Gregory Paller

245 Whitman St
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1 201 308 5816
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Career Summary

I am a results-oriented, globally experienced IT consultant with 17 years of experience developing client customer information systems with **Accenture**.   Multiple client project roles saw me effectively apply my application development, program / project management, process analysis and system testing skills during all phases of the System Development Life Cycle (SDLC).

I am now a self-employed, web freelancer working under the **Pallernet Cyberworks** name. My skills, capabilities, experience, and current/previous client work may be reviewed by visiting http://pallernet.com.

Professional Expertise

My core expertise is in the key aspects of website development; website management; project management; client management, resource management, team leadership, customer relationship management and daily project administration.   My detailed skills are highlighted here:

Website Management

- Image & Video Management
- Content Management

Website Development

- User Front End Specification
- Functional Analysis & Development
- User Acceptance Test
- Implementation

Resource Management

- Personnel Scheduling and Deployment
- Mentoring and Coaching
- Performance evaluation

Project Management

- Work planning, and prioritization
- Task estimation and schedule monitoring
- Issue resolution and work prioritization
- Metrics management and reporting

Application & Technical Skills

WordPress & HTML + Website/Blog Management & Development + Content/Image Management & Development	MS Office + Word + Excel + Powerpoint + Outlook
Customer Relationship Mgmt (CRM)	Billing/Accounts Receivable
SQL	COBOL Programming
Batch Architectures	JCL Mainframe
Component Testing	Integration Testing
User Acceptance Testing	Asset Management
Program Management	Release Planning

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Professional Experience & Achievements

Pallernet Cyberworks (http://www.pallernet.com/)   November 2008 – Current

Activities:
Develop prototype websites for small businesses and present them to business owners.
Developed, implemented and manage the following client websites:

+ www.stjohannpress.com

+ www.belymphiestrong.org

+www.marinwoodrealestateblog.com (since redesigned and managed elsewhere)

+ www.palisadesrehab.com (since redesigned and managed elsewhere)

Developed, implemented and currently manage the following personal business websites:

+ www.pallernet.com

+ www.tigermanenterprises.net

+ www.vitafitnow.com

+ www.gregpaller.com

Linx Advanced Distribution Systems - Business Analyst   June - September 2007

Role / Responsibility:
Business & Functional Requirements Analysis related to the TollWorks freight management system.
Achievement:
Completed and obtained business unit approval on the functional specification for the Accounts Receivable CR / DR Journal Entry redesign.

Andersen Consulting / Accenture   July 1984 – June 2001

With Anderson Consulting / Accenture, I achieved consistent professional growth encompassing several roles that provided me the opportunity to apply my skills in the areas of:

+ project / program management,
+ application development,
+ methodology development / management; and,
+ CRM applications.

Client project roles and internal administrative responsibilities included:

Accenture -- Solution Centre Processes   2001

Position: Process Manager
Role / Responsibility: Analysis of solution centre project management processes used to support client project work. This involved the analysis and improvement of existing processes.
> Achievement: Standardised the project management processes by consolidating specific project processes and appropriately modifying a standard toolkit used by subsequent projects.

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Optus -- FOCUS Customer Care & Order Management Program   2000

Position: Methodology Team Leader
Role / Responsibility: Managed the program methodology development team through the analysis of the Accenture, Optus, IBM and other solution provider development methodologies.
- Achievement: Improved multi-vendor solution development through the development and implementation of a customised development methodology.

Telstra -- Billing System Review   2000

Position: Review Analyst
Role / Responsibility: Review of the billing system engineered to process offshore and ship-to-shore communications transactions. The analysis of the new system's functionality was based on the experiences obtained developing previous telephone billing systems. Prepared final report detailing the review's findings and recommendations.
- Achievement: Confirmed the correct expenditure of funds toward the development of the new billing system.

Accenture -- Solution Centre Reporting   1999 – 2000

Position: Project Support Analyst
Role / Responsibility: Evaluation of the internal and external project reporting processes of the Communications Solution Centre.
- Achievement: Saved centre management time and enabled clear communication with clients and project staff through streamlined project status reports incorporating best practices and metrics in a standardised report used by all projects.

Bell Canada -- Customer Care Strategy   1998 – 1999

Position: Architectural Analyst
Role / Responsibility: Conducted workshops to formulate the client's overall customer care and billing strategy.
- Achievement: Defined the client acceptable customer care and billing architectural strategy resulting in additional follow-up work related to the development of the architecture.

Accenture -- NTT Billing System Proposal   1998

Position: Proposal writer
Role / Responsibility: Prepared the sections related to cost estimates, interface development and conversion.
- Achievement: Proposal was accepted resulting in further responsibilities developing the staffing model and resource requirements for the first phase of work.

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Accenture -- Telstra Wholesale Billing Opportunity   1998

Position: Proposal Lead
Role / Responsibility: Led a team that investigated the opportunity to develop a daily file management application for wholesale billing of resellers. Arrangement of the design and management resources required.

- Achievement: The creation and ultimate acceptance of the proposal to develop the wholesale billing functionality at the Accenture solution centre.

Telstra -- Archiving Project Review   1998

Position: Review Analyst
Role / Responsibility: Program management of the archiving project. Reviewed the project scope, goals, processes and schedule to determine whether it would meet its planned commitments.

- Achievement: Made recommendations that were actioned concluding the commitments were achievable as long as the client took significant management action to complete the tasks that would deliver on the commitments.

Accenture -- License Negotiation & Software Extract   1997 – 1998

Position: Asset Manager
Role / Responsibility: Liaison between US West and Telstra during the negotiation of the license for the Telstra's Communications services billing software. Coordinated the communication between the two companies and managed the team that completed the extract of the software and design documentation for delivery.

- Achievement: Delivered the software and design documentation in fulfilment of the $750,000 license.

NTT -- Billing Architecture Strategy   1997

Position: Architecture Analyst
Role / Responsibility: Member of the expert team that developed the billing architecture strategy for NTT's long distance telephone company. Identified the key business drivers and requirements for the billing processes and architecture.

- Achievement: Development of the billing system architecture strategy

Telstra – Software Asset Packaging   1996 – 1997

Position: Asset Manager
Role / Responsibility: Managed a team of 25 people deployed to package Telstra's billing system for license to other telecommunications companies. Responsible for project finances, human resources, work planning and task management. Worked with senior management to establish processes and procedures ensuring asset was made available in a form that safeguarded Telstra's intellectual property.

- Achievement: Completed the extract of the billing system software and documentation, worth $750,000, from the production environment.

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AT&T -- Billing Architecture Strategy   1996

Position: Business Requirements Analyst
Role / Responsibility: Identification of the key business drivers and requirements for the billing processes and architecture. Interviewed key senior management individuals, organized external research surveys and conducted focus groups.

- Achievement: Communicated the findings in such a way that AT&T was in agreement with the business foundation for the billing architecture strategy.

Telstra – Application Release Delivery   1994 – 1995

Position: Group Manager
Role / Responsibility: Detailed design, construction, system test, and implementation phases of the software development life cycle. Directly reported to the National Development Manager having group responsibility for the overall strategy, policies, procedures, staffing and quality management of the organisation.

- Achievement: Implemented quarterly software releases by managing a team of 150 consultant, client and contractor personnel in the development and deployment of application enhancements.

Telstra -- Application Reference Data Management   1993 – 1994

Position: Team Manager
Role / Responsibility: Provision of expert assistance to the client manager in the establishment of the strategic product, pricing and invoicing reference data development and testing teams. Set the scope and direction for developing and verifying data.

- Achievement: Effective billing system operation through the establishment of the policies and procedures related to the business unit maintenance of the product and pricing reference data.

Telstra – Billing System Development   1991 – 1992

Position: Team Leader
Role / Responsibility: Development manager for the product pricing application of the client billing system. Developed pricing and discounting capabilities in conjunction with the corporate marketing group. Managed a team of approximately 20 consultants and client personnel in the development of project deliverables.

- Achievement: Built the capability to bill millions of business and residential telecommunications services customers by managing the development team through the design and construction of the product pricing application.

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US Sprint -- Billing System Development   1991

Position: Program Management Analyst
Role / Responsibility: Assistant to the AVP of Business Systems Development. Member of the management team that established the program management function for the Business Systems Division. Established policies and procedures to effectively monitor the software development activities of several teams.
- Achievement: Implementation of software enhancements through the effective monitoring of the teams developing enhancements to message processing, customer information, and customer billing applications.

Ameritech -- Production Application Support   1990

Position: Team Manager
Role / Responsibility: Managed a small team of consultants reviewing the policies, procedures and standards used to support and maintain production application systems. The team conducted client interviews, collected and analysed performance data and presented recommendations for improvement to senior management.
- Achievement: Obtained client request for a proposal to outsource the system management activities of this major telecommunications service provider.

Telephone and Data Systems -- Billing System Development   1989 – 1990

Position: Test Team Manager
Role / Responsibility: Managed the team responsible for the activities of system test execution, verification and resolution. Conduct client test status meetings and apply testing best practices.
- Achievement: Completion of system test in a timely and effective manner by leading the team through their activities and arranging client assistance as necessary.

Education

Bachelor of Science; Industrial Engineering & Management Sciences
September 1980 – June 1984
Northwestern University
Chicago IL USA

Post Graduate eCommerce Study
Swinburne Institute of Technology
Melbourne Australia