

ROBERT LANG

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SUMMARY

Results-driven senior technology leader with hands-on experience establishing and implementing strategy and plans to align business and technology goals, improving business processes, directing operations, developing and implementing large-scale systems and applications and contributing to the bottom line. Demonstrated ability to build, focus and mentor teams in rapidly changing environments, as well as negotiating and establishing win-win business and vendor partnerships.

In-depth knowledge of product development, systems integration, software development, project management, financial management, vendor relationships, cost control, contract administration, negotiation and customer responsiveness. Extensive leadership, mentoring and training of professionals, technicians, systems analysts and programmers, as well as cross-functional team-building in highly-matrixed organizations. Customer-focused professional responsive to changing organizational priorities with an excellent facility for communicating ideas and actions.

PROFESSIONAL EXPERIENCE

GUARANTEED COMPUTER SOLUTIONS (INDEPENDENT TECHNOLOGY CONSULTING) 2003 – Present

Strategic, operations and technical consulting and sales to individuals and small businesses, with emphasis on healthcare and real estate vertical markets. Licensed Realtor*.

TECHNOLOGY ADVISORS, INC., Des Plaines, IL

2001 – 2003

Chief Operations Officer and Vice President, Consulting

Strategy, consulting operations and business leader and advisor for Chicago-based software consulting firm focused on mid-market custom development, CRM implementation and back-end integration.

- Led senior management team initiative to redefine and refocus company strategy to regain profitability. Achieved positive cash flow within four months.
- Initiated new practice management area for implementation of technical support help desk applications. New business partnership established and first major customer implemented within three months.
- Implemented project management methodologies and practices to better control client engagements, improving customer satisfaction, on-time performance and reducing costs by over 20 percent.

eVELOCITY CORP., Portsmouth, NH

2000

Sr. Vice President and Chief Operating Officer

Operations, Quality Assurance, technical infrastructure, facilities, business processes and organizational development responsibilities for an Internet e-commerce, business-to-business, pre-IPO company providing professional services invoicing solutions. Focus on growth and change management, product development, plans and processes development and execution, and aligning and guiding executive team objectives and priorities.

- Crucial lead role for successfully completing application development and implementing the company's single largest customer, representing over \$3 million in recurring annual revenue.
- Managed business operations, strategic plans and budgets to grow from 25 to over 50 employees.

- Guided the formulation and implementation of development processes and plans, which enabled consistent, high-quality delivery of application revisions.

MERCANTEC, INC., Naperville, IL

1999

Vice President, Development

Software Development, Quality Assurance, Technical Documentation and Technical Support leadership for privately-held Internet e-commerce applications development firm.

- Successfully launched software release update of core application suite to Internet service providers and international master distributors on eleven different platforms.
- Initiated recruiting and hiring program that doubled staff size in three months. Implemented organizational changes and training to facilitate growth and personnel integration.

BAXTER HEALTHCARE CORPORATION, Deerfield, IL

1991 – 99

Director, Process Development

1998 – 99

Product development, operations analysis and quality systems/process leadership across entire Productivity Systems business unit -- \$73 million in sales delivering pharmacy automation systems to healthcare customers.

- Created, wrote, implemented, and trained over seventy-five people in a new product development process, successfully completing the project within eight months and resulted in significantly reducing development cycle time.
- Led development, implementation and validation of a web-based document/procedure retrieval system, insuring that valid, up-to-date quality documents were readily available to meet ISO 9000 requirements.

Director, Technical Development

1996 – 98

Responsible for pharmacy automation systems hardware and software development activities and systems integration. Staffing, training, leadership and management of a diverse group of hardware, software and technical support engineers, technicians and contractors.

- Implemented ISO 9000-compliant quality systems, processes and procedures for product development, establishing and measuring project metrics to drive cycle-time reduction and distribute limited resources across competing business interests.
- Revived and stabilized business relationship with international supplier/partner to negotiate and define system enhancements, drive new product initiatives and set pricing and delivery, securing \$9 million in business.

Group Manager, Technical Services

1995 – 96

Management responsibility for systems interfaces development and implementation, plus technical support for two product lines.

- Drove the standardization of software interface development, minimizing development of unique interfaces, reducing costs by over 30%, and increasing customer satisfaction and ease of use.
- Oversaw 150% expansion of technical support staff: recruiting, hiring, training, and coordinating. Achieved 75% phone fix of the product line while handling a 500% increase in call volume.

Product Development Manager

1991 – 95

Technical development responsibility for automated pharmacy and clinical information systems used in healthcare environments. Worked directly with Sales, Marketing, Engineering Development, third-party suppliers, systems vendors and business partners, together with customers to define requirements, devise specifications and successfully deliver and implement these systems.

- Defined and successfully implemented product development and formal review process with outside business partner in a joint venture start-up with a \$100 million market potential, ensuring the

balanced representation and input of management, marketing, sales and technical development supported the business' strategic and operational goals.

- Led interface development and implementation team effort to establish standards and implement data communications between multiple hospital information systems and vendors, successfully implementing over forty different interfaces over the course of three years.
- Developed, staffed and implemented 24-hour customer technical support hotline from scratch within six months.

INFO ACCESS, Seattle, WA

1988 – 90

Consultant

Established independent consulting business providing information, management and general business solutions for area firms. Systems, software and business process re-engineering, implementation, integration and training.

OTHER/PRIOR EXPERIENCE

WADDELL & REED, INC., Seattle, WA

Registered Representative

Financial planning and consulting for businesses and individuals: business valuations, cash flow analysis, budgeting, risk management, taxation, asset accumulation and estate planning. Set-up and installation of corporate benefit plans: retirement, medical, insurance and deferred compensation.

SYSCON CORPORATION, Washington, DC

Senior Systems Engineer/Project Manager

Proven project manager and team leader for \$200 million systems engineering firm.

- Planned, opened and staffed new field office providing technical and engineering services, achieving contract/sales levels sufficient to support a staff of six within first year.
- Managed a \$35 million per year test and evaluation program for a multi-billion dollar shipbuilding program: responsible for planning, development, configuration control, analysis and testing for a variety of complex, interrelated systems including phased-array radar, computer and combat systems — largest program of its kind.
- Organized and flew the fifth largest air force in the world at the time to test AEGIS ships and systems in a simulated hostile environment. Achieved successful operation of the lead ship of the class, which resulted in funding for twenty-seven additional ships at \$2.3 billion per copy.

U.S. NAVY/NAVAL RESERVE

Captain, U.S Naval Reserve

Successfully performed in a variety of senior leadership positions including multiple Commanding Officer tours, participation in worldwide and international command post exercises and attendance at senior service colleges. Recent assignment at U.S. Joint Forces Command staff as Knowledge Management Officer for the Joint Experimentation Division (J9) resulted in successful planning and deployment of DoD showcase for online knowledge management and collaboration.

Lieutenant, Surface Warfare Officer (Active Duty)

Demonstrated initiative and responsiveness in a variety of demanding, fast-paced assignments in engineering, overseas shipboard, international diplomatic and U.S. Navy headquarters operations.

FREMONT PUBLIC LIBRARY, Mundelein, IL

Volunteer Computer Instructor

EDUCATION

Project Management Professional Certificate: International Institute for Learning

Graduate Studies: Financial Management/Operations, City University, Seattle (Dean's List)

B.S.E.E., Cornell University

PROFESSIONAL AFFILIATIONS

Institute of Electrical and Electronics Engineers
Project Management Institute
Product Development Management Association
Healthcare Information Management Systems Society
Health Level Seven (HL7)

SKILL SETS/KEYWORDS

Hospital and Clinical Information Systems, Pharmacy Automation, Product Development, e-Commerce Development, Systems Engineering, Systems Interfaces, ISO 9000, Project Management, Project Portfolio Management, Customer Relationship Management, Knowledge Management, Software Development, Organizational Development, Change Management, Outsourcing/Multi-sourcing, Agile Programming, Web Services, HTML, XML, HL7