

## **LARRY J. GAGNON, PMP**

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### **SUMMARY**

A visionary technology professional with many years experience in creating and implementing on the organization's strategic initiatives related to the lasting and cost efficient operation of existing and evolving programs. A trusted leader and manager of people who genuinely commit to the achievement of tactical and strategic initiatives.

### **EMPLOYMENT HISTORY ACCOMPLISHMENTS**

#### **Director of Services**

**November 2006 – Present**

##### **Scribe Software, Bedford, NH**

- Support revenue achieved 236% growth and Consulting revenue was 135% of target.
- Hired and trained staff (grew from 2 to 8 full-time resources).
- Developed and implemented call management processes while tech support activity grew 60%.
- Led the development of CBTs (computer based trainings) for reseller certification program.
- Implemented project management processes and disciplines to Consulting practice.
- Represented company to large national and international customers and reseller partners.

#### **Project Management Consultant**

**March 2005 – November 2006**

##### **Perot Systems Government Services, Dover, NH**

- Implementation of a PMO (Project Management Office) in a government agency while the organization achieved CMMI certification.
- Acted as company representative on new business contract development for Air Force client.

#### **Project Manager**

**April 2004 – February 2005 [Contract]**

##### **Elliot Health Systems, Manchester, NH**

- Directed an enterprise-wide EMR solution project under budget (<\$300,000) and on delivery schedule for the largest comprehensive healthcare provider in Southern New Hampshire. The primary focus of this solution was the Billing, Medical Records Management and selected Clinical areas of Radiology and Emergency Department.

#### **Project Manager / Sr. Business Systems Analyst**

**September – October 2003 [Contract]**

##### **Autodesk, San Rafael, CA & Manchester, NH**

- Provided expert level guidance for enterprise-wide CRM (Siebel) implementation.
- Documented best practice project management processes for use by project team.
- Led effort to capture content areas requirements.
- Wrote white paper on value proposition of online CRM solution versus on-premise.

#### **Enterprise Applications Manager**

**December 2001 – May 2003**

##### **Brooks Automation, Chelmsford, MA**

- Provided expert project management for a Siebel 7 implementation from 4 legacy applications.
- Developed a roadmap resulting in seven subsequent releases of Siebel application for world-class automation technology leader for the semi-conductor industry (~1000 users).

**E-commerce Web Manager****October 1999 – October 2001****RSA Security, Bedford, MA**

- Hand-picked to lead the development of a CRM implementation resulting in the elimination of 20 redundant business applications, data cleansing of customer databases (120,000+ records down to 17,000) and the standardization of business processes (order management and customer service) across many functional areas.
- Designed, launched, and managed a business-to-business web application which interfaced with backend SAP system. The application addressed the business transaction needs of top 1000 customers resulting in the reduction customer operations telecom activity, increased sales force effectiveness and overall customer satisfaction (survey based “*Completely Satisfied*” rating).
- Researched and implemented Electronic Software Distribution (ESD) solution resulting in a 25% reduction in manufacturing and operations costs.
- Designed, developed and published multimedia CDROMs – “RSA Online” Tutorial (RSA Security).
- Created a 2-year convergence strategy for the integration of business applications and websites.
- Designed, developed and managed partner self-service website. (RSA Online)

**E-commerce Program Manager****December 1998 – October 1999****PC Connection, Merrimack, NH**

- Designed and developed an enterprise-wide corporate customized pricing architecture solution for implementation on a B2B website using JD Edwards resulting in \$100 million of company revenues.
- Designed, developed and managed e-commerce website.

**SKILLS and TECHNICAL EXPERIENCE**

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|----------------------|---------------------|--------------|
| ▪ Siebel             | ▪ JD Edwards        | ▪ SQL Server |
| ▪ Microsoft Dynamics | ▪ Scribe Insight    | ▪ Macintosh  |
| ▪ Salesforce.com     | ▪ MS Project Server | ▪ MS Access  |
| ▪ SAP                | ▪ SharePoint        | ▪ MS Visio   |

**EDUCATION**

- **B.A.**, Business Management - Cum laude – Granite State College, University System of New Hampshire
- **PMP – Active PMI** (Project Management Institute) **Member**
- **Six Sigma Training** – MindLeaders

**LIFE ACCOMPLISHMENTS and COMMUNITY INVOLVEMENT**

- **Ironman Triathlon World Championship Finisher**, Kailua-Kona, Hawaii
- Member of Appalachian Mountain Club “**Four-thousand Footer’s Club**”
- 10 time participant in Pan Mass Challenge ([www.pmc.org](http://www.pmc.org))