

Chuck Idol
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EXPERIENCE / QUALIFICATIONS:

30 years' experience managing large-scale, fast paced, complex, operations and projects. Strong business and project management skills with the ability to manage projects, people, timelines, cost, and quality. Experienced in the ability to manage and coordinate multiple complex, cross-functional operational businesses and technology teams. Highly organized and motivated self-starter. I have owned operated a small business with employees as well as managed businesses with over 5000 employees across multiple sites with complex work disciplines and processes.

Long Island Builders, LLC (Established 2000) Owner

Independent Information Technology Contracting and Consulting:

Long Island Builders, LLC designs, develops and builds educational, business development, training, marketing and other solutions using both information technology and other non-informational technology based products and services and Project Management services.

We specialize in Project Management services helping to run and manage all phases of a business and technology end to end solution that meet your business goals and objectives. We provide the services and solutions to bridge business and technology.

FEDERAL EMPLOYEE

Information Technology - Top Secret Clearance - Information Technology

CARE FIRST – Program Manager

- Process Opportunities Manager - Health Care Processing Modules
- Process Controls Engineer - Audit and Compliance.MetaStorm Work Flow
- Developed E2E process maps for MetaStorm and Systems Architect tools.
- Provided Business Strategy and Planning for end state Technology Architecture.

JP MORGAN CHASE VP OPERATIONS

- Coordinated the User Acceptance Test Strategy and Test Planning
- Supported the business in building a test plans, test teams, test schedules, test sets.
- Coordinating reporting the assessment of the UAT test planning and execution.
- Helped to define the process flows for the (JPMC/TSYS OMR) trouble ticket system.
- Managed project plans for UAT testing the integration of the Vendors and Operation.
- Coordinated testing daily operational reporting to the command center and Sr. Management.
- Created Dash Board controls to provide status reporting on testing execution.
- Coordinated Test Accounts management across all lines of business.
- Interfaced with JPMC Executive Business and Technology Management Teams.
- Coordinated budgets, project schedules, test plans, execution and schedules.
- Worked directly with all levels of executive management on execution planning and reporting.

- Coordinated 70+ IT applications, 1329 business processes, 9 operational sites.

BANK ONE – FIRST USA MERGER - Program Manager

- UAT Program Manager for Bank One conversion from FDR and TSYS
- Interfaced with Bank One Information Executive Management, Program Office, Operations
- Provided Project Management between BankOne, TSYS and Third Party Vendors.
- Coordinated Credit Bureau, Rewards, Data Ware House Teams.
- Managed multi-site cross-functional teams, providing oversight leadership and guidance.
- Coordinated 9 lines of business training with 20 Project Managers and over 500 testers.
- Coordinated business execution planning and reporting programs and operations. .
- Provided services to automate the testing platform and reducing software testing cycle time.
- Coordinated with TSYS on building and training cross-functional UAT Teams.
- Coordinated 9 lines of business training with 20 Project Managers and over 500 testers.

FIRST USA BANK – Business Engineering Manager

- Re-engineered a manual paper process for account setup into an web application.
- Successfully integrated a new fraud monitoring systems.
- Provided the complete end-to-end project management and delivery solutions.
- Managed all business requirements, designs, and project schedules.
- Coordinated budgets and tasks between internal and external vendors.
- Converted the manual paper based process and to an automated system reducing cost.
- Improved the quality of the data validation process between the Data Warehouse(s).
- Designed setup and validation for audit requirements with a \$2.5MM
- Designed and implemented systems provided early pay discounts yielding \$1.5MM savings.
- Reengineered business processes and models to streamlined enterprise solutions.

CITIGROUP/CITICORP (VP Technology)

- Managed mission-critical global applications for worldwide operating centers.
- Implemented Intranet Customer Care Support System for 15,000 bankcard associates.
- Served as Chief Architect for this business solutions and Web Based Training System.
- Integrated Global Document Management System and Web Based Training System.
- Successfully managed the Advanced Workstation team,
- Managed Advanced Workstation Technology for Customer Care Operations worldwide
- Lead several implementation centers in Belgium, Germany, Greece and Spain.
- Coordinated the day-to-day activities of a 800 + seat Customer Service Call Center.
- Managed numerous new card product delivery programs in support of account growth.
- Managed traffic coordination and work load balancing in Nevada, South Dakota, Maryland
- Operation Manager reasonable for the daily activities of the phone center.
- Managed interviewing and hiring of staff as well as coordinating training.

AMERICAN EXPRESS: Supervisor Operations - New York

- Fraud Analyst
- Senior Credit Analyst
- Payment Processing and Collections Analyst
- Team Leader Supervisor