

**PATRICK S. FRAZIER**  
51818 Bonanza Drive  
Granger, IN 46530  
Business: (574) 286-1123  
Residence: (574) 273-5204  
Patrick.S.Frazier@comcast.net

## **SUMMARY**

Highly organized, self-motivated Information Technology and Operations Management professional experienced in site controllership, project execution and bridging gaps between management, technical and business people. Background includes administration, budgeting, community, customer and employee relations, systems analysis and process engineering. Recognized as a quick learner with the ability to identify what's important and deliver on commitments.

## **PROFESSIONAL EXPERIENCE**

### **FIVE STAR PERFORMANCE LLC, Granger, IN**

**2005 to Present**

A leadership development company providing consulting services in the area of Human Resource development, Strategic Planning and Youth Leadership development.

#### **Owner and Executive Coach**

- Coached individuals and organizations leading to improved results in the area of financial performance, acquiring and maintaining a loyal customer base, ability to manage and lead and/or planning for growth and innovation.
- Assisted individuals in building a plan to balance the financial motives of the business with the personal motives of their lives.

### **CITIGROUP INC., South Bend, IN**

**1991 to 2005**

A \$1.5B international financial services holding company, acquired Associates Financial Services in 2001.

#### **Senior Project Manager, Deerfield, IL (2003 - 2005)**

Provided information technology consulting services to CitiCards Retail Private Label clients. Increased client's profitable growth by providing project financial consultation, strategic planning, project management, operational excellence and release oversight.

- Improved predictive execution and reduced project delivery timeframes by identifying process gaps, mitigating potential risks and developing corrective actions to strengthen, standardize and streamline processes for repeatable maintenance, program requests, and capacity forecasting.
- Reduced production service interruptions and increased early detection of defects by establishing a RPL test management team which included defining an organization charter, documenting roles and responsibilities, communicating an interaction model, selecting automated testing tools and establishing surround procedures for validating application software changes.
- Improved communications and reduced time to issue resolution by staffing and coordinating The Home Depot Deerfield Communications Center (DCC). Insured that conversion activities were carried out with predictable execution by establishing a 24x7, 45-day, 90-person cross-functional support team.
- Saved \$18.8M in expenses by directing the Global Print Initiative Capacity team identifying opportunities in reduction in print, site balancing, insourcing opportunities and equipment standardization.

### **Vice President Statement Processing, South Bend, IN (2000 - 2003)**

Accountable for P&L and \$125M expense budget for mail processing operations in support of CitiGroup portfolios. Directed staff of 250 in management and operations supporting inventory, automated print and insertion, pre-sort, technology and finance. Managed overall site activities. Reported to Senior Vice President Cards Technology.

- Increased mail processing operations from 10.6M to 28.6M mail pieces per month by expanding facilities, fortifying procedures, purchasing and installing equipment in support of acquisition growth plan.
- Reduced days to mail from 2.13 to 1.07, improved mail piece accuracy to 99.995% and improved productivity 10% in 15 months by integrating Associates Output Management Services into CitiCards Statement Processing while meeting or exceeding all expense, volume and staffing expectations.
- Expanded service opportunities, increased operator productivity and improved quality by implementing process improvements for check processing, positive file verification, pre-sort operations and automated flats processing.

### **Director Systems Development, Associates Financial Services (1998 - 2000)**

Directed projects and managed personnel for development, maintenance and support activities for Consumer Marketing, Account Servicing, Acquisitions, MicroLAN/Communications and Service Center functions. Managed annual development budget of \$3.1M, overseeing 38 employees, supporting 650 business customers located in 15 domestic and international service centers.

- Reduced expenses resulting from improved credit risk decisions by directing the requirements definition, technical specifications and program development and implementation of upgrades to Credit Score information stored on customer loan records.
- Increased productivity and reduced downtime by supporting 200 employees' desktop workstations, local area network and voice/data telecommunications.
- Improved corporate image and reduced hiring and relocation costs associated with applications development programmers by establishing college recruiting, summer internship and entry-level programmer training programs.

### **Project Manager (1994 - 1998)**

Managed day-to-day delivery of application software development projects in support of Marketing and Account Conversion initiatives. Supervised a team of 12 project leaders, programmer analysts and off-site consultants.

- Reduced delinquency expense and improved customer communications by developing software to replace annual coupon books with monthly customer statements.
- Increased loan bookings and interest revenue by planning, developing and implementing Guaranteed Loan Vouchers and Live Checks.
- Reduced technology systems expense and standardized loan receivables operating environment by converting account portfolios, dealer records, and branch information onto a single branch delivery system for seven acquired portfolios over a five-year period.

### **Project Leader and Senior Programmer Analyst (1991 - 1994)**

#### **OPTIONS III, Denver, CO**

**1990 to 1991**

An information technology-consulting firm providing development resources to United Airlines.

#### **Senior Systems Engineer**

**AMR CORPORATION, Dallas, TX****1983 to 1990**

Parent company for American Airlines, a scheduled passenger airline.

**Project Manager (1988-1990), Project Leader (1985-1987), Programmer Analyst (1983-1985)****TRANSWORLD AIRLINES, Kansas City, MO****1982 to 1983****Programmer****EDUCATION**

BS, Computer Science, Missouri Western State College, St. Joseph, MO, 1982

**PROFESSIONAL DEVELOPMENT**

- Diversity in the Workplace
- Executive Communication Skills
- Coaching and Teambuilding
- Dimensional Appraisals
- Peak Performance thru Commitment
- Strategic Planning
- Managing without Authority
- Developing and Administering a Budget
- Partners in Accountability

**PROFESSIONAL COMMENDATIONS**

Certified Executive Coach, Resource Associates Corporation  
"Top Dog" Award, Associates Financial Services  
"A+" Award, Associates Financial Services  
Presidents Commendation Award, American Airlines

**COMMUNITY AFFILIATIONS**

Upward Basketball, Michiana Director, 2001-Present  
Hope Rescue Mission, Volunteer Benefit Organizer, 1998-Present  
Granger Christian Schools, School Advisory Committee, 1996-2003  
Notre Dame University, MIS Advisory Board, 1997-2000  
United Way, Special Olympics, Salvation Army, Volunteer  
Community Resource Center, Board of Directors, 1997-2000  
Member South Bend Chamber of Commerce 2001-2003