

Resume of Ric Troll
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(616) 560-0539

Position History Summary

Tallmadge Mill Consulting, October 2001 to date
Founder and Principal
Old Kent Mortgage Company, June 2000 through September 2001
Vice President of Systems Development
BDO Seidman, October 1998 to June 2000
Manager of Financial Systems
Huntington National Bank, April 1995 to October 1998
Assistant Vice President Information Services
BDO Seidman, April 1989 through March 1995
Manager of Systems and Programming
Planning Research Corporation, July 1984 through March 1989
Programming Manager [August 1987 through March 1989]
Systems Programmer [June 1986 through July 1987]
Programmer/Analyst [July 1984 through May 1986]

Summary of Skills and Professional Focus

- Program Director
- Project Management
- Project Management Office [PMO] Development and Implementation
- Information Services Department Management
- Customer Support in a Distributed Environment
- Application Development and System Integration
- System Life Cycle Management
- Establishing and Monitoring Departmental Performance Metrics
- Managing Contract and Out-Sourced Resources
- Strategic Development
- Building Effective Business Relationships
- Team Building - Structure, Motivation, and Professional Development

Work Experience

Tallmadge Mill Consulting

Project management consulting for a national network of cancer hospitals, November 2007 to date

- Program Director for all Information Technology work streams for establishment of a new hospital
- Project manager for online fund-raising and marketing package selection
- Project manager for HRIS package selection
- Program Budget Management; Schedule Planning and Management; change, risk, and issue management; and over site of thirteen application and technical infrastructure project managers
- Provided project management office for Eclipsys electronic health record implementation
- Project planning and scheduling
- MS Project Server administration; establishment of standards, and mentoring
- Project performance metrics and assessment
- Management Dashboard development

Project management consulting for a national insurance company, October 2001 through September 2007

- Project Management Office and Large Project Administration.

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- Development and implementation of project management methodology for large, enterprise projects.
- Vendor Evaluation and Selection – RFI and RFP Processes.
- Development of project management metrics, processes, and controls.
- Project Dashboard and Portfolio reporting.
- Technical Infrastructure Project Manager for Claims system implementation.
- Project Administration and Planning lead for Claims and Policy system implementations.
- Development of standards and procedures covering Project Management, SDLC, Configuration Management, Technical Support, and Project Management.
- Implementation of Microsoft Project Server and PlanView, and supplemental reporting using MS Access.
- Training/Mentoring in Project Management, Microsoft Project and Project Server, PlanView, ScrumWorks, and Agile Methods.

Old Kent Mortgage Company

Vice President and Manager of Systems Development, June 2000 through September 2001

- Manage the development, maintenance, and support of all Old Kent Mortgage Company systems.
- Provide customer support for a nationwide network of mortgage offices.
- Coordinate the efforts of six teams of developers, business analysts, systems analysts, and product support analysts. Staff consists of forty-five FTE plus contractors.
- Develop a strategic plan for the development and support of Internet, intranet, and extranet applications.
- Energize the process improvement initiative to upgrade system development standards and procedures.
- Develop outreach programs to improve and maintain relationships with business customers.
- Facilitate Technology Steering Committee meetings with senior line of business managers.
- Manage vendor and contractual relationships with software and resource providers.
- Work with Acquisition Team from Fifth Third Bank on system conversion and integration projects.

BDO Seidman

Financial Systems Manager, October 1998 to June 2000

- Responsible for implementation and support of the Elite General Ledger, Accounts Payable, Accounts Receivable, Marketing, and Time and Billing applications.
- Coordinated development standards and procedures with the Project Office.
- Coordinated the design and development of a Web-based Time Entry application.
- Provided business needs analysis and project management for the implementation of the ONYX customer relationship management [CRM] application.
- Provided leadership in the design and development of a distributed financial budgeting system.
- Oversight of financial reporting development using FRX, Visual Basic, and Crystal Reports.
- Implementation and Integration of the Elite Billing and Financial systems.

Huntington National Bank [formerly First Michigan Bank]

Information Services Manager, April 1995 - October 1998

- Managed the services contract with Alltel Corporation, which provided First Michigan Bank with its core banking software, technical staff, and data center equipment.
- Monitor customer satisfaction with Alltel resources and performance.
- Worked with business unit heads to formalize project life cycle process and ensure that projects were prioritized, profitable, and met user expectations. Process included the development of a project repository.
- Coordinated the efforts of a project management group that oversaw the maintenance and enhancement of the Alltel software package. Group was responsible for gathering business unit requirements, system analysis, and developing specifications for Alltel programming team.
- Oversaw the administration of data security and the development of data security policies and procedures.

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- IT project manager for the Barnett Bank Branch Divestiture and internal bank consolidation projects.
- Consolidation of internal software systems from acquired banks.
- Led the development, training, and implementation of project management and system development life cycle methodologies.
- Utilize new technologies in the development of EDIFY interactive voice response systems, World Wide Web sites, PC Banking, Customer Call Center Automation, and an Information Warehouse.

BDO Seidman

Systems & Programming Manager, April 1989 - March 1995

- Directed the development and maintenance of host and distributed application software systems serving the needs of forty offices [US] and the corporate service center.
- Developed and implemented new systems for Professional Time Capture, Billing, Budgeting, Information Services Audit, Accounts Receivable, and Client Control.
- Coordinated user training on new software systems.
- Implemented an Executive Information System for firm's Executive Committee.
- Managed the efforts of the Information Systems Audit Team supporting client audits.
- Supervised software package evaluations for Human Resources, Financial, Desktop Productivity, and Professional Time and Billing applications.

Planning Research Corporation

Programming Manager, Systems Programmer, and Programmer/Analyst, July 1984 - March 1989

- Work Request scheduling and prioritization
- Project management
- Responsible for application development and maintenance for the City of Grand Rapids. Applications included Financial, Job Cost, Human Resources, Payroll, Income Tax, Geographical Inventories, and Property Assessment.
- As the systems programmer, maintained the IBM VM/VSE operating environment.
- Application development with a focus on Financial, Payroll, Data Entry, and Geographical Inventory systems

Self Employed

Composer and Performing Musician

Education

- Davenport University, Grand Rapids, Michigan
- Grand Rapids Community College, Grand Rapids, Michigan
- Creative Music Studio, Woodstock, New York