

## BUSINESS CONSULTANT ■ STRATEGY ■ PLANNING ■ TECHNOLOGY ■ MARKETING

ROI-conscious, solutions-driven consultant offering 25 years' experience in hands-on and thought leadership roles driving development and implementation of business-strategy-aligned changes that produce breakthrough results in sales, efficiency, expense control and market competitiveness.

### PROFESSIONAL EXPERIENCE

#### **Argent Corporation – Las Vegas, NV 2009 – Present**

*COO – Argent are judgment recovery specialists – Designed, implemented and directs all processes and associated systems. Company uses technology extensively to avert typical fixed overhead costs.*

See [www.argentcorporation.com](http://www.argentcorporation.com)

#### **Usher Consulting – Las Vegas, NV 2004 – Present**

*Domestic and international business and technology consulting services. Some local clients include Aristocrat, Founders Development, OneStop Motors, FastFrame, Keystone Custom Concepts, Soleil Design and others.*

See [www.philusher.com](http://www.philusher.com)

#### **Countrywide Financial Corporation – Calabasas, CA (now Bank of America)**

**1994 – 2004**

*NYSE: CFC – Leading provider of diversified financial services to domestic and international markets.*

- EXECUTIVE VICE PRESIDENT, Technology Research** (2000 – 2004)
- SENIOR VICE PRESIDENT, eBusiness** (1999 – 2000)
- SENIOR VICE PRESIDENT, New Digital Ventures** (1998 – 1999)
- SENIOR VICE PRESIDENT, Messaging** (1996 – 1998)
- VICE PRESIDENT, Groupware** (1994 – 1996)

Ascended quickly on the fast track through positions of increasing executive responsibility in a wide breadth of IT areas. Lead a staff of 70 (direct management team of 5) and managed a \$10+ million budget to drive discovery and exploitation of emerging technologies through research and development, as well as the integration and extension of systems to provide competitive advantage. Managed and oversaw enterprise-wide:

- Email and collaboration services (Notes, Internet, outbound marketing, employee portal)
- Notes infrastructure operations/support and application development (client/server and web-based)
- Voice call center systems and systems development (ACD, IVR, speech recognition, auto attendants)
- Other R&D efforts in relation to cellular wireless, PDA, and web services

Produce cost-effective, newsworthy technology providing strong ROI through access to publications and market segments otherwise difficult and costly to reach and through differentiation as compared to competitors.

#### **Enhanced Workforce Mobility**

- Positioned company for 2-fold increase of field sales staff by creating and implementing an employee portal. Launched initially as a WAP wireless version, attaining strong press coverage and attention for technological leadership. Introduced the highly acclaimed web version in 2001 to 25,000 employees, achieving explosive usage growth with low development costs, and ROI exceeding \$10 million.

#### **Improved Customer Service**

- Introduced an automated, customer-accessible voice recognition system enabling customers the ability to make loan payments by phone; earned rapid use and popularity with customers leading to possible phase-out of IVR system.

#### **Accommodated Expanding Business**

- Saved losses on investment in a custom loan origination system by coordinating with production technology team to create a hosting solution, solving bandwidth and security problems and ensuring accessibility by field sales force through the public Internet.

#### **Pioneered New Technologies**

- Created a low-cost, scalable, adaptable custom application message transport system that replaced previous growth-restrictive system and provided reliable cross-platform connection between branch-based applications and centralized servers.

#### **Streamlined Business Processes**

- Delivered significant efficiency improvements in process to ramp up new hires by automating the creation of accounts, ordering of business cards and other field sales equipment, and configuration of equipment.

#### **Implemented Enterprise Technologies**

- Expanded existing Lotus Notes implementation 400% to full corporate deployment within 18 months; established solid server infrastructure and changed internal customer economics of use. Led subsequent deployment to all outside sales force and branch users (total 7,500 users) through central servers across a frame relay network.

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## Professional Experience continued

### **Messaging Systems Consulting – Los Angeles, CA**

1993 – 1994

*Domestic and international consulting and custom development services.*

#### **PRINCIPAL CONSULTANT**

Provided technology consulting within the U.S. and globally to clients such as The Capital Group, GE Capital, ARAMark, TravelEx, GKI, and Countrywide. For Countrywide, created a Lotus Notes applications for project reporting, loan underwriting, loan broker, and marketing tracking systems, and custom discussion databases, many still in use today.

### **Computer Associates/Nantucket Corp. – Culver City, CA**

1986 – 1993

*International provider of solutions and services for management of IT infrastructures, business information, and application development.*

**VICE PRESIDENT, Product Services** (1989 – 1993)

**DIRECTOR, Development Services** (1988 – 1989)

**TECHNICAL DIRECTOR** (1986 – 1988)

Hired originally as key staff member involved in creation of company's first subsidiary based in England to serve Europe; Promoted to director then vice-president role to manage all non-development technical functions including technical and online support.

<b>Developed International Business</b>	<ul style="list-style-type: none"><li>Formulated business plan and revised business model to setup, staff, and open company's first European office. Achieved operations in 2 months and profitability in 9 months, a full 50% ahead of schedule. Worked with company owner to renegotiate existing European distributor agreements, generating savings that paid for first 4 months of the UK operations. Created and sold the UK's first paid support program.</li></ul>
<b>Captured New Revenue Streams</b>	<ul style="list-style-type: none"><li>Conceived, planned, and executed the first Clipper Developers Conference, producing annually reoccurring revenue through sales of support contracts; conference model subsequently reproduced in the US, Germany, and Australia.</li></ul>
<b>Facilitated International Collaboration</b>	<ul style="list-style-type: none"><li>Recognized need and developed an international corporate email and collaboration system to facilitate interaction and communication between the US and UK development team. Established an ISV program.</li></ul>
<b>Championed New Technology Solutions</b>	<ul style="list-style-type: none"><li>Conceptualized and created the world's first software release program via an international network that put US and international development teams on equal footing by providing simultaneous access worldwide to new products.</li></ul>
<b>Built New Business and Sales</b>	<ul style="list-style-type: none"><li>Gained considerable interest and sales from targeted financial communities through development of a commodities market simulation to demonstrate company's flagship product's capabilities; planned launch deliberately timed to precede deregulation of the London stock exchange.</li></ul>

Early career providing technical management, support, and applications development in diverse industries.

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## PROFESSIONAL TRAINING & CREDENTIALS

<b>Certifications</b>	Lotus Certified Notes Specialist
<b>Higher Education</b>	Extensive coursework in computing, technology, and management
<b>Public Speaking</b>	Keynote speaker at Lotusphere 2003 on Upgrading to Domino 6 – presented for more than 10,000 attendees
<b>Publications</b>	Performed technical edit of dBase II manual and authored multiple manuals on dBaseII, dBase III, Clipper, and Lotus Notes
<b>Memberships</b>	Sprint PCS Customer Advisory Council (2001-2003) Lotus Customer Support Council (1999-2003) International Notes Customer Consortium (2001-2003)