

Phil Usher
Technical Thinker at Large

IT Leadership | Financial Services | Technology & Innovation | Business Consulting

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Executive Summary

"With my flexible approach towards technology I've enjoyed many successes over the years. Instead of being confined to a predetermined technology or approach I am more inclined to adopt the best solution and remain change flexible".



Original thinker with an extensive background in a wide variety of technology development areas | Over twenty years of experience in information technology & services, including more than 15 years in executive management positions within Fortune 500 companies | Implementing business strategies through teamwork, thought leadership and a solution driven attitude | Especially adept at balancing build VS buy and strategic VS tactical decision analysis.

Core Competencies

Open to Change
Customer oriented
Solution-driven

Leadership
Team building
Communication

Project management
Contract negotiations
Technology implementation

Strategic planning
Web development
Personnel management

Relational databases
Mobile applications
Messaging systems

Professional Experience

- Usher Consulting – Las Vegas, NV
Owner / Principal Consultant

2004 – Present

Technology Advisory Services and independent consulting on business & information systems-related issues. Domestic & international clients in Automotive, Financial Services, Design include Aristocrat, OneStop Motors, Founders Development, FastFrame and Soleil Design.

- Argent Corporation - Las Vegas, NV
Chief Operations Officer (ad interim)

2009 – 2012

Argent Corporation operates countrywide and specializes in securing financial assets after judgement by U.S. Federal courts, a fast expanding technology based environment. Served as COO to modernize the organizations IT structure and strategy with a service focus.

- Implemented new technologies to avert fixed overhead costs,
- Authored technology vision documents on email, mobile and cloud computing,
- Education of Argent staff by newly formed technology guidelines.
- Designed, implemented and directed IT processes and associated systems.

- Countrywide Financial Corporation – Calabasas, CA
Executive Vice President Technology Research

1994 – 2004

Subsidiary of Bank of America, NYSE: CFC. Countrywide Financial Corporation is a leading provider of diversified financial services to domestic and international markets.

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)

Within executive positions responsible for a wide breadth of IT areas. Lead a staff of 70 and managed a \$10+ million budget to drive innovation, discovery and exploitation of emerging technologies through research and development. Enterprise wide management of all existing and emerging digital services concerning web, email, employee portal, marketing, voice call & mobile development.

Enterprise Impact

- | | |
|------------------------------|--|
| <i>Workforce mobility</i> | <ul style="list-style-type: none">- Spearheaded the introduction of the employee website to 35,000 workers achieving cost reductions exceeding \$20 million and an explosive growth in employee usage,- Doubling active field sales staff after introducing a "first-of-its-kind" mobile employee portal receiving nationwide press coverage. |
| <i>Existing technologies</i> | <ul style="list-style-type: none">- Within 18 months increase the implementation of existing Lotus Notes software by 400% to full deployment,- Established a solid server infrastructure and changed the internal customer economics of use, leading subsequent deployment to all 7500 outside sales force and branch users through central servers across a frame relay network. |
| <i>New technologies</i> | <ul style="list-style-type: none">- Created a low-cost flexible Message Transport System application which provided reliable cross-platform connections between branch-based applications and centralized servers.- Introduced a popular Interactive Voice Recognition system enabling customers to make easy loan payments by phone. |
| <i>Business process</i> | <ul style="list-style-type: none">- Automating the new hires process from personnel account creation to ordering field sales equipment delivering significant improvement in efficiency,- Created a secure hosting solution for use through public internet for the field sales staff saving losses on investment. |

● Technology Advisory Services – Los Angeles, CA

Principal Consultant

1993 – 1994

Independent consulting on technology and information systems-related issues. Domestic and international clients included: Countrywide Financial Corp, The Capital Group, GE Capital, GKI, ARAMark & TravelEx.

- Created for Countrywide Financial Corporation several Lotus Notes applications for project reporting, loan underwriting, loan brokering including marketing tracking systems and custom discussion databases.

● Computer Associates / Nantucket Corporation – Culver City, CA

Vice President Product Services

1986 – 1993

Known today as CA Technologies (NASDAQ: CA), Computer Associates provided global businesses with solutions & services for management of IT infrastructures, business information and application development.

Director Development Services

(1988 – 1989)

Technical Director

(1986 – 1988)

Closely involved in the creation of Computer Associates first UK subsidiary targeting the new European market. Served subsequently as Director and Vice President Product Services overseeing all non-development technical functions including technical and online support.

Enterprise Impact

- New Solutions
- Championed, 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,
 - Established an independent software vendor (ISV) program,
 - Recognized a communication need and developed an international corporate email and collaboration system to facilitate interaction and communication between the US and UK development team.
- Business Development
- Revised existing business model and business plan to accommodate the European market achieving operations within 2 months and profitability within 9 months, a full 50% ahead of schedule,
 - In close co-operation with company owner renegotiated EU distribution agreements reducing costs funding the first quarter of operations.
- New Business & Sales
- Conceived, planned and executed the first Clipper Developers Conference subsequently reproduced in the US, Germany and Australia producing annually reoccurring revenue through sales of support contracts.
 - Developed a commodities market simulation aimed at financial communities. Launched deliberately timed to precede deregulation of the London Stock Exchange the simulation received considerable interest and sales.

● Early Career Provided technical management, support and applications development in diverse industries.

Professional Training & Credentials

Certifications	Lotus Certified Notes Specialist,
Higher Education	Extensive coursework in computing, technology and management,
Public Speaking	Keynote speaker at Lotusphere Annual Conference '03 for more than 10,000 attendees,
Memberships	Included: Sprint PCS Customer Advisory Council Lotus Customer Support Council International Notes Customer Consortium
Publications	Performed technical edit of dBase II manual and authored multiple manuals on dBasell, dBase III, Clipper and Lotus Notes.
websites	www.philusher.com (blog) www.linkedin.com/in/philusher