Richard J. Chester

1235 Lake Walk
Webster, New York 14580
(585) 261-0439 (Cell)
rjcbdc@rochester.rr.com

Work Experience

June 2003 – Present

Converge Technology Solutions **(formerly LPA Software Solutions, formerly LPA Systems Inc.)**
Rochester, New York
Position: Director, Business Intelligence
Responsible for the staffing and delivery of professional services for the Converge Business Intelligence practice. Deliver solutions for clients using IBM Cognos and Microsoft Power BI.

- Profit and Loss responsibility for 24 person $5M Operations organization
- Identify, attract, grow and retain consulting staff including the new college hire ("Associates") program
- Accountable for direction and management of the overall and day-to-day business of client projects to ensure quality work products, solutions and deliverables
- Manage relationships with clients, maintaining frequent and direct contact with senior level executives
- Collaborate with other Practices areas to identify, define, develop and implement techniques to improve engagement productivity, increase efficiency, mitigate risk, resolve issues and achieve cost savings for LPA and our clients
- Deliver Business Intelligence technical services including strategy and roadmap consulting, technical implementation services and classroom training to LPA clients

Prior Positions at LPA:
- Director of Consulting 1/2010 – 12/2014
- Director Business Intelligence Operations 6/2004 – 1/2010
- Principal Consultant 6/2003 – 6/2004

November 2002 – July 2003

Self-Employed Consultant engaged with Continuing Developmental Services, Inc.
Fairport, New York
Position: Consulting Information Technology Manager
Responsible for all aspects of Information Technology at CDS, including:

- Evaluation, selection, implementation and maintenance of information systems
- Negotiation of all IT acquisition contracts
- Provision of advice, counsel, education and services concerning IT issues and trends in the IT industry
- Communication of IT plans, policies and technology trends throughout the organization
- Development and maintenance of corporate IT policies and standards
- Negotiation of IT Service Level agreements
- Guarantee that enterprise information systems operate according to internal standards, external accrediting agency standards, and legal requirements

- Development and enforcement of policies and procedures to ensure the protection of enterprise IT assets and the integrity, security and privacy of information maintained by the enterprise
- Development and maintenance of the annual operating and capital budgets for CDS information and technology systems operations

2001 – 2004

Greece Continuing Education
Rochester, New York
Position: Sign Language Instructor
**   Sign Language Interpreter**

October 2001 – November 2002

Xerox Corporation
Rochester, New York
Position: Applications Architect and CRM Platform Manager
As a member of the Xerox Information Management and TeleWeb Teams, responsible for the suite of Customer Relationship Management (CRM) platforms in North America. Specific responsibilities include:

- Applications Architecture for all Equipment TeleWeb systems in North America:
  - Intrasystem Integration
  - Intersystem Integration
  - Overall system design
  - Adherence to corporate standards

- Program Management for implementation of Siebel CRM system in all equipment & supplies TeleWeb call centers in North America
  - Overall Program responsibility, including direction of 35 employees and consultants
  - Software Sub-contract Management
  - Project Planning & Scheduling
  - Negotiation and maintenance of partnerships with other Xerox entities for Marketing data and Software Quality Assurance services

August 1998 – October 2001

Questra Corporation
Rochester, New York
Position: General Manager, Core Technology Center
Responsible for strategic direction and management of the Core Technology Center (CTC). The organization is made up of consultants specializing in the development of custom business technologies, specializing in Sales Force Automation systems, Web Site Development and System Architecture. The department generates more than 20% of all Questra revenue. Specific responsibilities include:

- Profit & Loss for the organization
- Development of quarterly and annual objectives
- Development and management of department budget
- Performance assessment, coaching and development of 3 management team members
- Management of consultant utilization
- Direct Sales and Sales Support

- Attracting and retaining qualified staff
- Development of local technology partnerships
- Creation and maintenance of the Products & Services Catalog
- Personal Revenue, delivering consulting services up to 30 hours a week

Prior positions at Questra:
– Practice Group Manager, Custom Enterprise Solutions 1/2000 – 7/2000
– Practice Group Manager, Architecture 8/1999 – 1/2000
– Practice Lead, Custom Software Solutions 1/1999 – 8/1999
– Principal Consultant, Information Systems 8/1998 – 1/1999

March 1997 –
August 1998

Danka Office Imaging Company
Rochester, New York
Position: Manager, Client Support
Responsible for strategic direction and management of the Help Desk, PC Support and Site Management departments. The department, which was made up of over 45 support professionals in two locations (Rochester, New York and St. Petersburg, Florida), is responsible for all aspects of technical support for Danka's more than 10,000 users of personal computers and application systems in North, South and Latin America. Additionally, the department is responsible for the management of all site moves, adds and changes across these same locations.

1992 –
March 1997

Harris RF Communications Group
Rochester, New York
Position: Manager, Information Systems
Responsible for managing the Systems & Programming department. The department is responsible for the development and deployment of information systems to support Financial, Engineering, Manufacturing, Customer Service, Sales, Marketing and Quality systems in an Open Systems, Client/Server, GUI, Relational Data Base environment. Systems are both in-house developed and Commercial Off-The-Shelf (COTS) software.

1990 –
1992

Mobil Chemical Corporation, Films Division
Rochester, New York
Position: Systems Analyst II
Responsible for the design and implementation of real-time systems to run plastic film slitter equipment using FORTRAN. Also responsible for design and implementation of product packing and labeling systems.

1984 –
1990

Information Associates, Inc.
Rochester, New York
Position: Lead Programmer/Analyst (Group Leader)
- Responsible for day-to-day operations of computing center, which included care and maintenance of both Digital VAX and IBM Mainframe systems

- Worked as part of a 3-person team to develop, install, pilot and productize a decision support system for higher education

1984 – 1990

National Technical Institute for the Deaf
Rochester Institute of Technology
Rochester, New York
Position: Adjunct Instructor

Taught introductory and advanced courses in computer systems, programming and database/SQL.

1981 – 1984

National Technical Institute for the Deaf
Rochester Institute of Technology
Rochester, New York
Position: Sign Language Interpreter

Provided interpreting services to NTID students enrolled in RIT courses as part of the Science & Engineering Core Team.

Education

1980 – 1985

Rochester Institute of Technology
Rochester, New York
Bachelor of Science with Honors-- Computer Science (General)

Technical Certifications
- IBM Certified Solution Expert – Business Intelligence
- IBM Cognos – Report Studio
- IBM Cognos – Dimensional Reports
- IBM Cognos – Administration
- IBM Cognos – Framework Manager
- IBM Cognos – Data Manager

Hobbies and Other Interests
- Fluent in American Sign Language (formerly certified interpreter for the deaf)
- Former member of Board of Directors of Webster Theatre Guild 2002 – 2016 (President, Vice President, Treasurer)
- Producing and participating in Musical Theatre

References Available Upon Request