
PAUL OSTERHAUS

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(801) 371-1728

BACKGROUND SUMMARY

Senior Project Leader with 6 years of experience analyzing and designing technical solutions which improved business supply chains. Currently pursuing a MBA with an emphasis in Supply Chain Management. Accomplished at delivering innovative solutions in a fast paced, complex environment with demonstrated expertise in:

- Strategic Planning
- CRM Implementations
- Team Building
- Process Improvement
- Business Partnerships Development
- Technical Leadership

PROFESSIONAL EXPERIENCE

LANDS' END - Dodgeville, WI

2000 to 2004

Strategic Enterprise Designer

- Analyzed 2005 strategic business plans and led creation of roadmaps which aligned present and future application development to increase IS department productivity
- Built a cooperative relationship between vendors and managers by negotiating differences while determining vendor product alignment to the Lands' End IS architectural blueprint
- Researched future opportunities with vendors which could help Lands' End progress quickly in aligning current applications to the architectural blueprint

Technical Lead - Customer Management Services

- Managed the development of a \$2.5 million enterprise customer database which enabled better customer service
- Facilitated a difficult project direction change which replaced a vendor, saving the project \$1 million
- Performed alternative solution identification, costing, and impact analysis to resolve project issues
- Remotely managed project teams in India and Texas and addition to an internal team
- Co-developed repeatable processes to standardize the project contingency planning which reduced the length of time required to develop the contingency alternatives
- Implemented Service Oriented Architecture Best Practices into the project architecture which enabled flexibility and reusability in the design

Integration Technical Lead - CRM

- Orchestrated development teams which delivered on-time technical solutions
- Collaborated with Business users to define integration requirements and expectations
- Researched and introduced new technical alternatives to solve complex integration requirements

Technical Lead - Internet Integration

- Provided clear communication of technical issues, technical solutions, and project statuses to business clients which resulted in a trusting relationship
- Remotely managed development resources in India to deliver on-time solutions
- Used XML, Java, and MQ Series to develop messaging interfaces to integrate order, customer, and product data from the internet sites to the backend systems

KIND CONSULTING - Madison, WI

1997 to 2000

Project Manager - Legal Document Management

- Responsible for the customer relationship, which resulted in expanded consulting opportunities
- Managed a team of four developers to create a legal documentation tracking system

EDUCATION

MASTERS OF BUSINESS ADMINISTRATION, SUPPLY CHAIN MANAGEMENT

2006

- Brigham Young University - Provo, UT

BACHELOR OF SCIENCE, INFORMATION SYSTEMS

1998

- University of Wisconsin-Stevens Point - Stevens Point, WI