

# **Steven P. Workman**

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## **C-LEVEL INFORMATION TECHNOLOGY & BUSINESS SOLUTIONS EXECUTIVE**

Strategic Planning & Vision • Project Management • Turnarounds • Cost Control • CRM  
Process Improvement • Application Development & Management • Web-based Product Services  
LAN/WAN Infrastructure • Client/Server Systems • Budget Management • Vendor Negotiations  
Corporate Reengineering • Large-scale Systems Implementation • Telecommunications Deployment  
Data Center/Warehouse Building & Management • IT Infrastructure/Systems Initiatives

- ❑ Extensive expertise in Information Services Management, with the ability to transform business objectives, improve cost structure, increase operational efficiencies, develop applications/solutions – grew TECHNOLOGY subsidiary revenue from \$0 to ~\$2MM in two years and saved \$2MM year in SG&A.
- ❑ A leader in business process transformation, large system migration/deployment and major cost savings initiatives – cut call center building costs by over 30%; established a corporate technology planning methodology and designed a blueprint model used to plan rollouts with consistent low-cost results.

**INDUSTRIES: Energy • Airlines • Restaurants • Banking • Telecommunications • Healthcare**

## **PROFESSIONAL HISTORY**

**ALLIANCE ENERGY ASSOCIATES**, Houston, TX 2001 – Present  
\$10B crude oil gathering, transport and trading firm producing 500,000+ barrels of oil/day over 8000+ pipeline miles.

### **Vice President/CIO, Information Systems & Corporate Information Systems Officer**

Recruited by CEO and President as consultant to reduce IT costs, improve operations and streamline processes. Hired as VP of Business Process Transformation, achieving efficiency/effectiveness goals after two years. Board-appointed as VP/CIO to guide continuous technology growth, reduce costs and achieve competitive market advantage. Lead governing council on IS/Business propositions. Direct all voice and data telecommunications and supervise 120 staff members and 8 directors/managers.

- Replaced or significantly upgraded all systems and aligned business processes with IT processes; managed them effectively and measured them rigorously.
- Built/purchased technology to improve or eliminate manual processes or inefficient operations; improved quality service levels, attained consistent service level objectives and increased enterprise-wide throughput.
- Led consolidation/integration of technology after acquisition of another company; achieved ~\$18MM/year synergistic savings on a \$350MM acquisition.
- Reengineered over 75% of the corporate business processes in less than two years.
- Led discovery teams, documented current conditions, published GAP analysis, attained consensus/direction from employees and guided transformation team in attaining final goals.
- Negotiated all technology contracts, forging close partnerships with hardware, software, service and telecommunications vendors.
- Saved company over \$6MM/year in G&A costs by creating/managing internal initiatives, including state of the art trading system implementation that saves over \$4MM/year. Saved company over \$2MM/year in material and labor costs by creating/implementing business improvement processes.
- Planned/guided technology architecture rebuild from mainframe to client server.
- Developed an in-house complete crude oil lease master system and automated-truck scheduling/dispatch system; marketed lease management and dispatching system to large-scale customers.
- Saved \$6MM/year in hardware/software costs and time used to close books each month; upgraded General Ledger/Accounting system, and reduced labor force costs \$3MM+/year.

**CHICKEN LICKIN', Inc.**, Denver, CO 1997 – 2000  
\$1B national food service provider with 1600+ restaurants and 600 bagel shops.

**Senior Director, Enterprise Operations**

Recruited to turn-around/develop Enterprise Information Technology Group undergoing significant force reductions and elimination of EDS outsourcing contract. Built new technology group, transformed aging platform, created new architectural blueprint, ensured customer satisfaction levels/service levels and stabilized business support elements.

- Reduced operating budget 30%, telecommunications costs 18% and gained support for the architectural rebuild of the Enterprise Information Technology Group at board level.
- Cut inventory costs 12%/year; launched enterprise-based information warehouse to support inventory/revenue-base for all restaurants with real-time inventory management and daily revenue target management.
- Saved \$4MM+; implemented PeopleSoft HRMS/Payroll system for 70,000+ employees, on time, under budget.

**MODERNE TELE-SERVICES**, Dallas, TX 1995 – 1997  
\$900MM national tele-services company specializing in both inbound and outbound telemarketing calls.

**Vice President**

Stabilized and grew IS stature at company, building nine large call-centers supporting on-line, real-time operations in TX, LA and MS. Deployed technology to support 1000 on-line agents/shift and 1MM+ inbound/outbound calls per day. Directed all technology and telecommunications and supervised 225+ personnel and 6 directors/managers.

- Developed applications supporting all national campaigns and Report Service Centers to provide the fulfillment from campaigns.
- Negotiated SLAs with all major customers, including ATT, Bell Atlantic, SBC and Allstate.

**FORT WORTH HEALTH CARE ASSOCIATION**, Ft. Worth, TX 1995

**Director, Information Services**

**DE SOTO PETROLEUM CORPORATION**, San Antonio, TX 1993 - 1995

**President, De Soto Technology Partners / Vice President, Information Systems**

**WESTERN PRODUCTS PIPELINE, LP**, Houston, TX 1991 – 1993

**Vice President, Information Systems**

**SYSTEM ONE CORPORATION**, Houston, TX 1989 – 1991  
Airline computing service provider and computing division of All West Air.

**Vice President, Technology Planning**

**Previous Career Progression:** Positions of increasing responsibility in the petrochemical, convenience store industries (1986 – 1989).

**EDUCATION AND TRAINING**

**B.S., MIS**, University of Michigan, Ann Arbor, MI 1986

**Certified Systems Professional** 1990

**PROFESSIONAL AFFILIATIONS**

Member, Texas Economic Growth Alliance  
Board Member, Data Processing Management Association  
Association for Systems Management

## PROGRAMMING

COBOL and Assembler in DOS and MVS mainframe environments, RPG, FORTRAN, JCL, EasyCoder and Autocoder, to create sub-routines and perform system maintenance tasks (including file back up and recovery, automated system recovery restart and online transaction logging)

Systems design and programming for batch and online systems

Applications Development: Order Entry, Order Processing, Inventory Management and Control, Invoicing, Distribution and Warehousing Systems

## COMPUTER ENVIRONMENTS

### Personal Computers

IBM and equivalents, 286 through Pentium (DOS through Windows 95)  
Word Perfect, Lotus 123, MS Project 98, Lotus Notes, CCMail, CCRemote  
Office Suite 97, MS Word, Excel, Internet Explorer and Netscape  
Macintosh MAC 512 through Power PC (version 6 through MAC OS 8)  
MacWrite, ACT!, ClarisWorks, MS Word, AOL, Internet Explorer, Netscape  
Digital (DEC) PC's operating SCO XENIX and UNIX

### Mid-range

IBM S/34, S/36, S/38, AS/400, Honeywell, Prime, IV Phase, Data General, DEC, Hewlett Packard

### Mainframe

#### Hardware:

IBM 360, 370, 3090, 9000 families, Hitachi, ITEL

#### Software:

DOS, OS and MVS Operating Systems and JCL (job control languages)  
MRP II Systems - Mac Pac, MAPICS, COPICS, JBA  
DCS online order entry, order processing, inventory control and invoicing system  
SAM, ISAM and QSAM file Access methods  
IMS DB Hierarchical Data Base Access Method  
BTAM and QTAM data communications access methods  
CICS Customer Information Control System  
GPSS General Purpose System Simulation

#### Operating Systems:

OS Operating System for IBM 360  
DOS for Mainframes  
MVS/XA

Local Area Network (LAN), Wide Area Network (WAN)

Basic and Queued Telecommunications Access Methods

Computer Systems Architecture and Design

General Purpose Systems Simulation (GPSS)