
Chad C. Cooper

13137 Heritage Way
Apple Valley, MN 55124

(952) 454-6976 (Home)
(612) 760-6502 (Mobile)

chadc@charter.net
www.cooperdom.com

CAREER OBJECTIVE

Join a forward-looking management team to lead innovative software and product development efforts, leveraging my balance of technical and professional skills. To consistently employ best-practice project management and grow in organizational leadership.

EXPERIENCE SUMMARY

Project management and facilitation 12 years
➤ Software design and development
➤ Product integration and delivery
➤ Network infrastructure design and deployment
➤ Facilitation of distributed and technical project teams
Management of distributed systems and the operational support thereof 20 years
Business analysis, requirements gathering and documentation 21 years

WORK EXPERIENCE

Comsys May 2006 – current
Minneapolis, Minnesota Project Manager

Client: IBM, Account: Ameriprise

Responsibilities

- ◆ Managed customer facing product and services delivery projects; requirements, proposal, through delivery and customer acceptance.
- ◆ Responsible for a cycle of 6 to 12 concurrent projects with a cumulative total contract value of \$3.7 million.

Alliance Data Systems Inc.
Minneapolis, Minnesota

January 1999 – October 2004
Project Manager III

Responsibilities

Senior Level

- ◆ Responsible for relationship management of major retail customers including Barnes & Noble and TJX Companies (Marshall's/TJ Maxx).

Project Management

- ◆ As a member of a PMO, managed customer facing product delivery projects from project conceptualization, requirements, estimates, through delivery and customer acceptance.
- ◆ Owned a continuing cycle of 4 to 8 concurrent projects, ranging from 2 to 9 months and \$250,000 to \$1 million, utilizing project charter, business requirements, project plan (MS Project 2003 Enterprise and '97), scope management, risk amelioration, user acceptance, and change management.
- ◆ Provided lead project management services, integrating project management and technical teams from banks and authorizing institutions to deliver end-to-end financial transaction processing and products for retail customers.
- ◆ Coordinated deliverables from internal resource groups (strong matrix organization with 3 to 6 team members), including application development, QA, network engineering (IP WAN), telecom provisioning (dial, ISDN and Frame Relay), hardware provisioning, and operations support.

Technical/Analyst

- ◆ Lead analyst for business requirement and logical application design for kiosk and assisting 3rd party point-of-sale developers.
- ◆ Perl (AIX) and Transact-SQL (Sybase 11) development for service delivery monitoring, financial integrity assurance, system performance monitoring.
- ◆ AIX system administration for QA lab and production support.

- ◆ Lead project management and analyst role for full fail-over testing in a highly redundant telecom, WAN and transaction processing network.
- ◆ QA and financially certified implementations of proprietary APIs and ISO8583 messaging by 3rd party and retail developers.
- ◆ Provided configuration management and production support for proprietary network routers.

Rock Solid Solutions Inc.
Burnsville, Minnesota

March 1997 – January 1999
Consultant

Clients: Best Buy Company, Inc., Target Corporation

Responsibilities

- ◆ Continued project lead and design of strategic in-store product signing system.
- ◆ Maintained and supported POS system for 40+ stores.
- ◆ Authored data collection and reporting tool using VB5.0.
- ◆ Enhanced primary POS application authored in VB4.
- ◆ Developed secure intranet web browser using Internet Explorer™ 4.0, VB5, OCX and COM technology for use within VB 4. This task included debugging a VC++ COM application that interfaced at the MSHTML layer.

C3 Consulting Inc.
Eagan, Minnesota

November 1996 - February 1997
Independent Consultant

Client: Best Buy Co., Inc.

Responsibilities

- ◆ Lead and design strategic in-store product signing system project.

Best Buy Company, Inc.
Eden Prairie, Minnesota

October 1994 - November 1996
Project Manager
October 1992 - October 1994
Project Leader

Responsibilities

Line Manager Level

- ◆ Program managed point-of-sale, in-store product signing and in-store labor management systems.
- ◆ Direct reporting responsibility for a staff of 10; two project teams, each comprised of a project lead and a team of developers and analysts.
- ◆ Managed annual project planning with staffing and budgeting requirements.
- ◆ Responsible for performance reviews, personal development coaching, and salary adjustment recommendations.

Project Manager

- ◆ Managed Point-Of-Sale (POS) systems in 272 retail stores with 24/7 availability and financial integrity requirements.
- ◆ Authored request for proposals for POS software and hardware. Reviewed responses, coordinated detailed presentations and made recommendations and decision on purchase there-of.
- ◆ Established and managed software development outsourcing arrangement with a leading national Point-of-Sale developer.

Technical

- ◆ Joint design (with a 3rd party vendor) of a Windows, touch screen based Point-Of-Sale system using rapid application development methodologies. Technologies used included Visual Basic, Visual C++, Windows client, Windows NT server, and MS SQL Server.
- ◆ Major contributor to corporate and store client/server strategy and standards.
- ◆ Maintained the installed base of 4680 register systems. Enhanced the GSA terminal application. Managed application and operating system configuration profiles as a component of software release management. Designed an in-store sign printing system around a PostScript engine.

Dayton Hudson Department Stores
Minneapolis, Minnesota

October 1987 - October 1992
Technical Analyst

- Responsibilities
- ◆ Lead requirements, design and coding efforts for IBM 4680 Point-Of-Sale cash registers and PC controllers. This included GSA application development, complex operating system management and PC/POS hardware evaluation/acquisition.
 - ◆ Manage a 40 store POS production environment using IBM's host based NDM and Netview. Developed scripting and reporting on 3090 host using JCL, Easytrieve, VSAM and DB2.

CERTIFICATIONS Project Management Institute member in the process of PMP certification
Previously certified Microsoft Certified Professional (MCP)

PROGRAMMING SKILLS	<u>Language</u>	<u>Environment</u>
	Perl	AIX
	HTML, Javascript	See www.cooperdom.com
	Basic	Visual Basic 5.0, 4.0, and 3.0
	SQL	4680 Store System SQLServer Transact-SQL Sybase SQLServer
	Shell Scripts	4680 Operating System PC DOS AIX (Korn Shell), Unix SVR4 (C Shell)
	PostScript	Printers
	MVS JCL	IBM Mainframe(System 390)
	Easytrieve	IBM Mainframe
	NDM/Connect Direct	IBM Mainframe, AIX
	Pascal	PC (Turbo Pascal) CDC Cyber
	Assembler	PC – 6502, 8086, Z80, 6809 Compass (CDC Cyber)

OTHER TECHNICAL SKILLS MS Project 2003 Enterprise (and versions going back to Project 97)
Fully MS Office proficient.
Large number of Windows and DOS software tools
Serial wiring, WAN and LAN networking and general PC hardware

TRAINING 7 Habits of Highly Effective People - Covey
Object Oriented Analysis and Design – Worthington Software
Microsoft Visual Basic 3.0
Microsoft Supporting Windows NT 4.0 in the Enterprise
Installing and Implementing Microsoft Backoffice Small Business Server

COMMUNITY Active Cub Scout and Boy Scout Leader
Positions Held: Assistant Scoutmaster, Cub Scout Committee Chair, Den Leader, District Cub Scout Advancement Specialist, District Cub Scout Training Committee
Awards: District Distinguished Leadership Award, District Spark Plug Award, Den Leader Knot, Webelos Den Leader Knot
Public Radio Volunteer

EDUCATION Post-secondary classes at University of Minnesota