

NUNO M. COUTO

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OBJECTIVE

To combine 17 years of information systems experience, education in technology, people skills, and process improvement abilities to help create world-class systems as a Project Manager.

BUSINESS	SKILLS/KNOWLEDGE SUMMARY	TECHNICAL
<ul style="list-style-type: none">• Project management• Business analysis• Business process management / improvement• Aptitude for developing business relationships• Application of best-practice IT methodologies• Use of technology to achieve business goals• Evaluation of business value drivers• Financial and statistical analysis skills	<ul style="list-style-type: none">• Nine years of PeopleSoft implementation, enhancement, and support• Systems analyst, technical lead, database designer, programmer• Experienced in PeopleSoft, Microsoft Access, SQL, SQR, Crystal, PeopleTools, Oracle, VBA, Microsoft Excel, Project, PowerPoint, and FrontPage• Exposure to C, Java, XML, ASP, Visual Basic, NetDynamics, SQL Server, Cobol, and Pascal	

EXPERIENCE

BOSTON COLLEGE

Brighton, MA

Project Manager / Consultant

February 2007-Present

- Managed implementation of \$1.7 million Data Mart and Cognos Reporting Environment through all phases of project life cycle. This included daily managing a team that fluctuated between 5 and over 15 people across ITS and Institutional Research, managing relationships with Vice-Provost sponsors, developing a project plan and budget, recommending staffing skills and levels, and communicating with stakeholders at varying levels. Project was delivered on time, per agreed upon scope, and within budget.
- Managed the development of several web applications for the Graduate Schools of Nursing, Education, and Social Work. Clients were very happy with resulting industry leading software.
- Salvaged a troubled Oracle Application Express development project from impending failure by building a new team, improving client relationships, and implementing better processes and enhanced oversight. Project turned into a big success.
- Co-authored multi-year Data Warehouse roadmap and recommendations at the request of Associate Vice President.
- Led analysis and recommendations for Data Governance implementation research project.

BOSTON SCIENTIFIC CORPORATION

Natick, MA

Business Process Manager

December 2004-February 2007

- Project managed implementation of PeopleSoft 8.9 portal through all phases of project life cycle. This included developing relationships with VP-level sponsors, developing a project plan, recommending staffing skills and levels, communicating with stakeholders at varying levels in a highly matrixed environment, and directing and coordinating activities of about 25 people including several Directors and VPs. Project sponsors were very happy with my contribution.
- Managed technical integration of multiple HR projects including implementation of Learning Management System by coordinating between outsourced implementation team and dispersed internal technical team and managers.

- Coordinated design, development, testing, and implementation of improved synchronization processes between upgraded PeopleSoft, Microsoft Exchange system, and Phone System. Management was very happy with results.
- Leading cross-functional team, researched major integration problems between Microsoft Exchange, PeopleSoft, and eLearning systems, identified root causes, designed solution, presented results to senior management, and implemented improvements. Internal customers have expressed great satisfaction.

Senior PeopleSoft HR Application Developer

2001-2004

- Coordinated technical aspects of \$1.5 million PeopleSoft upgrade to version 8.3: application upgrade, migration from Windows to Unix operating system and hardware, technical development, and security modifications.
- Acted as internal consultant and liaison to business during the planning stages of PeopleSoft upgrade project by answering questions, doing research, making recommendations to management, and leading needs gathering sessions with high-level functional end users and outside consultants.
- Migrated self-service web application used across the country from outdated servers to newer platform, coordinating all project activities with internal and external resources. Project was completed on time, within budget, and with highly satisfied customers.
- Formulated a business case for a knowledge repository and project managed the team that successfully implemented the related web application on time, within budget, and with satisfied customers.
- Created a user group consisting of representatives from 10 different local companies to share software implementation knowledge and experiences. This has significantly reduced research and development time. Feedback has been very positive.
- Determined how R&D could work more collaboratively with the use of information technology and presented recommendations to the Senior Vice-President.
- Awarded both quarterly and annual Best of Best awards for Total Quality and received several additional nominations for this departmental award. Recognized seven other times for outstanding service.
- Collaborated with HR to create a Speaker Series. The idea is to invite renowned speakers from outside to come and infuse the company with new ideas. One renowned process management expert agreed to present.
- Created screen and reporting enhancements, performed technical support, and installed and configured PeopleSoft application on Oracle database and Windows server.
- Completed a High Tech MBA in two years while working full-time.

Senior PeopleSoft HR Programmer/Analyst

1999-2001

- Led team that developed approach for PeopleSoft web application that allows employees to report a change in personal status and choose their new benefits options in one session. According to VP, this was an industry first.
- Provided leadership and hands-on assistance in the analysis, programming, documentation, testing, deployment, and support of enhancements to enterprise applications.

ACCENTURE (formerly Andersen Consulting)

Wellesley, MA

PeopleSoft Financials Consultant

1997-1999

Functioned as a key member of the PeopleSoft Financials implementation team and was the lead technical and functional support person after go-live. Developed screen, table, menu, SQR, SQL, and Crystal Reports enhancements. Provided expertise in Accounts Payable, General Ledger, and Purchasing modules in a functional and technical capacity including Pay Cycle, EDI, 1099 year end process, GL period end closes, batch overnight processes, security, and software patches.

SPECIAL AGENT INC.

Holbrook, MA

Microsoft Access Developer

1996-1997

Developed portions of insurance software package while completing Bachelor's degree.

TRUST INSURANCE

Taunton, MA

MIS Technical Specialist

1994-1996

Created several applications using Microsoft Access, provided end-user software and hardware support and troubleshooting, and performed network administrative functions for approximately 200 users.

EDUCATION

Northeastern University	MBA	High Technology	2004
University of Massachusetts	B.S.	Business Information Systems	1997 (Summa Cum Laude)

ADDITIONAL INFORMATION

- **Memberships:** Project Management Institute, PeopleSoft Boston User Group, National Honor Society in Business Administration, Boston Security Analysts Society, UMASS Dartmouth Business Information Systems advisory committee (formerly).
- **Languages:** Fluent in Portuguese; understand Spanish.
- **Volunteer work:** Teaching children to read in Portuguese; teaching ethics classes.
- **Interests:** Creating computerized systems for investment analysis, reading, fishing, nutrition, outdoors.