

## **Sanford N. Dorf, PMP**

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### **QUALIFICATIONS:**

I am an assertive, self-motivated professional offering solid interpersonal, technical, innovative problem solving skills and excellent proven leadership ability. Prime skills include a comprehensive knowledge of project management, business and information technology processes and procedures.

### **SUMMARY OF EXPERIENCE:**

- Twenty years Business Management
- Twenty years Insurance Experience
- Fifteen years of Project Management, Business Analysis and Implementation Management
- Fifteen years Information Technology Experience
- Eight years Customer Service and Training Management

### **PROFESSIONAL EXPERIENCE:**

#### **Amdocs, Dallas**

Amdocs is a multi-billion dollar company, manufacturing and implementing software products for telephone companies in the area of billing, rating and CRM systems.

##### **Principal Project Consultant, May 2005 to Current**

Business consulting for a large telephone company implementing a customer relations management system (CRM), billing and rating system, and a self-service internet system for a new product line. Products include high speed internet access, VOIP, IPTV and more.

#### **Telvista Corporation, Dallas, Texas**

Telvista is a \$100 million plus organization providing call/contact center outsourcing, professional services consulting and proprietary software to a wide range of industries worldwide.

##### **Enterprise Project Manager, September 2001 to May 2005**

Managing the customization and implementation of a Clarify customer relations management (CRM) system for a \$2 billion global retail company.

- Facilitated design sessions with cross-functional users to identify business and systems requirements.
- Managed and coordinated a 10 member development team working on 4 unique helpdesk development efforts, from functional and design specifications through roll out.
- Managed system upgrade from Clarify 10.1 to 12.5, working on 12.5 thin client upgrade.
- Helped customer reduce costs by \$400,000 per year.
- Conducted weekly status meetings, communicating status, risks and risk mitigation strategies and actions items.
- Managing the post roll out change control development and support team.
- Facilitated and coordinating meetings with the operational contact center for the enhancement of the CRM system including the integration of integrated voice recognition (IVR) and computer telephone integration (CTI).
- Responsible for the creation of the Project Management Office (PMO).

## **Golden-Gate Technologies, Philadelphia, Pennsylvania**

Golden-Gate is a \$25 million professional services consulting company providing CRM/eCRM and wireless systems development and integration for a wide range of industries.

### **Senior Services Manager - Eastern Region- November 2000 to June 2001**

Managed the project management office team of 6 people working on various CRM initiatives for a variety of manufacturing and financial services companies.

- Mentored a 6 member team in PMI project management practices. Coordinating, coaching and presenting topics to the group.
- Developed proposals to respond RFP's and RFI's.
- Responsibility for \$10 million of project work on CRM systems for logistics, sales, quality and support modules.
- Profit and Loss responsibilities for the Eastern Region office.
- Responsible for Project Management Office on the east coast.
- Member of the project team responsible for improving the company from Level 1 CMM to Level 2.
- Managed from full life cycle software development project (SDLC) from initiation through close out.

## **giggo.com, Fort Worth, Texas**

giggo.com was a \$75 million organization providing automobile financing on the internet.

### **Team Leader Project Manager/Business & Systems Analyst, August 1999 to November 2000**

Functioned as Project Manager/Business Analyst for the operations group of this Internet startup company. Managed the design and implementation of various software projects.

- Performed operational analysis and process redesign to streamline business operations and procedures, saving the company over \$200,000 per year.
- Managed the customization and implementation of a \$1 million dollar Clarify CRM project from initiation through close out.
- Facilitated design sessions with cross-functional users and third party vendor to identify business and system requirements.
- Controlled scope creep by managing the user requirements, project plan and user expectations.
- Designed and presented project management processes for the organization starting with senior management. Mentored co-workers on project manager and business analysis processes and techniques
- Managed a \$3 million construction project of a new office, from design through completion.

## **Raymond James Consulting, Las Colinas, Texas**

Raymond James is a \$50 million consulting organization providing custom software development and infrastructure management.

### **Consultant, August 1998 to August 1999**

Contract Consultant functioned as a Project Manager and Business Analyst to define and manage business projects for a Telco Internet ISP.

- Define scope of project, dependencies, points of failure, business risks and any other potential issues that may impact the success of the projects.
- Facilitated requirements sessions, created Statements of Work; project plans, facilitated JAD sessions, and estimated resource usage/capacity.
- Projects included enhancements to the Arbor Billing system for rate calculations and proper billing. Email projects for business email and messaging, including web facing.
- Managed projects including interfaces to legacy systems and building a data warehouse.
- Project management required continually evaluation and prioritization with other business initiatives and objectives, for full life cycle development including change management and control.

**GAINSCO SERVICE CORP, and AGENTS PROCESSING SYSTEMS, INC. Ft Worth, Texas**

GAINSCO is a \$100 million insurance company providing property and casualty insurance throughout the United States.

**Project Manager / Business Systems Analyst, September 1997 to August 1998**

Managed 12 strategic business projects to enhance the operational capabilities of the organization.

- Managed the SDLC of \$3 million of enhancement projects to the WINS insurance company management system.
- Developed and managed the corporate Internet web site, including the evaluation of hosting vendors.
- Performed and created QA test scripts and testing, training and training documentation.
- Heading up company initiative to connect to the Internet including HTML coding.

**Director, February 1996 to September 1997**

- Managed operations, budgeting, programming, marketing and customer service operations for the insurance computer software division.
- Responsible for the getting the organization back on track for customer satisfaction.
- Increased customer retention by 30% by delivering software releases and enhancements on-time and on-budget.

**AGENCY MANAGEMENT SERVICES, INC., College Station, Texas**

**AMS Savage Rating Division, Hartford, CT**

AMS is a \$200 million insurance software developer and solutions provider.

**Director of Product Delivery and Field Operations, 1992 – 1995**

- Integrated three product delivery departments, new start, conversions and training into a department know for on-time delivery and customer satisfaction.
- Managed this 30 person group consisting of 3 managers, 5 customer service representatives, 3 data conversion programmers, 2 hard ware installers and 18 field trainers throughout the US.
- Developed training materials and classes for internal and external customers. Created an automation-planning/implementation manual and trained the field trainers to conduct automation planning/implementation analysis sessions.
- Responsible for P&L of department and 3 training classrooms around the US including construction..
- Automated the field force with notebook computers, e-mail and automated scheduling procedures.
- Managed the implementation of a large systems user group and coordinated the annual user group meeting.
- Established new training requirements for customers, opened, staffed and set up three classrooms for the training of customers. Reduced on-site training time by one day.
- Conducted training seminars on disaster recovery and automation planning.

**Director of Customer Services, 1989 - 1992**

- Managed the customer service, production and marketing departments. Oversaw 25 employees in the three departments, including 12 customer service representatives, and held responsibility for over 3,500 customers locations in 20 states.
- Conducted and trained others to conduct user seminars, and rewrote the user manuals. Gave quality assurance feedback to enhance employee development. Further, set up an expert system to speed customer call response.
- Reduced customer service response time by two hours. Cut costs on production materials, and increased the efficiency of the production department by 20% with new software implementation.
- Managed the production of training software for 3 product lines.
- Implemented a customer service newsletter, which increased sales, and reduced customer service calls.
- Created message on-hold to sell and provide customer tips on product use, increasing customer

## Resume of Sanford Dorf

satisfaction.

### **Salesman, 1986 - 1989**

- Sold and provided installation & training for a computerized insurance software program, traveling the entire state of Florida.
- Added 200 new customers with annual revenue increases of \$300,000 per year. Achieved top sales person status for two and a half years.
- Represented the company at Insurance agent's conventions,
- Interviewed and help select and train new sales people

### **Professional Underwriters Insurance Company, Miami, Florida**

Professional Underwrites was a provider of property and casualty insurance in the US and Puerto Rico.

### **Vice President, 1982 - 1986**

- Managed operations, human resources, marketing and underwriting, with a staff of over 60 individuals in two offices.
- Implemented a new computer system with DEC micro and minicomputers.
- Increased volume from \$24 million per year to \$60 million per year.

### **Additional Employment**

Insurance positions from 1973 through 1982

Eastern Underwriters – Manager Pompano Beach Location

East Coast Underwriters – Field Marketing Representative

Allstate Insurance Company – Salesman

### **EDUCATION:**

University of South Florida, Tampa, Florida

Bachelor of Engineering Technology with Computer Minor

Miami Dade Junior College, Miami, Florida

Electronic Technology Degree

### **TECHNICAL BACKGROUND:**

Process reengineering and redesign, Windows 3.1, Windows 95, 98, NT, Win2000, XP, DOS, MS Project 98, 2000 & 2003, Visio, UML, Novell, IE5, Netscape, Hotdog Professional, JetForm Central, Adobe Acrobat, MS Office Suite, Outlook, Lotus Notes, Authorware, HTML, MS Access, Front Page, ASP, CGI, Java Script, Adobe Acrobat, Mercator, AS400 OS, Query, VB, Visual Source Safe, MS SQL, Oracle, Sybase, Clarify and Siebel CRM, SEI-CMM, SDLC, Six Sigma, Microsoft Solutions Framework (MSF), Data Warehouse, .NET, Interactive Voice Response (IVR).

### **PROFESSIONAL AFFILIATIONS:**

Certified Project Management Professional (PMP) and Member of the Project Management Institute