Terry Minshall

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TECHNOLOGY DIRECTOR
Process Automation Manager, IT Solution Designer, Project Leader

An innovative leader with 10+ years working in multiple business disciplines including operations, sales, marketing, IT, and service. Specializing in change coordination between business areas to implement technology, automate process, and execute strategies. Primary focus on process improvement, reducing overhead and implementing new capabilities while maintaining technology currency. Key proficiencies:

⇒ Digital Strategies	⇒ Project Management	⇒ Software Implementation
⇒ Process Automation	⇒ Staff Supervision and Development	⇒ Technology Management
⇒ Business Process Management	⇒ Creative Thinking	⇒ Analytics and Reporting

CAREER OVERVIEW

FREELANCE CONTRACTING & CONSULTING. • TROY, NY
FREELANCE CONSULTANT   05/2017 - Current

Working with companies to help them improve business processes through Business Process Management (BPM), technology implementation, process automation and consultative services. Primary focused on providing BPM and process automation consultation with small and medium sized businesses.

THE TRAVELERS COMPANIES INC. • HARTFORD, CT
TECHNOLOGY DIRECTOR   01/2011 - 12/2016

Directed sales and marketing technologies, which supported field sales and business-line marketing functions. Managed a cross-functional team leading initiatives for improving current software, data analytics, and hardware. Partnered with business operations, IT, top 10 brokers, vendors and leadership to deliver technology enhancements, process automations and new policies which resulted in reducing bottom line costs annually. Developed strategic short-term/ long-term business plans and cost-benefit analysis to deliver ongoing technology advancements and new functionality.

- Implemented an integrated marketing platform to empower field employees to receive and distribute marketing content 70% faster than previous methods.
- Reduced marketing inventory from 2,200 to 800 items by creating a metrics driven marketing inventory database application to manage new and existing content.
- Identified efficiencies in marketing content delivery methods and content maintenance by decreasing the number of touchpoints by 81%, which streamlined content creation and maintenance to reduce resource effort by 32%.
- Established alignment with enterprise partners, recognized marketing capability and distribution gaps with field and independent distribution partners; solution increased field and distribution partner's marketing acuity and efficiency; solution also reduced marketing resource effort, increased brand awareness and provided full marketing ROI.
- Created a method to track and reduce marketing printing costs by $50k annually through utilizing workflow software, touchpoint reduction and hardening procedures.

THE TRAVELERS COMPANIES INC. • HARTFORD, CT
SR. BUSINESS CONSULTANT/ SR. INFORMATION ENGINEER   06/2002 – 01/2011

Managed a cross-functional teams consisting of onshore and offshore .NET developers, business consultants, analysts, help desk and project managers. Delivery owner for projects with implementation costs ranging from $100K to $500K. Lead business architect for strategic technical solutions to automate business process and provide functional enhancements. Solutions architect for all aspects of 40+ applications, which included designs of n-tier software, data modeling and business intelligence reporting.

- Conceptualized and implemented a new correspondence application and primed the environment for a paper-free process, saving the company $2.5M annually in additional labor, supplies and equipment cost.
- Architected and implemented a quality control system used to measure quality for ~2,000 staff members, providing a centralized standard platform for both domestic and international service centers.
- Developed and presented training material to 1,000+ employees for new system enhancements, an operating system change and custom business software applications.

ADDITIONAL ACCOMPLISHMENTS

- **Project Management:** Managed complex technology driven projects, budgets ranging from $250K to $1.5M. Delivered expected improvements while managing a project team, budget, organizational partnerships and operational goals.
- **Change Management:** Implemented 100+ process improvements, managed all aspects of them from conception to actualization. Activity included initial analysis, identifying gaps, documentation, socializing findings, architecting a solution(s), operational readiness, managing the team and reporting outcome to leadership.
- **Strategic Direction:** Developed data collection, retention and reporting strategies for multiple business disciplines, including book transfers, forms inventory, employee performance, event management and marketing collateral.
- **Leadership:** Managed high-performance cross-functional global teams, ranging from 4-18 staff members. Teams facilitated software development, process engineering, compliance & audit readiness, data analytics, project management, production support and customer service.
- **Data Utilization:** Leveraged 300+ different data sources with varying data storage technologies to collect, analyze and identify trends for business management and process review.
- **Concept Socialization:** Developed communication strategies to convey concepts, solutions, and implementation results to audiences of executive leaders, peers and subordinates.
- **Mentor:** Coached dozens of employees by setting goals, monitoring performance and fostering an atmosphere of open dialog about continuous professional skill development.
- **Innovation:** Founded a business operations automation team to research processes and procedures for improvement.
  - Streamlined underwriting processes by removing redundant activity resulting in an efficiency increase of 12%.
  - Researched resource efficiency impact for dual-monitors utilization, procured dual monitors for 500+ resources resulting in a minimum of 10% productivity increase.
  - Reviewed procedures for internal public file storage and implemented new storage procedures. Applied a BOT to inspect and archive files, thus automating the reduction in files stored on a daily basis.
- **Improvement:** Implemented and managed 50+ technology enhancements, saving millions of dollars on future maintenance, resource and process.

EDUCATION/ CERTIFICATION/ TECHNICAL ACUITY

B.S. IN COMPUTER SCIENCE; MINOR IN TECHNOLOGY MANAGEMENT
- Rensselaer Polytechnic Institute, Troy, NY

ROBOTIC PROCESS AUTOMATION (RPA) - Certification
- RPA Foundation and Development (UIPath)

SIX SIGMA GREEN BELT - Certification
- AVR Associates, Project Management Institute

TECHNICAL ACUITY
- **Application Proficiency:** MS Word, MS Excel, MS Access, MS PowerPoint, MS Visio, MS Project, MS Publisher, MS SharePoint, SAVO, Lotus Notes, Cognos 10
- **Development Languages:** C#, C++, C, VB.NET, Visual Basic for Applications (VBA), T-SQL, Java, XML, PERL, HTML
- **Data Platform/ Engines:** SQL Server, DB2, Teradata, Jet Engine 4.0, Lotus Notes
- **Concepts:** Robotic Process Automation (RPA), SDLC, Waterfall, Agile, Extract-Transform-Load (ETL), Secure Socket Layer (SSL), Lightweight Directory Access Protocol (LDAP), Active Directory

LIFE LONG LEARNER
- Enrolled in Six Sigma Black Belt certification course with target completion October 2017
- Self-study of Robotic Process Automation (RPA), machine learning, Intelligent Automation (IA), and cognitive computing
- Self-study of the principles of change management; including AIM, Kotter's and ADKAR approach models