations and technology support for operation and deployment of 100+ internal network sites and voice support; data center operations comprised of 7 SUN E10/15Ks, 150 UNIX servers, 200 windows servers, SAN storage, HDS, and EMC; and 3500+ desktops and associated help desk support

Scope: \$10 million operating budget ■ \$2 million capital improvement budget ■ 25 direct reports ■ 3 locations (Miami, Washington, D.C., Dallas)

■ Projects up to \$45 million and 80 staff

- ▶ Enabled the impending merger of XTA and Landis to form Riley Telecom, leading the charge to separate the Lavren IT infrastructure from XTA and enabling spin-off of XTAInternetworking as a new company. Assembled/led an 80-person IT staff located in both Indianapolis and Dallas and managed \$45 million capital budget for the project.
- ▶ Met a hard 12-month deadline, building a fully functional, state-of-the-art, lights-out data center supporting Lavren's business applications, an achievement that if missed would have resulted in serious legal ramifications and large fines. Was called out and honored by the CEO, CFO, and CIO, praised publicly for success of the project.
- ▶ Moved 8 enterprise applications from Riley with minimal downtime to end users worldwide. Led team in upgrading the data center infrastructure, implementing a large Siebel system, 300+ servers (SUN, UNIX, and Windows), and associated SAN storage devices to support Lavren's business application.
- ▶ Migrated 1,500 desktops and users into new NT domains, infrastructure, and Exchange environment and supported build-out and physical relocation to 2 new office buildings. Developed new support staff.
- ▶ Improved performance and throughput 200% by establishing a newly redesigned WAN/LAN that readdressed more than 30 networks located nationwide, establishing new circuitry, and redesigning LAN to correct major problems.
- ▶ Achieved 98% compliance with SLAs by developing and enforcing strict policies and procedures for change management and software release cycles. Designed, implemented, and operated enterprise monitoring systems with tools that enabled a lights-out environment, efficiently achieving compliance with internal customer SLAs.

SUCCESS BY THE NUMBERS:

- ✓ \$45 million project capital
- ✓ Moved 8 enterprise applications impacting worldwide users
- ✓ Migrated 1,500 desktops and users
- ✓ Improved performance and throughput 200%
- ✓ Achieved 98% compliance with SLAs

XTA – Phoenix, AZ

1989 – 2000

GROUP MANAGER (1996 – 2000) | **MANAGER OF IT** (1989 – 1996)

Hired to solve problems with an internally developed product that XTA Telecom and DEC developed and sold. Fixed faulty code and rebuilt customer relationships, saving a \$10 million contract. Earned promotion to manage IT architecture and technical oversight of infrastructure and application solutions for non-regulated business functions nationwide.

Controlled a \$10 million budget and led 30-person staff. Led IT architecture, planning, and execution of multiple major migration projects. Played major roles in the development of products such as XTA Long Distance, CENTREX, VoIP, ATM, Frame Relay and wholesale services.

EDUCATION

Bachelor of Science, Computer Science ■ Phoenix University – Phoenix, AZ

TECHNOLOGY SUMMARY

PBX Systems: Cisco, Avaya, Nortel

Call Centers: Cisco Unified Contact Center Express, Cisco Unified Intelligence Center, Cisco Finesse, Avaya

Cisco Voice Applications: Cisco Emergency Responder, Cisco Unity, Cisco IM&P, Cisco Jabber, Cisco Expressway, Cisco UCS,

Cisco Gateways: RightFax, OnCast, Cisco Attendant Console, Cisco Prime

Hospital Integrations: Phillis IEM (Emergin), Philips PIIX IX, Rualand, Extension Engage

Developer Partner: Cisco and Avaya DevConnect

Development Tools: JAVA, Eclipse, Spring Foundation, Informix, MS SQL, Altova, Visual Paradigm, Hibernate

Cisco Protocols: AXI, Serviceability API, IP Phone Services, XMPP, Contact Center Express CTI

Dear Professional, Executive, or Aspiring Executive:

100kCareerMarketing.com is the culmination of nearly 20 years of successful experience. During this time, I have been privileged to work with thousands of executives, professionals, and leaders all across the U.S. and worldwide in developing their resumes and other career marketing documents.

I formed 100kCareerMarketing.com because of my ongoing dedication and commitment to delivering unparalleled service and quality to my clients. As demand for my services as an executive resume writer and career marketing strategist grew to far exceed the time available, a new model for delivery of my services to you was essential. 100kCareerMarketing.com was born of that need and it provides me with a way to deliver dedicated, personal attention to a *very select number of clients* - no more than 20 clients per year (approximately one person every 2 weeks).



Today, 100kCareerMarketing.com is the ONLY way to work with me one-on-one.

That's right. Because it takes time, collaboration, and intense attention to quality and detail to create truly compelling, powerful, results-generating executive career marketing portfolios, I make certain that I give you – and you exclusively – all of the time and attention you need.

I work with a VERY SELECT base of no more than 20 clients per year. When you hire me you benefit from not only my preeminent experience and expertise but from my exclusive, personal attention focused *only* on you and the creation of your career marketing portfolio. I would be honored to work with you. But my schedule fills up *very* quickly, so if you are ready, please reserve your spot today. Of course, if you have any questions, I will be happy to answer them. Just send a quick email or give my office a call.

I also invite you to book a personal 45-minute consultation with me, to go over your resume and job search concerns one-on-one, discuss the strategies I would use in writing your resume, answer your questions, and benefit from my recommendations. Although I charge for the consultation (\$155), you have nothing to lose! If you book a consultation and then decide to proceed with my services I will give you a full \$300.00 discount on my VIP executive services.

<https://vip-intro-consultation.youcanbook.me/>

I look forward to meeting with you and hope we have the chance to work together.

Sincerely,

- Michelle

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