
JOHN I.SOMMER

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EXPERIENCE SUMMARY

An experienced IT professional whose career has progressed from programmer to IT management. Experience includes programming, system design, management, project management (many company critical projects), quality, problem solving, continuous process improvement, training, change management, budget management (\$280 million in sales with IT budget of \$3 million) and IT strategic planning. Have managed IT groups with responsibilities for software development, implementations, network, email and desktop support at multiple facilities.

I have business system experience in financial accounting, cost accounting, purchasing, manufacturing, sales, quality, engineering, human resources. Other activities beneficial to my understanding and contribution to a business include: Malcolm Baldrige auditing experience, QS-9000 auditor, member of division committee on benchmarking, and a 'tiger team' member with objective to identify and solve systemic issues in one or our business units, et. al. Over 15 years experience in manufacturing industry and recent experience in consumer based training industry.

My experience has prepared me for senior management, consulting, or project management positions in the areas of Information Systems, Organizational Effectiveness, and Training.

POSITION CHRONOLOGY SUMMARY

2/2014 – present NTTData Project Manager

3/2004 – 2/2014 ERP Manager/ SAP Project Manager, Bell and Howell

07/ 2000-3/2004 Director Enterprise/eBusiness, PPI

02/98-07/2000 SAP Project/IS Manager TRW

02/96-02/98 QS-9000 Coordinator

02/94-02/96 Manager of Quality System Compliance TRW

11/88-02/94 Director of Information Systems TRW

01/85-11/88 Manager of Application Systems TRW

06/79-01/85 Systems Analyst, Programmer TRW

Guest lectures at Purdue management school, Teacher for Indiana Vocational Tech College, Secondary mathematics and physics teacher, private tutor in mathematics.

PROFESSIONAL SKILLS SUMMARY

BUSINESS SYSTEMS

- | | |
|---|---|
| · ERP SAP (MM PP Basis ABAP-mgr Security XI/PI Solution Manager) [®] | · Purchasing, Tooling, Preventive Maintenance |
| · Material Master, Bill of Materials, Inventory | · CRM - Sales Force Automation, CAD data exchange |
| · Costing,, Routings | · DFMEA, pFMEA, Control Plans, Process Instructions, Document Control |
| · Production Planning, Forecasting, MPS, MRP | · CAD, PDM, Engineering Change |
| · Order Entry, Shipping/Invoicing, Bar Coding, EDI | · Quality (gage control, inspection, etc.) |
| · Event scheduling | · Lean Manufacturing, MES-Traceability |
| | · Epicor Financial, Payroll, A/P, A/R, GL |

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PROJECT MANAGEMENT

- Financial System Upgrade - Epicor
- SAP Project Manager
- QS-9000 Coordinator
- Technical Project Manager, Plant Integration
- MRP(AMAPS) Implementation & Training Manager
- Co-Project Manager for CAD system implementation
- Project Manager MAXIMO (Preventive Maintenance System)

- Utilization of Microsoft Project, ABT Workbench, VISIO, Microsoft Project Central, Portera

CONTINUOUS IMPROVEMENT

- Software Development Life Cycle
- Course development and training
- Benchmarking , Process Reengineering
- Project Management
- Problem Solving Tools, Creativity Tools , Root Cause Analysis
- Quality Function Deployment
- Theory of Constraints
- Auditing for QS-9000, Malcolm Baldrige, TQM

INTERNET

- HTML, Web Server, VB, XML

- Internet based business applications

PROFESSIONAL ACTIVITIES & CERTIFICATIONS

ASQC - The American Society for Quality Control - Certified Quality Auditor, Certified Quality Manager

APICS - American and Production Control Society - Certified as CPIM

PMI - Project Management Institute – Successfully Passed Certification Exam, Member of Book Review team

Indiana Vocational Technical College - Member of Board of Computer Technology

EDUCATION

Indiana University - Bloomington, In; BS, Mathematics with Distinction

Indiana University -South Bend, In; MS, Secondary Education with Honors

PROFESSIONAL EXPERIENCE (each position was permanent)

PROJECT MANAGER

February 2014 - Present NTTData - BCBSNC

Project Manager at Blue Cross Blue Shield NC in Health Care Reform Program.

Position Overview

Project manager for BCBSNC Health Care Reform

Key Accomplishments

- PM in Health Care Reform Program PMO. First assignment was to manage HCR issue war room. Currently manager of Solution Room for HCR Program (transition to 2015 HCR enrollment).

ERP MANAGER/SAP PROJECT MANAGER

March 2004 – Feb 2014 Bell and Howell, Durham NC

Böwe Bell and Howell is a manufacturer of document processing equipment.

Position Overview

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Project manager for SAP R/3 implementations in MM PP modules including ABAP manager, Basis support/interface to outsourcer, SAP security, Solution Manager.

Key Accomplishments

- Completed upgrade of SAP version 4.7 to ECC 6. Responsibility was as project manager for R3, some configuration, security for CRM – designed, created, implemented. Project was completed according to schedule.
- Completed implementation of SAP R/3 for 3 manufacturing sites in role of a co-project manager. Responsibility was as project manager for PP/MM/MM modules, developed security roles, ABAP development and liaison with our outsourcer for Basis support. Also did hands-on work in configuration and some light ABAP programming.
- Implemented for BBH service organization which includes R/3, CRM and BI. My role was project manager for Inventory and Procurement functionality, security and basis interface and interface with third party warehouse using SAP XI/PI software which we eventually moved in-house and I setup a interface from SAP to FedEx server using third party software XPS from Catalyst.
- Migration of SAP to different outsourcing partner. Worked on project to move all of our SAP systems from one outsourcing partner to another. Role included work with the outsourcing partners on various Basis related activities, migration planning, testing/verification and problem resolution.

DIRECTOR, IT ENTERPRISE & E-BUSINESS SYSTEMS

July 2000 – March 2004 Productivity Point International Raleigh, NC

PPI is a technical training company with instructor led and as well as private event training activities. It also offers professional services to clients to development training programs to meet the client's needs. I was hired to build the IT Business system department and mentor IT professionals.

Position Overview

Manager of corporate business systems which includes: Financial systems, Purchasing System, Event Scheduling systems, data exchange with customers, Professional Services ASP support, intranet and internet site support. The company has sales of \$30-\$40 million per year. The number of employees is approximately 400 people, which are located throughout the United States. My initial objective was to build the department to a point where we could take over responsibility for all of the outsourced business systems. This goal was accomplished but then layoffs and other business issues reduced the size of my staff from five down to one. We continued to support all of the business systems with analysis, database administration, and programming responsibilities.

Key Accomplishments

- Enhanced software product to manage project time, costs, margins. System will save company \$60K per year.
- Upgraded company web site with many enhanced features such as content management and account management. The improvements are considered to be keys to improving revenue in the instructor led training product line.
- Upgraded financial system to Epicor financials.
- Developed and implemented a project methodology into the IT organization.
- Designed a web front end for the administration and delivery of Crystal reports for enterprise data.
- Designed a system to automate collection and processing of time and expense data.
- Managed the transition of support of core business systems from contractors to internal.
- Kept department focused and productive during massive layoffs and resignations.
- Implemented three major changes to web site including addition of e-commerce.
- Published paper with TechRepublic on using SWOT analysis for Employee Development.

TRW PROFILE

1/1979 – 7/2000 TRW, Commercial Steering Systems Lafayette, IN

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My previous IT experience was with the TRW Commercial Steering division, a multi plant organization of about 280 million in sales of commercial steering products to truck and bus markets. The organization included 3 plants with 1000-1500 employees (there was a period of time when we had 4 plants). The division had about 350 customers/10000 suppliers, three manufacturing locations and about 50,000 parts doing \$280 million in business per year.

When I managed the IT department, it was comprised of 20-24 people including 3 in remote plant locations. The department supported plant operations, which many times was running 24 hrs per day 7 days a week.. We supported mainframe, UNIX, and PC based systems. System integrated EDI was also heavily utilized.

We re-engineered the IT group from an organizational, process and platform perspective due to changing technology and business objectives/opportunities. This included projects such as change from UNIVAC to IBM mainframe, complete change in all of the manufacturing and sales business systems, move to PC based solutions as appropriate, management reporting (beginning of data warehouse), move from mainframe to UNIX CAD based systems, and culture change to a quality focused customer centric IT organization. A key for an IT manager is to understand the business environment well enough to position the IT environment ahead of the business needs so IT can proactively react to the changing business needs.

I left TRW because of downsizing and absorption of the division IT into another TRW unit.

IS MANAGER

1/1999 – 7/2000 TRW, Commercial Steering Systems Lafayette, IN

Position Overview

During the SAP project the IS manager resigned from the company. I was asked by the VP & GM and the Director of HR to return as the IS manager. The position reported to the Controller of the Commercial Steering group.

Key Accomplishments

- Managed the transition from support of the business systems in a mainframe environment to a client server environment with operational and shared system support by an off site centralized TRW site.
- Formed a team of key IS people, an internal IS customer, and human resources to review the department people in terms of skills and desirable characteristics. Results of this process was team decisions on desirable IS characteristics, the evaluation of current IS people, IS organization structure, initial training concerns, and implementation process.

SAP PROJECT MANAGER

2/1998 – 1/1999 TRW, Commercial Steering Systems Lafayette, IN

Position Overview

At the end of 1997 I was asked by the CSS controller (as representative of the CSS management group) to be the SAP project manager for the division. In March of 1998 we joined another TRW division to implement the SAP system. I reported to the division management team with the controller as the initial sponsor.

My team was composed of representatives from all of our sites (4) as well as three IS people on the core team. The team members were from management positions within the company such controller, materials manager, purchasing manager, sales manager, accounting management. My team had 15 members and joined the other division's team of about the same number. About 10 consultants and a team of 6 to 8 ABAP consultant programmers were also part of the team. Modules involved are SD (sales, shipping), PP (Manufacturing and Planning), IM/WM (Inventory Management, Warehouse, and Purchasing, FI/CO (finance and costing), EDI for inbound and outbound and bar coding for inventory/shipping transactions. Other activities included data conversion, training, and change management teams.

Key Accomplishments

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• SAP IMPLEMENTATION

The major activities in the SAP project were: Scoping and Planning of the project, orientation team training and team building, business activity script development, iterative integration testing, change management, data conversion, and user training. As a project manager, I supplied the team with processes helping them to coordinate their efforts so they may create the right product (or service, process, or plan), at the right time, for the right customer within resource limits established by the organization. Skills required include facilitation, coaching, conflict management, resource management, task management and communication.

The diverse team was able to achieve results through a win - win attitude. Shipping process was the most changed of any of the business processes and EDI had a great deal of complexity (larger number of customers and transactions). A risk analysis process helped to identify areas where special attention was needed at go live to reduce the impact on the business. Developed a change management process to address the people side of the implementation and the training approach used.

QS-9000 DIVISION COORDINATOR

2/1996 – 2/1998 TRW, Commercial Steering Systems Lafayette, IN

Position Overview

Project Manager for the Divisions effort to gain QS-9000 certification for Division headquarters and each of the three plants. The team consisted of plant coordinators, which lead a local team and a division headquarters team. Reported to the Director of Quality.

Key Accomplishments

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- Installation, administration, training, development of a Lotus Notes based quality system for document control, internal audit documentation, corrective action process and training records. This was IT's first TCP/IP application with NT and multiple servers.
 - Became certified as a quality auditor and quality manager through ASQ.
 - Attained certification of all locations.
 - Assumed one of the plant's coordinators position (also the quality manager) when he resigned. Led them through some major issues to certification. The materials and manufacturing managers thanked me for my effort and said my work was the key to them attaining certification.
 - "On the side" designed and wrote some Notes based systems for MSDS control and distribution, FEA project control and document distribution, and engineering deviation and control process.

MANAGER, QUALITY SYSTEM COMPLIANCE

2/1994 – 2/1996 TRW, Commercial Steering Systems Lafayette, IN

Position Overview

Toward the end of 1994, I was asked to serve on a "Tiger Team" to investigate some systemic issues in our Lafayette plant. The opportunity offered a chance to expand my skills and experience while "living" in the plant environment. The team identified several areas needing work, one of which was the quality system. Worked with the plant for the next year and half to address their quality issues.

Key Accomplishment

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- Developed a communication and tracking method for the plant's strategic plans.
 - Improved process documentation system – quality, time to create, consistency, and usability.
 - Trained plant personnel on process documentation.
 - Developed a routing maintenance system, which reduced industrial engineering processing time in half (nominated for plant innovation award).
 - Helped the plant to pass a key customer audit.

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- Designed and coded a system for engineering to enter paint recipe information which operators used to select and download data to paint system PLC.

IS DIRECTOR

11/1988 – 2/1994 TRW, Commercial Steering Systems

Lafayette, IN

Position Overview

Responsibility for Information Systems department for Division Headquarters local plant and three remote plants. Reported to the VP/GM of the Division. Twenty to twenty-six people have been in the department of which four to six reside at remote plants. The budget for the department is approximately three million dollars per year. Business systems utilized an IBM 4381 class mainframe. Areas of responsibility included: all computerized business systems, remote communications, PC systems, EDI, Novell network, GroupWise email, PBX, voice, video conferencing and HP UNIX for CAD.

Key Accomplishments

- **Innovation Awards**
Six times my team members were nominated for plant innovation awards.
- **Next Generation Business System**
Developed a management paper to identify an IS strategy to improve business systems consistent with the direction of the business. The paper focused on business objectives, benefits gained, and how to utilize the new technology to enable us to meet our objectives.
- **Collaborative (Workflow) Computing**
In a separate but similar effort, utilized a graduate student to present a paper on Collaborative Computing (Workflow). A sales force automation system and several quality system applications were implemented utilizing Collaborative Computing principles via Lotus Notes. The systems improved productivity, communication, management awareness and customer service.
- **Budget Management**
During some tight budget requirements we were able to responsibly manage the budget through negotiations with suppliers and basically treating the money as if it were ours (members of my department staff). We needed to balance against long-term needs. A reduction in budget from 1.8% of sales to 1.5% of sales was achieved.
- **Preventative Maintenance System**
Coordinated a team of managers of plant maintenance to select and implement a preventative maintenance system – MAXIMO.
- **Product Data Management**
Served on a corporate team to define PDM requirements for the Automotive group. Implementation of initial features.
- **Traceability**
Designed and implemented a part traceability system in one of our plants. Lot traceability was not an option. Critical components for each part were laser etched with a bar code and data was collected into a database for later reporting.
- **Benchmarking/TQM/Malcolm Baldrige**
Helped coordinate benchmarking effort for the division staff. This effort lead to the division pursuing the Malcolm Baldrige award. I served as an internal auditor. Effort was stopped short of applying for award when it was decided to pursue QS-9000 instead.
- **Employee Involvement**
Worked with human resources and IS department to implement some of the division's first effort in employee empowerment/involvement.

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SYSTEMS MANAGER

1/1985 – 11/1988 TRW, Commercial Steering Systems

Lafayette, IN

Position Overview

Responsibilities included the management of the design, programming, installation, and maintenance of business system software. Systems included business areas: planning and scheduling manufacturing, inventory, product and manufacturing engineering, quality, sales, marketing, shipping and accounting. The position included management of nine direct and one indirect employee and reported to the Manager of Information Systems.

Key Accomplishments

- **Manufacturing System Improvements**
Our MRP system was not meeting all of the needs of the organization. Improvements made which allowed us to significantly extend the life of a product by five years while still allowing the business to gain benefit.
- **Integration of Portland Plant**
Our division acquired the Portland plant from another TRW division. Led the system effort to integrate them into our division. The effort included gap analysis of their current system and ours, "selling" the change, training, conversion, and post implementation. The integration went very well. It was on time and implementation issues well managed.
- **IS Project Management Reporting And Documentation**
Developed a system of reporting projects and tasks for the department. It provided management and members of the department with an efficient means to track detailed task information and give status summary. A method for documenting and maintaining system documentation was also developed. Objectives were to be ease of maintenance, useful information, and acceptable to the auditor.
- **Rapid Prototyping & Case Tools**
Utilization of new software technology enabled us to set up the first efforts to do rapid prototyping for the design of systems. A program generator was also used to increase programming productivity. The users felt very much part of the design and the final results were delivered sooner and with a higher probability of meeting the user requirements. A case tool was also used for the first time to aid the design and documentation effort.
- **New CAD System**
Tasks included: forming a team, determine requirements, review selected software, negotiate with supplier, convert drawings, install and implement a new CAD system in the division.

SR. SYSTEM ANALYST, PROGRAMMER

6/1979 – 1/1985 TRW, Commercial Steering Systems

Lafayette, IN

Position Overview

Responsibilities as Senior Systems Analyst included the management of manufacturing system software. The position required the management of three direct employees and reported to the Systems Manager.

Key Accomplishments

- **MRP TECHNICAL AND TRAINING PROJECT MANAGER**
Lead for the IS department in the selection and implementation of a new MRP system - AMAPS.; also served as the training coordinator for the division for this project. We changed computer hardware and operating systems from Univac to IBM and all of our manufacturing system for all plants (3) at the same time. The implementation went very well with post implementation issues being managed.

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- BUSINESS SYSTEM CHANGES
 - Designed and implemented a purchasing system, stock location system on Datapoint, master scheduling and customer promise system
 - Led the IS effort for several product moves from one plant to another.
Also the integration of a new plant and the data conversion of the sale of a plant.
 - Designed and programmed the division's first online update system (customer information was the module)
 - Department "guinea pig" for PRIDE methodology system for system development life cycle.