

Paul W. Scusa

Objective To obtain a position in a leadership role that will allow me to utilize my technical, organizational, and interpersonal skills as a catalyst to aide in the growth of the organization.

Professional Highlights

- I am an energetic individual with proven ability to motivate, lead and deliver.
- My well-rounded background in all aspects of the System Development Lifecycle enables me to execute decisions based on real-world experience.
- I interface well with people at all levels of the organization.
- I have extensive experience managing technical projects and teams.
- I function well as a change-agent. Taking responsibility for creating a vision and leading teams towards it.

Work Experience

02/07 – present Blue Cross Blue Shield of South Carolina Columbia, SC

Manager of Web Development

- Managed a team responsible for Web development, graphic design and usability standards of over 25 Web sites.
- Identified by Senior Management to lead department-wide process improvement efforts.
- Spawned changes in the processes and methodologies surrounding the SDLC to bring about greater efficiencies, faster delivery, and lower costs to our clients.
- Fostered separation of skill sets for user interface development and information architecture from that of a traditional business analyst.
- Led several efforts under direction of the Research and Development committee, headed by the CIO.
- Worked directly with Senior Management on key projects and initiatives.
- Through successful delivery and fulfilled commitments, regained the confidence and support of key customers.
- Migrated from practices that promoted tightly coupled applications to that which enabled separation and loose coupling of presentation and middle tier.
- Worked in a chargeback model environment, which included planning, budgeting and oversight of resources.

06/00 – 02/07 Central Florida Investments/Westgate Resorts Orlando, FL

Westgate Resorts is the largest, privately held, timeshare company in the world. With nearly \$700 million in annual revenue and operations in 10 states, the organization has just over 9000 employees.

Director of Software Application Development

- Directed a team of over 65 including 7 managers, 15 project managers, and 30 + programmers.
- The applications under my direction included:
 - A mortgage receivables and customer relationship management system that is used to manage the company's 1 billion dollar mortgage receivable portfolio. MR is used by people at 6 corporate offices/call-centers and 26 resorts and handles all aspects of business related to resort guests and timeshare owners
 - A sales and marketing system used by agents across 5 call-centers, 28 sales locations, and 120 P.O.S. outlets. SAMS spans business processes from the inception of a prospect and all efforts leading up to a sale, as well as all sales reporting.
 - There were over 40 websites under my direction including www.hotelscorp.com, which is projected to generate \$70 million in sales in 2006. Several of websites are e-commerce in nature and interact securely with back-end systems such as SAMS and MR.
- Responsible for database administration and application server environments consisting of over 50 database instances and 50 application servers across Production, QA, Development, Training and Disaster Recovery environments.
- As a result of the organization growing by 200% through new business and acquisitions I directed several data conversions and systems integrations. The decisions I made dropped the time to convert a new resort onto our system by 50%.
- Responsible for the strategic direction of the application development team and related technological decisions.

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- 1 of 4 leaders on a team of 25 Technical Analysts, supervising technical analysts of all levels of experience. Acted as chief resource for assistance when other team members would encounter problems beyond their expertise.
 - Supported Fortune 100 database administrators and programmers to implement creative solutions to their most difficult problems involving Oracle's development tools, Oracle Web Application Server (versions 3.0 through 4.0.8), and Oracle release 7 and 8 databases.
 - Created test cases and reproduced customer environments on Windows NT, 95, 98, Solaris, Sun O/S, AIX, HP Unix, and VMS. This involved using PL/SQL to create various Oracle Forms and Reports applications, as well as writing PL/SQL triggers, procedures, and packages.
 - Conducted technical interviews of job candidates.

6/95 – 6/98 OutSource Studios Longwood, FL

Project Manager/Consultant

- Responsible for design and development of databases and transposing data into printable layouts for various reports and publications using Microsoft Visual Basic 5.0, SQL Server 6, and Access '97.
- Created proposals for new projects.
- Gathered requirements for small to mid-scale projects.
- Project planning and management.
- On-site installations, presentations and training for customers.

Education

2001 University of Central Florida Orlando, FL

Master of Science; Management Information Systems

- Couples technology with core business skills.
- Coursework focuses on developing analytical skills associated with problem solving and decision-making.
- Graduated with a 3.7 GPA

1998 University of Central Florida Orlando, FL

Bachelor's Degree; Management Information Systems

- Graduated with a 3.4 GPA

Florida Culinary Institute West Palm Beach, FL

Specialized Associate's Degree; Culinary Arts

- Graduated with a 3.4 GPA
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