## **Bruce C. Johnson**

## Minnesota Consulting Corporation

###### P R O F I L E

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| Bruce Johnson is a Senior IT Consultant with experience in all aspects of project management, business analysis, data analysis/ modeling, master data management, data warehousing, application implementation, and system integration. His 20+ years of working with information systems spans various industries including marketing, publishing, transportation, financial services, insurance, healthcare, media, and telecommunications. Mr. Johnson’s experience covers a wide variety of industry-leading methodologies, modeling techniques, and modeling tools, providing him with a comprehensive tool set for assisting clients in solving their business and technology challenges.  **Project Management**  Mr. Johnson has managed 17 projects at large US clients and has served as project lead on several others. He has consulted in London and was based in Paris, France for three years. Highlights include:   * For a Fortune 500 bank Home Preservation business unit, designed and managed the automation of new web-based government housing financing programs. Designed a three-tier command control center coordinating the release efforts of five business units. Personally manned and coordinated the control center work which included the capture, expedition and resolution of 385 issues over a three month period. * For the world’s number one non-fiction media company, led the full-lifecycle implementation of a Siperian **Master Data Management** hub. Work included integrating multiple source systems and a contracted D&B reference database over a webMethods Enterprise System Bus. Planned, staffed and managed the project. (8 people; 16,000 hours) * Contracted with a major national bank to manage the replacement of existing legacy Electronic Data Interface systems with a dual, clustered 64-bit 5-level webMethods architecture. Work included implementing eleven separate EDI products through all lifecycle phases from requirements, design, architecture, hardware procurement, coding, testing, implementation and post-implementation review. Comprehensive functional, regression, performance, user acceptance and customer testing was performed. Presented weekly to executive management. (15 people; 27,000 hours) * For a state government department of human services, researched and articulated the analytical needs of the Health Services and Medicaid Management Division, Performance Measurement and Quality Improvement area, investigated/ recommended appropriate tools currently available on the market to perform these analytical processes. Wrote and distributed the Request for Information, Request for Proposals, identified vendors and hosted vendor presentations, evaluated the proposals, and selected the vendor finalists. (5 people, 4,000 hours) * For a major health insurance company, articulated the business requirements for removing SSN from all cards, reports and Customer/ Subscriber/ Provider transactions, and implementing the new Alternate Member ID and Employee ID to conform with state legislation. Staffed and led the team in its development, testing and installation. Work included interviewing 15 subject matter experts, articulating and subcontracting the IVR (Interactive Voice Response) changes, and testing core applications, web applications, data warehouse, IVR system and a separate problem-resolution system. (5 people; 13,000 hours) * For a major financial services company, led a data management team consisting of data architects and database architects in the development of a real-time ODS architecture. Planned/ organized/ staffed the work, established status reporting/ meetings and working papers. Managed change control using Rational ClearQuest and ClearCase. Developed using DataStage, PL/SQL, Oracle/ RAC with Advanced Queuing, MQ Series, the FTI financial model, and MetaStage (metadata repository). (12 people; 2,000 hours) * For a marketing database service bureau, led a team in the design and development of a large direct CRM database consisting of 70 million accounts, complete with promotion and response history. Managed the design and development of a derived 25GB Redbrick dimensional data warehouse. (5 people; 5,000 hours) * For a major metropolitan newspaper, managed the project to replace legacy circulation systems. Work included strategic planning, organizational development, project management, business analysis/ modeling, package search/ evaluation, integration of VRU systems, GIS/ demographic databases, financial/ telemarketing systems, and a circulation warehouse. (up to 35 people; 35,000 hours) * For a large private marketing firm, managed the implementation of a Systems Development Environment (SDE) for custom distributed application development. Work included establishing the integration lab, establishing the System Integration Services group, and coordinating the efforts of Customer Service, Operations, and Technology Services. (8 people; 5,300 hours) * Managed a project to automate the business functions of a franchising company. Business models were produced using KnowledgeWare case tools. The project was managed using SDM and PMW. Work included development of the RFP, package search and RFP distribution, vendor presentations and selection, the establishment of a new MIS director position, and the MIS director search/ selection. (3 people; 3,000 hours) * Managed the maintenance and enhancement of a customized cargo revenue accounting package at the world’s largest combined air carrier. Introduced international airbill processing including multiple currency rating and accounting. Facilitated this work through Functional Area Teams consisting of key management of the client. The project was managed using SDM and PMW. (10 people, 30,000 hours) * Managed, designed, and delivered a turnkey system automating the business operations for a large title insurance company. Modules included an abstract plant and closing system. (6 people; 12,000 hours) * Managed a study and prototype development of a private banking workstation. Included all methodology phases from establishing a project charter/ financing, through delivery, training and rollout. Presentation/ demonstration to very top management. (6 people; 12,000 hours)   **Data Architecture, Data Analysis/ Modeling, Data Warehousing**  Mr. Johnson is an expert in data architecture, data analysis, data modeling and data administration. He has performed numerous enterprise-level data analyses, using various relational modeling tools and methods since their introduction in the late 1980’s. He has also produced numerous dimensional models of data warehouses and data marts, and has performed data mapping using automated ETL tools. Highlights include:   * For the leading U.S. provider of audit, tax and consulting services focused on the middle market, planned and organized the installation/ customization of a Professional Services Enterprise Data Model from Universal Data Models, LLC. Work included profiling of source systems, search/ selection of industry models and selection of the ERwin Data Modeler tool. * For the largest financial services firm in the world, designed and oversaw development of a real-time life-insurance enterprise-wide Identity Master (IM) containing all producers and policy-holders (owners, annuitants, insured) and their policies. Used Informatica DQ to profile and identify data quality problems in the source systems. The IM was designed to be automatically self-cleansing with data-quality improvement in the source systems (no IM data administrator required). Based on Informatica MDM design. Erwin, SQL Server, ACORD. * For a stable value and fixed income capital management firm, provided **data management, data governance and data architecture** expertise. Performed significant data analysis and data issues research. Designed the conformed dimensional enterprise data marts. * For a major health insurance company, articulated the business requirements and established the systems architecture to support alliance partnerships between health insurance companies. Work included establishing and coordinating the business workgroups, articulating and gaining approval for the application design, and leading the development, testing and implementation. * For a major financial services company enterprise-level Customer Centric Architecture group, maintained work products including enterprise Strategy documents (conceptual), enterprise logical models, enterprise XML schemas and physical models, and project data requirements documents. Reviewed XML and WSDL schemas in an Service Oriented Architecture message environment. * Designed an e-business data architecture for a prominent high-tech medical products company. Included logical modeling for a product outcomes registry, remote programming, and metadata architecture, while conforming to 21CFR Part 11 electronic record and signature standards, Hipaa privacy and HL7 standards. Analyzed XML industry-standard models, and analyzed numerous business systems including ECM products such as Dante and Documentum. * Became expert in X12N HIPAA transactions while deriving clearinghouse requirements, including the mapping of 837 claim transactions into flat file equivalents. Assisted in determining the overall data architecture including repositories and firewalls. * For a Fortune 500 insurance company, developed an agent production data warehouse and associated dimensional data marts. Work included all SDM life-cycle phases including infrastructure development, with emphasis on modeling, data architecture, and ETL and report/ query development (WebFocus). * For a Fortune 500 retailer, led the design of a customer data warehouse consolidating OLTP data from 30 independent systems. Work included requirements analysis, source/gap analysis, technical architecture of a data warehouse staging repository and dimensional data mart, and metric/ dimensional analysis in anticipation of MOLAP/ROLAP/HOLAP solutions. * Contracted with a marketing database service bureau to lead a team in the design and development of a large direct marketing database on a mainframe consisting of 70 million accounts, complete with promotion and response history. In addition, designed and developed a derived 25GB dimensional data warehouse using Unix/ Redbrick. The Clear:Access query and reporting tools were used to access this warehouse. * For a major health insurance company, developed its enterprise data models in the benefit warehouse area. Data represented health benefits enterprise-wide, including product development, sales, and customer service areas. * For a major insurance company, developed Enterprise Data Models for an online application system to control auto policy pricing, tracking, reporting and analysis. * For a major regional bank, developed Enterprise Models, which identified some 130 systems and interfaces among them for purposes of integrating the Hogan banking system. * Produced the current and future data models supporting the online applications of a large title insurance company.   **Business Analysis**  Mr. Johnson has performed numerous needs analyses, delivering structured documents detailing project problems, opportunities, business requirements, project scope, risk/ benefits analysis, cost analysis complete with supporting process and data models. Highlights include   * Designed an e-business data architecture for a prominent high-tech medical products company. Included logical modeling for a product outcomes registry, remote programming, and metadata architecture. * Conducted interviews and review meetings to reach consensus on the requirements of a HIPAA-compliant clearinghouse. Work included iterative use case modeling and activity diagrams. * Contracted with a Midwestern sanitary district to produce a needs analysis for a data warehouse and web-based report/ query development. Work included modeling, requirements gathering, statistical analysis tool evaluation, development of technical alternatives, and estimates for design and development. * For a Fortune 500 global fleet services company, developed the web-based reporting and inquiry requirements for its 3000 worldwide customers. Work included analysis in multiple currencies and languages, designing the global database, and review of proposed technical architectures. * Performed preliminary analysis and produced a Request for Proposal for automating the business functions of a franchising company. * Conducted a cost management study for a large private marketing firm. * Conducted a PC security study involving Smartcard technology for a large private banking client. * Derived requirements for a private banking workstation application. * Conducted a study and developed a prototype to edit and format written text. This study was later used as the basis for the behavior of information terminals made available to the French public.   **Application Design, Development and Integration**  Mr. Johnson has designed and developed application systems on numerous platforms. This knowledge allows Mr. Johnson to quickly troubleshoot system shortcomings. Highlights include:   * For a prominent loan servicer, integrated two loan servicing systems to operate under a single UI. Conformed to GSE compliance and reporting standards. Established and documented ETL mapping rules for 2,000 data elements. * For a major health insurance company, designed and oversaw development of a new HIPAA-compliant claims processor front-end, including screens and reports. * Used KnowledgeWare Case tools to design and generate an on-line application system to control auto policy pricing, tracking, reporting and analysis. * Led a team to design and develop a student loan servicing system. * Designed and implemented the Security Master for an on-line multi-currency trading management system for a major retail brokerage firm about to enter the London market. * Designed a turnkey system automating the business operations of a large title insurance company, including 75 screens and 40 reports. * Designed an private banking workstation, using dialup/ screen-scraping technology. * Designed and developed the Accounts Receivable subsystem of a travel reservation system. | *Consulting Expertise*  Applications Systems Design  Customer Relationship Mgt (CRM)  e-Business Data Architecture  Data/ Dimensional Modeling  Data Transformation (ETL)  Data Architecture  Data Governance  Data Management  Data Warehousing  Electronic Commerce  Enterprise Modeling  Master Data Management  Metadata Architecture  Operational Data Stores  Project Management  Quality Assurance  Service Oriented Architecture  Software Architect  Software Testing (Automated)  Strategic Planning  Structured Analysis  Structured Design  System Configuration  System/Software Engineering Infrastructure  XML Industry Standard Models  Voice Recognition (VRU)  *Industry Expertise*  Airline  Banking  Brokerage  Educational Media  Financial Services  Health Care  HIPAA  Insurance  Loan Servicing  Marketing  Media  Publishing  Retail  Telecommunications  Telephone  Title Insurance  Transportation  *Previous Clients*  A.G. Edwards  Allianz  Allstate Insurance  American Express (AEIBC)  Best Buy  Blue Cross of Minnesota  Cigna Behavioral Health  Carlson Companies  Discovery Education  Fair Issac  Galliard Capital Management  GE Capital Services  GreenTree Financial  Medtronic  Minneapolis Star Tribune  Prudential  RSMUS  Tymshare (TTMS)  State of Minnesota (DHS)  United Health Group  US Bank  Wells Fargo  *Experience*  Minnesota Consulting Corporation  1990 to Present  Ernst & Young  1988 to 1990  Cytrol, Incorporated  (Price Waterhouse)  1979 to 1988  Tecsi Software  (Paris, France)  1976 to 1979  University of Minnesota Computer Center  1974 to 1976  *Education*  M.S. Computer Science  University of Minnesota  B. Math  University of Minnesota  *Technical Expertise*  *Methodologies:*  SDM, Navigator, Method/1, James Martin (IEM), LBMS, UML, Ralph Kimball, Rational Rose, Zachman  *Modeling Tools:*  LBMS, ERwin, BPwin, Modelmart, KnowledgeWare (IEW, ADW), Visio  *Project Management Tools*  PMW, MS Project  *Database:*  MS Access, DB2, Legacy DBMS’s, Unidata, SQL Server  *Data Warehousing Tools:*  Ralph Kimball, Redbrick, WebFOCUS, ETL, Cognos, Clear:Access  *MetaData Repository Tools:*  MetaStage (Ascential)  *Languages:*  Several Assembly Languages  Mainframe Legacy Environments (JCL, CICS, COBOL), XML,  ANSI ASC X12N (HIPAA)  *Other:*  Hogan Interfaces  Lender Processing Services (LPS)  Verify Automated Testing,  S-Designer  Siperian MRM  Informatica MDM  webMethods |

**Resume keywords:** problem-solving skills, learn new things quickly, analyze and interpret data, teamwork skills, oral-communication skills, motivation, innovative thinking, self-starter, written-communication skills, job-specific computer skills, banking, business applications, microsoft office, Microsoft word, Microsoft access, Microsoft project, Microsoft powerpoint, cics, client server, compiler development, language design/development, software tool development, conversion, data architecture, data management, data governance, data acquisition, data collection, data mapping software, database, Access, DB2, data cleaning, legacy dbms’s, oracle 8, sql, vsam, decision support systems, excel, gis (geographic information systems), healthcare, xml, modeling, software development tools, spreadsheets, business, data architect, project management, quality assurance, automated software testing, software architect, strategic planning, system configuration, system/software engineering infrastructure, data analysis, data mart, data modeling, data warehouse, database design, database design training, enterprise database, enterprise data architecture, mining, documentation, structured design, airline, banking, brokerage, financial, payables, healthcare, hipaa, insurance, marketing, telecommunications, telephone, transportation, ansi c, apl, assembly, cics, cobol, fortran, ispf dialogue, jcl, pl/I, pascal, management, business process reengineering, change management, decision support systems, project manager, business analyst, data analyst, methodologies, system integration, systems programming, device drivers, technical proposals, design documentation, requirements documentation, user documentation, testing, operations, planning, test tools, in circuit emulators, Unidata Pick, test director, Information Builders, WebFocus, master data management, Siperian, Informatica, webMethods, web services, SOA, service oriented architecture, CRM, SAP, MDM, LPS, MSP, Paris, France, Tecsi Software, SQL Server, Erwin, Informatica DQ, Informatica MDM, ACORD, SalesForce, ERwin.

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**Skills Inventory:** http://www.scguild.com/Resume/2984I.html