

DALE C. BAUMAN

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PROJECT MANAGER / CONSULTANT

Over 10 years directly involved in assessing, organizing or directing enterprise-wide, mission critical process and system improvements for companies such as GE Capital, Cardinal Health, Purolator (Canada), and telecom companies such as Ameritech (Chicago), Qwest/US West (Denver) and MCI (up to the WorldCom merger). The last 5 years partnered in financially and operationally managing a privately held specialty transport company serving the Southwestern U.S. Successful track record in bringing diverse projects in on schedule and on budget.

Project Management • Business Development • Strong Communicator • Negotiator/Negotiations Team Leadership / Motivation • Training / Development • Presentations • Profit & Loss Process Improvement • Policy Development • Budgets • Expense Control • Forecasting

Southern Arizona Recovery Systems, LLC (SARS), Tucson, AZ • 02/2006 – Present

Small to Medium size business in highly competitive niche transport market.

Partner, Director of Operations

Supervised and directed the day-to-day operations and financial responsibilities of the entire company. Shared responsible for the profit and loss of the company to provide transport services for upwards of 3,000 customers and over \$2M in revenues per year. Strategy development took an unexpected turn through the downturn in the economy and associated business market. Took spartan, if not austere, survival measures both operationally and financially. The company continues to turn around with a good prognosis. Involved in a diversified number of customers with some well known companies such as Avis/Budget, Hertz, Union Pacific, most U.S. Banks, CarMax and auctions with a national reach.

Achievements:

- Was involved in every aspect of the financial and operation of the business. Developed a financial channel to collect funds electronically rather than by “checks in the mail”.
- Implemented operational austerity program that cut costs by over 50% and saved the company from going out of business in 2008 and 2009.
- Over a period of several years, put in place a complete overhaul of the entire “information flow” of the company that translated in savings of over \$100,000 per year over 3-4 years. Essentially, this process followed an order from a customer phone call or fax initiated the order, to the order entry and dispatch of the order to its delivery with correct documentation (Bill of Lading) and fast billing and collections.
- Oversaw Accounts Receivable management for years resulting in “more cash faster” to the company’s short-term bottom line.

CARDINAL HEALTH (CAH), Nuclear Pharmacy Division, Columbus, OH • 4/2003 – 4/2005

Fortune 100 Medical Product and Service Supplier both to US and International medical institutions

Implementation Solutions Consultant (independently running part of larger team in field)

Implemented (physically installed) the technologically advanced application, inPharm, a proprietary software package developed over 2 years for rolling out nationally in 2003 and 2004 at 200 nuclear pharmacies and labs where Cardinal Health’s nuclear medicines were dispensed from. This software package gave CAH a competitive advantage increasing efficiency and effectiveness of their operations, standardized methodologies and unified the division.

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Achievements:

- Was trained “live” on 3 pharmacies with certified nuclear pharmacists who were part of the initial implementation team. Afterwards, was “cut loose” on the very aggressive national implementation schedule and successfully implemented close to 30 pharmacies during the 20 month roll out. The roll out was on a mission critical path for the company.
- Was the only 1099 consultant on the implementation team and was recognized as reducing the risk of falling behind on the schedule and making a comparable contribution to the success of the project as certified, credentialed members of the implementation team with over 20 years of knowledge and experience. Considered the quintessential “team player”.
- Was asked to stay on 1 month (3 weeks) longer to help implement the first enhancement to the inPharm after it was fully operational in the field. This enhancement addressed the regulatory *Sarbanes-Oxley (SOX)* requirements: 244 reports and online “views” of operations for transparency of processes and work. Implementation was on deadline and successful.

INFORMIX SOFTWARE, Menlo Park, CA • 2000 – 2001

Industry-leading Database Software Company

Business Group Manager for North America (Eastern US and Canada)

Primary objective was to engage largest companies in implementing what was described by upper management as “business intelligence solutions”, meaning to help sizable customers with large scale enhancements to their existing production and financial systems. If successful, the customer improves their profitability through the addition and interpretation of “rich data” and Informix increases its sales of product and services to same. Interrupted with announced merger by IBM and associated spin-off of Ascential Software and reassignment of departments. No projects were compromised in the process.

Achievements:

- Within first year, over \$5 million sales were achieved with such well known customers as Nieman-Marcus, Purolator (the Canadian UPS) and Dillard’s department stores.
- In second year, expanded this consultative offering and generated even more sales with Fortune 1000 customers by developing state-of-the-art interactive websites that captured “rich customer data” and tracking customer behavior patterns.

RAR Enterprises, Atlanta, GA • 1999 – 2000 Exclusive to US West during merger/expansion to Qwest.

Solutions provider to Telecom, under Bob Rust, principal of RAR, on this project among others.

Senior Consultant, Project based at US West Engineering Headquarters in Denver, CO.

Worked closely with US West team at the Network Outside Plant and Construction Division, implementing the Job Management System (JMS) deployed to Engineers, CMCs, CACs, and Field Contractors in order to mechanize their process workflow and reduce cycle time for job completion. Once implemented would result in increased customer satisfaction due to increased effectiveness of outside plant facilities placement and implementation. Side benefit of this project’s success was better communication within organization, to field and upper management.

Achievements:

- The creation and management of U S WEST's Perigon Program as Consultants in Change & Knowledge Management (C&KM, would later become “Integrated Change & Knowledge Management”)
- After the Perigon Program’s rollout, several other projects were implemented successfully (on time and on budget).

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PLATINUM TECHNOLOGIES, Chicago, IL • 1998 – 1999 Merged with Computer Associates in July 1999
Industry leading Software Package / Products Company (solid niche player)

Senior Project Manager/Architect HQ: Chicago, IL (Eastern US Division based in Atlanta, GA)
Responsible for contracting (detail level) with customer, develop mutually agreed to requirements for the project and hire additional staff to augment the project's success and timeframes. Engaged in constant communication with the customer on site weekly if not daily to manage expectations and priorities. All projects engaged were implemented according to plan and contract (100%).

Achievements:

- Key role in the launch of the "Professional Services Organization" (PSO) arm of this software products company. Was the de facto Platinum Project Manager on major customer projects. Did whatever customer needed to make the project successful (on time and under budget!).
- Worked with and part of Accenture team on the Ameritech project in Chicago for 1 year creating a enterprise-wide test environment for mission critical production systems.
- Using Platinum products and tools at GE Capital's development center in Danbury, CT successfully tested their systems (mainframe, server and PC interfaces) for Y2K compliance to satisfy New York Bank Examiner's board requirements to keep their credentials and certifications as a financial services company (completed before critical date: 12/31/99!).

MCI Telecommunication (merged with WorldCom), **HQ: Washington, DC • 1988 – 1997**

Major Player in Telecommunications Industry.

Project Manager/Level II Manager, North American Business Markets Segment, Atlanta, GA
Recruited by manager at US Sprint when he left to come to the regional division of MCI in Atlanta. Within two (2) years MCI reorganized to make Atlanta, GA the HQ for the North American Business Markets Segment. Colorado Springs, CO became the Consumer (residential) Market Segment.

Achievements:

- Over period of nine (9) years took on responsibility for 10 complex enterprise-wide financial systems. Personally developed and tested two of these systems.
- Direct report to CFO and Director of Finance. Over time grew technical staff to 30 people to support these mission critical systems responsible for over \$10 billion in receivables and \$100 million in commissionable revenue.
- Participated in the design changes and associated expansion of all enterprise datastores across production systems to support the "Local Number Portability" (LNP) project paving the way for all US 10-digit phone numbers to be transferred between carriers as legislated by the 1996 US Telecommunications Act.

EDUCATION

Bachelor of Business Administration (BSBA), Information Management, Computer Science
University of Connecticut, Storrs, CT (Central Campus)
Graduated Cum Laude