Terry T. Cavallaro

New York Metro Area

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PRODUCT / PROGRAM / PROJECT MANAGER

Strategic technical program/project manager who rose through the ranks of IT from software development. Thrives where there is a situation that needs turned around. Enjoy the satisfaction of leading managers and team to create working software as designed. US Navy Veteran. Started career as a management consultant with Andersen Consulting (now Accenture) in post-sales and evolved responsibilities from team leader to project manager to multi-business unit leader, to office director, and finally as a business owner. Managed and coordinated up to 48 staff members, been responsible for annual P&L, and has driven mission-critical business projects and technology groups to high levels of success through strong leadership, structured planning, smart budget investments, and realistic 1-5 year strategic plans. Strong advocate for Six Sigma and Business Process Management ( BPM ). Held two Secret Security Clearances and several NACIs.

Core competencies include:

IT Leadership

• Office Oversight

• Profit / Loss Responsibility

• Cold Calling | Marketing | Sales

• Proposal Writing

• Negotiator | Influencer

• Technical | Business Savvy

• Vendor Management

• Procurement Management

• Hiring | Coaching | Mentoring

• Technical | Design Direction

• Former Development Manager

• Client Relationship BuildingProduct Management

• Product Lifecycle Management

• Strategic | Tactical Execution

• Usability Studies

• Marketing Operations

• Negotiator | Influencer

• Technical | Business Savvy

• Vendor Management

• Procurement Management

• End-user Proxy

• Technical | Design Direction

• Former Development Manager

• Analytics | Reporting Program/Project Management

• Multiple Project Management

• Agile Scrum | LeSS | SAFe

• Website | Mobile Development

• Strategic Planning

• Profit and Loss ( P&L )

• Budget | Time | Cost Management

• Business Process Mgt. ( BPM )

• Multi-Year Budgeting

• Executive Status Reporting

• Issue Escalation

• Risk Mitigation

• Objectives and Key Results ( OKR )

**PROFESSIONAL POSITIONS**

**The Denzel Group.**, Allentown, PA **January 2021 – June 2021**

**Consultant**

* Kicked off a Pega Systems BPM project for an Insurance Underwriting solution. Functioned as the Project Manager and Agile Scrum Master. Directed third party offshore and onshore staff. Managed Jira, Confluence, and BPM development.
* Managed the Business Analyst team, the Development team, and Quality Assurance team.

**JPMorgan Chase & Co.**, New York, NY **February 2015 – Present**

**Vice President / Consultant**

* Co-facilitated the startup of a BPM Center of Excellence (CoE).
* Designed a governance framework and best practices for BPM and BPMN usage.
* Built BPMN diagram training material for organization-wide adoption.
* Designed strategic and operational model templates using iGrafx Enterprise Modeler and process designer.
* Taught team members how to tie processes to lines of business and the strategic goals and measures of the organization.
* Created 1-3 year plans and coached leadership on how to influence and gain buy-in from stakeholders
* Trained over 75 people on business process diagramming an modeling using iGrafx and BPMN
* Coordinated and compiled username cloning efforts for all employees to test using chase.com
* Documented Continuous Delivery Environment (CDE) processes in the pre-production environments
* Created PROJECT WELCOME client journey process flows, including Merchant Services. Documented Journey 1, which included: ACH Debit Block, ACH Direct Send, Business Deposit Express (BDE), Chase Commercial Online Enrollment, Know Your Customer (KYC), and an End-To-End Map of how all of these fit together.
* Documented Journey 2 processes, which included: Check Returns, Host-To-Host Direct Transmission, JPMorgan ACCESS Global ACH, PaySource, ReceiptStream, and Scannable Lockbox.
* Documented Journey 4 (International) processes, which included: Brazil, Canada, EMEA, and Mexico.
* Technologies: Adobe Connect, Agile, Auction Services, Bitbucket, Beeline, BlackDuck, Business/Firmwide Capability Taxonomy, Camunda, Chase.com CXO POD Architecture, ChannelNet, Cisco WebEx, Clarity, Confluence, CSR Admin Tool, Dark Canary, Disney UAT, Digital Release Management, EURC, Facilities Direct, FastPod, FlexApp, Gartner, iGrafx, ITSM for Username Cloning/POD moves/Emergencies, Jenkins, JIRA, JPMC Branding, Kibana, LeSS, Microsoft Office Suite, Morpheus, NBIA, OMG BPMN Specification, Orbus, Pega Systems, PitchPro, QlikView, RSAM, SEAL, ServiceNow, Site Performance SOC Portal, Splunk, Symphony, Tableau, UWAT

## Humana, Louisville, KY June 2012 – February 2015 Project Manager, Process Engineer

* Developed skills and knowledge in AGILE, BUSINESS PROCESS MANAGEMENT (BPM), BUSINESS OPERATIONS, IT SOFTWARE CONFIGURATION MANAGEMENT, OFFSHORE COORDINATION, and PROJECT COLLABORATION & COORDINATION.
* Technologies: IBM BPM (Lombardi and Process Designer, Blueworks Live, Business Activity Monitoring, Integration Designer, Operational Decision Manager, Enterprise Service Bus, SOA), FIMMAS, VersionOne, MS Project, SharePoint, Visio, Access, Word, Excel, PowerPoint animations.
* Significant Contributions: Staff responsibility of 13 personnel (including off-shore workers), Started and grew the first Six Sigma Knowledge Exchange group at Humana to 95 members.

## Agilex, Chantilly, VA February 2012 – June 2012 IT Performance Metrics SME, Government Contractor

* Highlights: Developed skills in C-LEVEL COLLABORATION, IT STRATEGY, PROPOSAL WRITING, PERFORMANCE DASHBOARDS, AGILE, and PRODUCT OWNER and SCRUM MASTER Leadership.
* Technologies: MicroStrategy, Agile Product Owner & Scrum Master, Visio, Access, Word, Excel, PowerPoint
* Significant Contributions: Wrote proposals for new business efforts. Sold solutions to Executives at the US Postal Service Headquarters in Washington DC.

## SAIC, Fort Knox, KY and Alexandria, VA June 2009 – February 2012

**Governance Lead, Government Contractor**

* Led 10 people in a large custom software development effort to create a brand new .NET 2.0 web application which served 125 people spread across 3 buildings (18 functional areas). The application leveraged state of the art bar coding technology (and potentially RFID) to increase the traceability of personal effects. Solution utilized hand-scanners, bar code printers, and touch-screen monitor technology.
* Learned Service-Oriented Architectures ( SOA ) and assisted the US Army in solutions using IBM WebSphere technologies: WebSphere Message Broker, WebSphere Repository and Registry ( WSRR ), WebSphere Process Server, and QNami!

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## Cavallaro Consulting Inc., Anna, Texas April 2006 – June 2009 Director, Business Owner

* Built an IT strategy and consulting firm from the ground up
* Generated $15,000 in new business the first month and over $160,000 the first year. Oversaw Profit/Loss (P&L), accounting, marketing, sales, and business development
* Clients included: Woodmen of the World Insurance • United States Army / TAC Worldwide • Wells Fargo Bank
* **Fortune 500 Operational Turnaround**. Present a technical solution to the Executive Board that provided $8.4 million in quantified benefits, business throughput increase from 4,000 to 6,500 customers monthly, and positive ROI (27% IRR). Targeted the use of BPM products, business rules engines, workflow changes, and staff reorganization.
* **Fortune 50 Bank IT Department Business Assessment**. Assessed the in-effectiveness of an entire IT business unit at a major bank (interviewing 50+ staff) and proposed improvements to reduce the impact of losing over $1M an hour when software products or systems go down. Created a comprehensive, well-organized assessment document addressing the symptoms of degraded throughput of software changes, quality issues, and unclear ownership and accountability within the organization

**ADDITIONAL RELEVANT EXPERIENCE**

## Trinity Industries, Dallas, TX

**Development Manager**

* Managed a 5-person IT custom software development team. Adhered to Sarbanes-Oxley (SOX) requirements.
* Creatively managed the development of a web-based executive online dashboard

## Advocare International., Dallas, TX

**Business Applications Manager**

* Led 3 technical business units in IT. Directed website development in support of 80% of business revenue, directed Oracle ERP for direct sales order fulfillment, and directed core improvements to warehouse business processes.
* Drastically improved convention center setup and teardown processes during outbound and inbound logistics. Reduced teardown time at conventions by at least 4 hours and dramatically reduced staffing levels needed for the event.

## Prolifics Inc., Chicago, IL │ Regional Consulting Practice Manager – Midwest Region

* Carried full P&L responsibility of an office in Chicago. Increased gross revenue over $1,400,000 in less than a year after taking over an under-performing office. Hired staff, changed the office location (to save money) and conducted business development activities which resulted in increased revenue, partnerships, and more clients.

## ABN AMRO Inc., Chicago, IL │ Assistant Vice President

* Accelerated and led a 15-person team and created a PMO which serviced 2,000 business and IT personnel (including C-level executives). Provided Executives and the North American IT organization the ability to have complete visibility over staffing, cost allocations, and projects delivered in IT. Coordinated the activities of up to 48 people.

## Andersen Consulting L.L.P. (Accenture), Chicago, IL │ Consultant

* **Lead Enterprise Software Architect**. For the Child and Adult Welfare System for the State of Texas, designed and developed a common software architecture, to be used by a 130-person project. This was a $100M enterprise-wide client/server system that contained 180 windows serving 6700 users located in 250 sites statewide.
* **Developed custom stand-alone applications for the Andersen Consulting Post-Sales team**. Applications were used for presentations at customer sites to assist in offering a solution that would enable the customer to become more successful while satisfying existing business requirements.

## United States Navy │ Sonar Technician - USS Scott DDG-995

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**TECHNOLOGIES**

**Software Development / Agile Tools**

**Agile Roles**: Product Owner • Scrum Master **Analysis**: Excel • Word • Visio • Six Sigma Tools  
**Design/Modeling**: Oracle DB • Microsoft [Access DB • Word • Visio • PowerPoint animations] • SQL Server DB • UML • Serif WebPlus X2  
**Process Automation/Modeling**: Business/Firm-wide Capability Taxonomy • Camunda • iGrafx • OMG BPMN Specification • Orbus • Pega Systems  
**Business Process Management**: BAM • QlikView • Business Rules Engines • IBM BPM [Lombardi and Process Designer • Blueworks Live • Business Activity Monitoring • Integration Designer • Operational Decision Manager • Enterprise Service Bus • SOA] • IBM WebSphere Message Broker • IBM WebSphere Message Queue • IBM WebSphere WSRR • ILOG Rules Engine (researched)  
**Simulations/Statistical Analysis**: Simul8 • Tableau • TIBCO  
**Development**: .NET • ASP.NET • C/C++ • C# • ChannelNet • Chase.com CXO POD Architecture • Dark Canary • Data Center Migrations • FlexApp • Java Script • Site Performance SOC Portal • XML • Oracle Apps Enterprise Resource Planning (ERP) •  Oracle Apps Warehouse Management System (WMS) • COM/DCOM • Enterprise Java Beans (EJB) • JAM • IBM WebSphere • JavaScript • IBM Visual Age for Java • Microsoft Proxy Server 2.0 • Microsoft Visio • PPTP • Panther (proprietary tool) • Routing and Remote Access (RRAS) • Unified Modeling Language (UML) • Virtual Private Network (VPN) • Hardware Infrastructure design and setup • Proprietary node-based web tools • DEC Alpha database server • Domain Named Services (DNS) • Microsoft SourceSafe • Open Database Connectivity (ODBC) • Sybase Open Client • VCS Paging • Visual Basic • UNIX • Documentum • Online Transaction Processing (OLTP) • PURE Memory Management • Tuxedo services and messaging • FOUNDATION (FCP) • O/S 2 • Rapid Application Development (RAD) Tools  
**Testing**: Kibana • Test Scripts • Test Cases  
**Version Control**: Bitbucket • Jenkins • Tortoise SVN • MS SourceSafe  
**Continuous Delivery Environment (CDE)**: Bitbucket • BlackDuck • Digital Release Management • Disney UAT • FastPod • Jenkins • ServiceNow • Splunk  
**Collaboration**: Adobe Connect • Cisco WebEx • Confluence • JIRA • SharePoint • Skype • Symphony • Zoom  
**User Administration**: CSR Admin Tool • EURC • ITSM for Username Cloning/POD moves/Emergencies • RSAM • ServiceNow

**Leadership/Management Tools**

**Project Management**: MS Project • Agile • ITIL • JIRA • VersionOne  
**Methodologies**: Agile • LeSS • DMAIC • DFSS • DMADV • Kaizen • Lean Six Sigma  
**Research**: Forrester • Gartner  
**Time Management**: Beeline • Clarity)  
**Corporate Standards**: JPMC Branding • PitchPRO+

**Project/Program/Portfolio/Departmental/Practice Management**: Office P&L Responsibility, Executive Presentations, Cost/Benefit Analysis (CBA), Business Case Development, Enterprise PMO Creation, Project Plan Development, Action Item Management, Issue Management, Risk Management, Change Management, Governance Documentation, Samurai selling

**Performance/Transformation Skills**: 5 C’s Methodology • DMAIC • DFSS • DMADV • SIPOC • BPM Life-cycle (DMEMO) • Lean Six Sigma • Takt Time • Kaizen • PDCA • Kanban • Value Stream Mapping • Project Evaluation • 7M Mgt Tools • 5S • 5 Whys • Fishbone (Cause-and-Effect) • Run Charts • Histograms • Check Sheets • Spaghetti Charts

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# EDUCATION

Wright State University, B.S. Computer Science (Computer Science and Engineering School)

Minor in Business Administration (3 classes short of a double major)

# BOARDS / MEMBERSHIPS

Chairman, Technology Advisory Board – City of Anna, TX, 2005

Secretary, Kawasaki Disease Fund Board, 2009

Project Management Institute (PMI) Chapter member 1998-2001

Project Management Institute (PMI) Financial Services Special Interest Group (SIG) 1998-2001

Six Sigma Community of Practice (CoP) Leadership Team and Business Development Support, SAIC, 2009-2012

# AWARDS & CERTIFICATIONS

Six Sigma Black Belt Certified

Honorable Discharge, United States Navy (8 years of service)

Letters of Commendation, United States Navy (USS Scott DDG-995)

# SECURITY CLEARANCE

Secret, United States Army (2010-2012)

National Agency Check and Inquiries (NACI), 2006-2007, 2009, 2012

Secret, United States Navy (1987-1994)

# TRAINING

Leadership Training, Accenture

Professional Sales Techniques, Accenture

Consulting Regional Practice Management

IBM Business Process Manager (BPM)

IBM Business Activity Monitoring (BAM)

IBM Operational Decision Manager (ODM)

IBM Integration Designer (IID)