ERERTF
Technical Support
Proposal

The Navis Group, LLC

Piloting a course for your success

1/2/2003

Introduction

In response to the Electronic Real Estate Task Force (ERERTF) request for technical and business analysis support services for the implementation of up to five counties participating in pilot programs, The Navis Group, LLC has prepared the following proposal.

Overview of Project

The ERERTF has developed standards by which counties and private sector real estate companies will work to file transaction documents. This process is currently a paper-based operation and the Task Force is looking at the future of a fully automated process. The Task Force has selected a number of counties to pilot test these standards.

The main goal of the Task Force's project is to provide functional and business standards that facilitate the management of electronic real estate recording. Electronic real estate recording means a publicly owned and managed county process, defined by statewide standards, that does not require paper or "wet" signatures, and under which real estate documents may be electronically:

- Created, executed, and authenticated
- Delivered to, recorded with and returned to, as well as indexed, fees recorded, archived, and retrieved by public and private sector users
- Retrieved by anyone from both on- and off-site locations and which satisfy the fiscal and oversight requirements of all government or private sector users

Project Approach

Per the information provided by the Request for Proposal, below is the high level project approach and initial timeline. The detailed plan, timeline and responsibilities will be further developed and refined during the contract negotiations and finalized during the execution of the Phase I pilot counties implementations.

Phase I
Duration February 1, 2003 – July 31, 2003

The Navis Group Responsibilities:

- Learn and understand the ERER standards and how they are implemented
- Assist the Task Force in assessing and evaluating the pilots
- Report to and work with the Task Force's project manager to monitor and measure the pilots' progress and results
- Assist the Task Force in determining whether the ERER standards as originally adopted address the needs of both county and private sector participants and conform to national standards as they are technologically implemented
- Analyze, document and present any recommended changes to the standards for the review of the ERERTF Pilot Subcommittee and the approval by the Task Force

Milestones:

- The Navis Group develops a comprehensive understanding of ERER standards and pilot county implementation objectives

Deliverables:

- The Navis Group provides bi-weekly status reports and assessments of pilot counties progress and results
- The Navis Group provides a Phase I standards assessment relating to pilot county implementations and conformation to national standards

Phase II
Duration April 1, 2003 – June 30, 2004

The Navis Group Responsibilities:

- Create an Implementation Guide document that includes core and common implementation needs along with unique and specific county needs
- Work with Pilot Counties to develop project plans for each pilot county that reflects workflow and business process needs for Phase 2 documents. This plan will include architecture design and planning, connectivity and integration needs for current back office system, a risk and assumptions document and expected costs
- Report to and work with the Task Force's project manager to monitor and measure the pilots' Phase II progress and results
- Assist the Task Force in determining whether the ERER standards address the needs of both county and private sector participants and conform to national standards as they are technologically implemented
- Analyze, document and present any recommended changes to the standards for Phase II for review by the Pilot Subcommittee and the approval by the Task Force

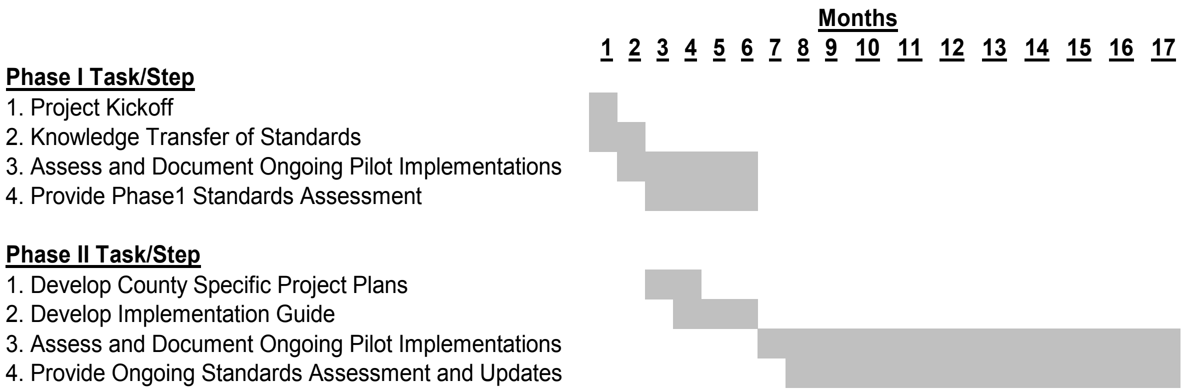
Milestones:

- The Navis Group develops the initial implementation guide addressing common and specific county needs
- The Navis Group assists the pilot counties in developing project plans for each pilot county's Phase 2 implementation

Deliverables:

- The Navis Group delivers the implementation guide addressing pilot county needs
- The pilot counties deliver project plans for phase 2 implementations with The Navis Group's support and assistance
- The Navis Group provides bi-weekly status reports and assessments of pilot counties progress and results
- The Navis Group provides standards assessment relating to pilot counties implementation and conformation to national standards

Initial Timeline



Approach to standards

The Navis Group will assist the Task Force to ensure that the standards that were developed for the state of Minnesota are compliant with the current national standards, and are feasible for the various counties participating in the pilot program.

The Navis Group will also work with the Task Force, vendors and counties involved in the pilot program to clarify any questions regarding the standards and document potential extensions that need to be made to the standards.

In order to confirm National compliance, The Navis Group will assist the Task Force in working with organizations such as PRIA and MISMO.

PRIA

In preparation for this important project, The Navis Group consulted with Mark Montecelli, president of PRIA. Mark Montecelli provided several suggestions regarding the general direction of the standards development and implementation process including the following:

- Ensure that the originally adopted standards are compliant with National standards. Analyze the gaps. Make recommendations as to how the State of Minnesota may become compliant.
- Examine the impact of standards written in Schema versus DTD. Address ways that we could make the two technologies work together.
- Identify extensions that the State of Minnesota may want to file with PRIA. An example would be an extension regarding Torrens property.
- Consider joining PRIA so that the State of Minnesota has a voice in the creation and ongoing maintenance of national standards.

MISMO

In preparation for this project, The Navis Group contacted Harry Gardner of The Mortgage Industry Standards Maintenance Organization (MISMO). Harry Gardner provided several suggestions relating to working with MISMO including the following:

- Ensure that the originally adopted standards are compliant with MISMO data transaction standards. Analyze the gaps. Make recommendations as to how the State of Minnesota may become compliant.
- Work with MISMO to ensure that the State of Minnesota's standards can handle SMART documents. Work with PRIA and MISMO to synchronize all data requirements.
- Consider joining MISMO so that the State of Minnesota has an awareness of the creation and ongoing maintenance of MISMO standards.
- Work with e-Mortgage workgroups to develop electronic recording and vaulting requirements.

Project Methodology

The below methodology describes The Navis Group's recommended approach to this project:

Definition

- The definition phase encompasses Phase 1 of the project and will extend into Phase 2, as needed. The Navis group will work with the Task Force to review and analyze the standards which were developed for the State of Minnesota. The Navis Group will make initial recommendations regarding standards as part of Phase 1.
- This phase will also include the development of a project management plan. The project management plan outlines the issues tracking, change control and project control procedures that will be used throughout the lifecycle of the project.

Requirements and Project Plan Review

- During this phase, The Navis Group will work with the Task Force to define implementation requirements. These requirements and their corresponding tasks will be documented in an implementation guide.
- The Navis Group will help pilot counties develop project plans that will enable them to meet the requirements of Phase II, on time, and within budget.
- Sub tasks include the following:
  - Identifying resources
  - Defining a schedule
  - Defining roles and responsibilities
  - Developing a communication plan
  - Developing an issues management approach
  - Developing a change management plan
  - Documenting potential project risks

- Project plans will define the tasks that need to be accomplished, the time frame in which they will be performed and the team members who will perform them.
- This phase establishes the baseline for the project so that actual progress can be measured against the project schedule.

Project Management

- Project management includes the daily management and operations of the project.
- During this phase, The Navis Group will work with the Task Force to measure the progress, future direction and results of the project against the project plan.
- Through project tracking and monitoring activities, The Navis Group will provide status updates to the Task Force and make recommendations regarding any changes that may need to be made to the previously defined standards.
- This phase also includes formal project communication regarding issues, change control and status reports.

Project Close

- The project closing process is generally phased over a period of time, rather than being a single event. The Navis Group will work with the Task Force to ensure that team members understand the outcomes of Phases I and II and what types of ongoing support and management is needed.

Profile of The Navis Group

The Navis Group, LLC provides business and technology solutions to small, medium and large enterprises. The Navis Group's specific areas of focus include customer relationship management, financial, operational, workflow and advanced analytical systems.

The Navis Group mission is to drive the success of employees, clients and business partners through principled relationships that exceed expectations. The Navis Group's service approach includes:

- Assess client business and technology priorities
- Design solutions that support the business priorities
- Provide a full range of implementation, business process improvement and project management services
- Offer custom reporting, programming and integration services
- Assist clients with the effective support, administration and operation of the systems on an on-going basis.

The Navis Group focuses on both private and public sector client profiles and industries where The Navis Group has demonstrated expertise:

- Advanced financial, reporting and analytical systems including healthcare, financial services and other industries with integration to specific front-end systems.
- Project, job and service-based industries
- Payroll, human resources and human capital management

- Collaborative distribution and supply chains
- Customer relationship management across selected industries

The Navis Group provides a full range of products and services needed to deliver effective solutions that provide measurable return on The Navis Group client's investment. The Navis Group approaches professional relationships with teammates, clients and partners with the same approach:

- Fulfill promises by exceeding expectations and delivering 100% satisfaction
- Broaden horizons by delivering differentiated solutions, opportunities and consistently exceeding expectations over time thereby earning the right to a long-term, high value relationship
- Eliminate boundaries by focusing on opportunities to enhance our teammates, clients and partners success through innovative business solutions that lead to true partnerships

Company Locations and Facilities

The Navis Group, LLC resides at:

7665 Commerce Way, Suite 101
Eden Prairie, MN 55344
Phone: 952-253-0311
Fax: 952-294-4830
www.navis-group.com

Organizational Structure

The Navis Group business was founded in September, 2002, and is comprised of 5 full time employees and organized into two primary teams:

- Customer relationship management (CRM) solutions led by John Engerholm.
  - CRM practice includes workflow, standards and custom development

- Enterprise resource management (ERM) solutions led by Scott Sabin
  - ERM practice includes financial, operational and advanced analytics

The Navis Group Management Team

John Engerholm, principal and CRM practice leader. John has provided technology services and project leadership through high value professional relationships for over 7 years. John has a B.S. degree in business computer information systems from St. Cloud State University and is presently working on his MBA through Carlson School of Management, University of Minnesota. John has held a number of project and technology roles with IBM Corporation, American Management Systems and Microsoft Business Solutions partners.

Scott Sabin, principal and ERM practice leader. Scott has provided technology products and services through high value professional relationships for over 15 years. Scott has a

B.A. degree in management information systems from the University of Iowa and has held a variety of sales, consulting and management positions with IBM Corporation, RSM McGladrey, Inc. and Microsoft Business Solutions partners.

Team Gaps

The Navis Group relies on its professional service providers and extensive network of business advisors to fill gaps in the expertise, experience and availability of its management team. The Navis Group has entered into specific service agreements with Lindquist & Vennum, PLLP (legal), Stirtz Bernards Boyden Surdel & Larter, P.A. (Organizational Planning and Development, Accounting and Tax) and Taneja Consulting (Technical Architecture and Implementation). Project specific assistance is provided by one or more of the outside relationships mentioned above, depending on need.

Mission

The Navis Group mission is to drive the success of employees, clients and business partners through principled relationships that exceed expectations.

Why Navis Group

As with the other strategies, The Navis Group operational strategy is built upon the same building blocks designed to establish a solid business and financial foundation to grow and enhance the business by extending the market, scope or scale of The Navis Group core competencies. The Navis Group approaches professional relationships with teammates, clients and partners with the same approach:

- **Fulfill promises** - We listen intently to clearly understand objectives and priorities. We develop a plan of action that assures successful attainment of your goals.

- **Broaden horizons** - We challenge convention by creatively applying business and technical acumen to deliver differentiated solutions. We assure your individual needs are met and return on investment is maximized.

- **Eliminate boundaries** - We communicate openly and maintain dialogue to assure alignment with your changing business needs. We continually look for opportunities to enhance your business success.

Value Proposition

The Navis Group is not creating new industries, markets or technologies. The Navis Group does not have exclusive rights to specific products, services or capabilities. However, The Navis Group is committed to delivering improved results through focus and execution.

Operational Values

The Navis Group operates based upon the following core values:

- Integrity

- Respect
- Conviction
- Empathy
- Responsibility
- Challenge
- Reward
- Empowerment
- Diversity
- Balance

The Navis Group holds its environment dear by thoroughly screening teammates, clients and business partners during the recruiting, business development and selection process.

Project Team

The following project team members will be utilized to meet the requirements requested by the ERERTF in the RFP. As shown in the attached resumes, this team encompasses the requirements listed in the RFP and has strong experience in the following:

- XML-based applications and schema development
- Business Analysis experience of workflow processes in collaboration with XML automated workflow
- Skills in providing clear and detailed gap analysis
- Strong presentation and communications skills
- Knowledge of real estate recording processes in the government and/or private sectors

John Engerholm - Project Manager and Business Analyst
Responsibilities focused on project and engagement management along with business process definition and improvement

Erin Hultgren - Business Analyst
Responsibilities focused standards process management and maintenance along with workflow and business process definition

Pramod Taneja (Taneja Consulting) - Technical Architect
Responsibilities focused on ensuring XML based technical standards are met

Client References

Standards Reference – US Bank

For U.S. Bank, Erin Hultgren managed an extensive project for U.S. Bancorp Piper Jaffray to provide electronic statements to clients online, thus replacing a paper process with an electronic process. During this project, Erin worked with U.S. Bancorp compliance department to ensure that all standards outlined by the Securities and Exchange Commission were followed. Erin coordinated a team of vendors, developers, compliance officers, marketing personnel and Piper Jaffray employees to ensure a successful and timely implementation of electronic brokerage statements. During her tenure, Erin managed multiple projects for U.S. Bank's investment and private banking groups. This involved conducting gap analyses, leading requirements definition, managing vendors, and developing and managing project plans for project teams of 20-30 people.

<u>Reference Contact Information</u>
Barb Page
Senior Vice President, E-Business
RiverBank Business Center
2751 Shepard Road
St. Paul, MN 55116
Phone (651) 205-0656
Fax (651) 205-1541
Barbara.page@usbank.com

XML Application Reference – Sovran, Inc.

John Engerholm and Erin Hultgren were implementation consultants on Sovran's Customer Relationship Management and integration implementation. They worked with the Sovran operations and sales managers to ensure a successful installation while providing design, configuration and implementation of custom screens and specific reports along with providing CRM application training to the Sovran sales executives. In addition, they provided technical and business consulting and support on an XML based integration application that brought together Sovran's customer, contact, product and sales order information with their back office accounting and financial application.

<u>Reference Contact Information:</u>
Lisa Loken
President
Sovran Inc.
2915 Commers Drive
Eagan, MN 55121
Phone (651) 686-0515
Fax (651) 686-0516

ljl@sovran.com

Gap Analysis Reference – PNC Bank

John Engerholm performed a strategic consulting project for PNC Bank. John led the creation of an architecture to support the bank's CRM vision while concentrating on real time customer decisions. John worked with different members of the bank's MIS staff to perform a gap analysis on the existing architecture and desired end state. The conclusion of the analysis identified strengths, existing gaps and next steps for each CRM component while providing a planned approach to developing the technical environment. The gap analysis looked at the bank's decisioning environment, Middleware, CRM application integration, Web integration, Campaign Management systems, all customer contact channels and legacy system integration.

Reference Contact Information:
John Wilkinson
Vice President
PNC Bank
600 Grant Street
Pittsburgh, PA 15219
Phone (412) 762-2789
Fax (412) 762-4482
John.wilkinson@pncbank.com

Additional references are available upon request.

Resumes

The Navis Group team member resumes are provided below:

JOHN ENGERHOLM
7665 Commerce Way, Suite 101
Eden Prairie, MN 55344
952.253.0311
john.engerholm@navis-group.com

EXPERIENCE:

The Navis Group, LLC — Eden Prairie, MN
<u>CRM Practice Manager</u> — *September '02 – Present*

Provide consulting services including project management, business process improvement, solution consulting and other implementation services for The Navis Group's CRM clients.

Engerholm Consulting — Plymouth, MN
<u>Independent Consultant</u> — *August '02 – September '02*

Business Analyst working thru BenNevis for the Electronic Real Estate Task Force to assist pilot counties in project planning and business process definition and documentation for the upcoming electronic recording phase I implementations.

Business Microvar, Inc. — Roseville, MN
<u>Project Manager</u> — *May '01 – July '02*

As Project Manager, oversaw and managed process and technology implementations for BMI's Front Office, CRM and Integration customers. The implementations included defining, documenting and enhancing business processes while implementing a technology solution that meets the Customer's requirements. Specific attention and focus was placed on how the solution supported the client's architecture consisting of CRM Front Office applications, integration applications and Back Office systems.

American Management Systems, Inc. — Minneapolis, MN
<u>Principal</u> — *March '96 – May '01*

AMS Project Experience:
Manager for the development of a CRM Lab for the Bank of Montreal. The Lab integrated Siebel 2000, external operational data stores, decision engines and simulated Legacy systems to create CRM prototypes. The prototypes defined, documented and demonstrated customer differentiation and segmentation strategies for Retail and Commercial Banking.

Consultant for the development of a customer-centric South East Asian Internet Startup Bank. Provided implementation planning reviews for the AMS team along with implementation estimates and recommendations on staffing resource estimates.

Consultant for PNC Bank in the creation of an architecture to support the bank's CRM vision while concentrating on real time customer decisions. Worked with different members of the bank's MIS staff to perform a gap analysis on the existing architecture and desired end state. The conclusion of the analysis identified strengths, existing gaps and next steps for each CRM component while providing a planned approach to developing the technical environment. The gap analysis looked at the bank's decisioning environment, Middleware, Siebel integration, Web integration, Campaign Management systems, all customer contact channels and legacy system integration.

Manager for the CRM team in the design and implementation of the third party software in AMS's CRM Solutions Center. The software implemented supported client prototyping efforts. The products implemented include Siebel, Clarify, WebMethods, an internal AMS Decision Engine and Microsoft ASP web pages. In addition, managed the team in the development and implementation of a portable lab solution to support the on-going CRM business development efforts. The portable lab was utilized in a number of successful client demonstrations throughout North America and Australia.

Manager for the frame and requirements gathering phase of the implementation of AMS's Enterprise Suite of Loan Origination's products for Discover Card. The team gathered the business requirements, determined customizations and planned the scope, budget and level of effort for the upcoming implementation. In addition, co-authored a document on performance tuning of the Enterprise Credit Suite of applications to support the large anticipated volume of applications required for processing.

Manager for the implementation of an Indirect Lending Scorecard project at US Bank. The project included creating new Credit Bureau summarization characteristics along with implementing new Customer Lending Scorecards.

Manager for the design of a Home Equity Lending and Market Based Pricing project at US Bank. The modifications included enhancements to the Loan Origination's system and reporting database.

Consultant for the integration of a Decision Engine with Bank of America's Credit Origination system. The consulting services included directing the work of the bank staff, reviewing test plans, identifying and documenting issues, determining impacts, and providing possible resolutions.

Consultant on a number of other AMS client projects including software implementation, program development, problem investigation and resolution.

IBM Corporation — Rochester, MN
<u>Technical Analyst</u> — *June '95 – December '95*
Designed and tested different software packages and hardware platforms to create a universal employee desktop. This desktop was implemented across all support center end users.

EDUCATION: **CARLSON SCHOOL OF MANAGEMENT**
University of Minnesota
Minneapolis, MN
Master of Business Administration
Currently Attending the Evening Program

ST. CLOUD STATE UNIVERSITY
St. Cloud, MN
Bachelor of Science, Business Computer Information Systems

TECHNICAL SKILLS:
Languages and Applications - Visual Basic, COBOL, JCL, SQL, HTML, XML, Microsoft Active Server Pages, Siebel, Microsoft Great Plains ERP, WebMethods, MQ Series, Lotus Notes, Oracle, SQL Server, Microsoft Project, Microsoft IIS

ERIN B. HULTGREN
7665 Commerce Way, Suite 101
Eden Prairie, MN 55344
952.253.0311
erin.hultgren@navis-group.com

EXPERIENCE:

The Navis Group, LLC — Eden Prairie, MN
<u>CRM Project Lead</u> — *December '02 – Present*

Provide consulting services including project management, business process improvement, workflow and other implementation services.

US Bancorp — St. Paul, MN
<u>Project Manager, eBusiness</u> — *February, 2002 – December, 2002*

Project Manager for eBusiness Internet and Intranet projects. Specialize in projects for Piper Jaffray, US Bank Investments and Private Banking business lines.

- Manage project meetings, tasks, and timelines for project teams of 20-30 people.
- Work with business lines, development, testing, and architecture teams to deliver high quality eBusiness applications from discovery through deployment.
- Perform competitive analysis, conduct strategy sessions, complete requirements, use cases and wireframes for Web sites.
- Identify Key Performance Indicators of Web sites and report ongoing performance as well as site usage.
- Utilize the Rational Unified Process project methodology.
- Achieved "Reach for the Stars" award for exceptional management of a project to deliver electronic statements to Piper Jaffray clients.

Business Microvar, Inc. — Roseville, MN
<u>Implementation Specialist, CRM applications</u> — *February, 2001- February, 2002*

- Planned and executed the ongoing phases for internal Siebel implementation. This included leading project planning meetings, defining end user requirements, maintaining issue logs, assigning resources, creating custom workflows and configuring the Siebel application via Siebel Tools to accommodate the business needs.
- Led business requirements definition sessions and discovery and design phases following the Siebel implementation methodology at client meetings.
- Performed Demonstrations of the Siebel application to prospects, assisted in proposal creation, and presented at strategic industry functions.
- Created custom workflows to automate Siebel functionality.
- Performed customizations via Siebel Tools to the Siebel application according to client's business requirements.
- Created custom reports in the Siebel application to meet client needs.

- Developed and conducted client training sessions for the customized Siebel application.

Online Brokerage Solutions Minneapolis, MN
Relationship Manager *March, 2000 – January, 2001*

- Maintained positive and profitable relationships between financial institutions and resellers of the online brokerage product in order to maximize the number of customers trading via the online brokerage service.
- Coordinated with the VP of Project Implementation on the creation and execution of an efficient project plan.
- Worked with IT, Marketing, and Compliance on the specific plan requirements.
- Coordinated with compliance officers to ensure that the project plan is in compliance with the NASD and FDIC required policies.
- Presented at strategic industry functions in order to maximize client and product awareness.
- Conducted training and orientation for financial institutions and resellers of the online brokerage product.

Computer Sciences Corporation (CSC) Minneapolis, MN
Associate Consultant *July, 1999 – March, 2000*

- Team lead for web site development and project communication.
- Proposal development. Applied CSC's methodologies to project plan.
- Associate Training Program:
- Developed application systems using both client/server and legacy technologies.
- Demonstrated competency using client/server skills, including DOS/Windows GUI design, Visual Basic and C++ programming, SQL information access, and LAN operating systems.
- Gained experience with legacy skills, including structured program design, structured COBOL programming, database concepts, testing techniques, and debugging skills.
- E-class: Created a web page using HTML and Active Server Pages.

EDUCATION: GUSTAVUS ADOLPHUS COLLEGE
Bachelor of Arts in Economics

PRAMOD TANEJA
7665 Commerce Way, Suite 101
Eden Prairie, MN 55344
(952) 253-0311
pramod.taneja@navis-group.com

CAREER PROFILE:

Ten years of extensive experience in Information Technology and Credit Management. Experience in project management, technical architecture, system design and implementation using a variety of computer configurations, sales support, credit origination consulting and different CASE tools and Methodologies. Siebel trained professional from the Siebel University as part of a partner core consulting training program.

Extensive system analysis, design and implementation skills in financial computer systems. Solid leadership, presentation, communication and negotiation skills with emphasis on results. Extensive international experience with major financial institutions, banks and others. Instrumental in successfully implementing credit management/operations products and projects, namely, Automated Credit Application Processing System (ACAPS) Enterprise, BureauLink Enterprise and Strata Enterprise, at many clients with unique system requirements.

EXPERIENCE:

Technical Consultant — Minneapolis, MN
Taneja Consulting, LLC — *September 2002 - Present*
Provide technical and business consulting services for a variety of small, medium and large organizations.

Senior Technical Resource/Subject Matter Expert — Minneapolis, MN
American Management Systems Inc. — *January 2000 – September 2002*
Realized significant savings for a client by proposing a complete innovative business and technology solution to a major US financial institution to automate their small business products origination.

Instrumental in increasing the performance output by three folds of a financial application at a major financial institutions complex highly integrated IT system setup. Effort needed highly specialized system and application knowledge to recognize the bottlenecks.

As a Technical Architect/Team Lead/Subject Matter Expert for AMS's Origination ACAPS Anywhere Powered by TouchPoint Development Project, instrumental in blueprinting the technical architecture of the new product being designed for a major financial institution in the mid-west.

Lead a team of four developers to design and develop the transformation services, later incorporated into ACAPS Bridge (run as an NT Service), to transform XML documents to Cobol ACAPS API layouts and vice versa. Microsoft DOM parser and Visual C++ were some of the tools utilized.

Involved in all technical project related detail design reviews. Instituted the performance testing strategy for the middle-tier using Silk Performer. Successfully performed two phases of performance testing, the second phase performed on production hardware at client site. The final performance matrix exceeded client set threshold by 25% in all major categories.

Instituted the objectives, scope, task plan and other related deliverables for commencement of Phase II of ACAPS Anywhere Powered by TouchPoint Development Project. Responsible for tracking the progress of the various tasks on a regular basis and reporting it to the overall project manager. Responsible for certain development and system testing tasks. Visual Interdev (DHTML/Javascript/ASP) was used as the development tool.

Project Manager — Melbourne, Australia
<u>American Management Systems Inc.</u> — *January 1999 – December 1999*
As a Project Manager/Technical Specialist for the major Australian Bank ACAPS 6.0 Credit Card Implementation Project, maximized team performance on a challenging international assignment leading a team of 4 Programmer/Analysts and 3 Business Analyst. With minimal help from the corporate resources, successfully delivered all the deliverables as diverse as training client resources to facilitating requirements gathering sessions.

Main responsibilities included managing client expectations, extensive interaction with the client team, managing the AMS project team, preparing general design document, reviewing detail design document, test plan, training plan, tracking various activities and task associated with the project. Also, a crucial role of identifying, tracking and resolving issues as they arise during the various phases of the project.

Technical Team Lead — Minneapolis, MN
<u>American Management Systems Inc.</u> — *July 1996 – December 1998*
As a Technical Team Lead/Technical Specialist for the major US Bank ACAPS 6.0 Originations Implementation Project, lead a team of 6 Programmer/Analysts resulting in on time within budget delivery of the customized software.

The project involved installing and customizing beta software products to fulfill the business requirements for automating origination operations at the Bank. ACAPS Instituted the new and innovative technology path at the Bank to realize the needed high volume real time fully functional origination platform. Enabling the financial applications to be CICSPLEX/SYSPLEX compliant help deliver some of the desired results.

Technical Resource — Minneapolis, London, Jamshedpur
<u>Tech Pro, British Telecom, Tata Steel</u> — *July 1992 – June 1996*
Performed various technical roles in various organizations, accomplishing several assignments, on IT Projects.

EDUCATION: CARLSON SCHOOL OF MANAGEMENT
University of Minnesota
Minneapolis, Minnesota
Candidate for MBA Degree to be awarded December 2003
Concentrations: Finance and Strategic Management

REGIONAL INST. OF TECH
Jamshedpur, India
Bachelor of Science in Electronic Engineering

TECHNICAL EXPERIENCE
<u>Languages and Tools</u>
Visual C++, XML, SOAP, Visual InterDev, Visual Basic, HTML/DHTML, Javascript, ASP, IIS, Performance Monitor, MQSeries, C, DB2, ORACLE, SQL, COM/DCOM, JCL, COBOL 370, COBOLII, CICS, FILE-AID, LU6.2, TSO/SPF, ENDEVOR, REXX, OMEGAMON, IEF, VIASOFT, PVCS, MFE, Silk Performer and numerous other tools

<u>Computer System Environments</u>
IBM MVS/ESA, IBM PC DOS/WINDOWS, IBM PC OS/2, Microsoft Windows 2000/NT