

Timothy M. Walter

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EXPERIENCE

2013 – Present **Entrepreneur, Mentor, Independent Consultant**

Atlanta, GA

- Mentoring and teaching business networking to young people, particularly late-college and early career.
- APUTRAC Interim Chief Operating Officer. APUTRAC alerts airlines to unusual operation of Auxiliary Power Units onboard aircraft while they are on the ground. Developed implementation, testing, and development processes for the founder.
- Equity partner in a food delivery startup. Expanded the operation from a single kitchen to a seven-store regional prototype with home delivery.
- Hiked the Appalachian Trail in 5 months, 3 days during the summer of 2016 as a mindset shift from consulting to entrepreneurship.
- Operational Consultant. Re-designed patient processes for the cancer treatment arm of the largest healthcare provider in the United States. Planned six major implementation initiatives, including budgeting and staffing.

2007 – 2013 **The North Highland Company – Principal**

Atlanta, GA

- Program Managed the multiple efforts to re-think the way a large Atlanta-based beverage maker moves marketing materials from concept to the store, including the creative processes, shopping/ordering/procurement, supply chain, account management / delivery, follow-through with the customer, and return/recycle.
- Managed the Southeast Region rollout of a national standards / lean effort for a top-two telecommunications company. Program included training, coaching of management, identification and follow-through on potential problems, and audit of performance at several organizational levels.
- Lead a team that created an Integrated Planning group within the Mobility area of a top-two telecommunications company. The group coordinated activities from financial planning through strategic planning, large-scale engineering, detailed cell site engineering and implementation efforts. The team provided operational design, program management between coordinated groups, and staffed and trained the client personnel through final handoff.
- Provided “tiger team” leadership on behalf of a top-two telecommunications company in the Mobility space in order to reduce coordination problems, reduce dropped calls, and increase efficiency of dispatch to workers in the field.
- Managed the analysis, design, and specification of a Business Process Management system for a top-two telecommunications company. The system design effort involved re-thinking all business processes, handoffs / SLAs, role assignments, and data movement and storage. Design and verification of feasibility required coordination of business users, analysts, external vendors, field technical specialists, and development team members.
- Built and tested tools and processes for a global Enterprise-wide Program Management Office for a large Atlanta-based soft drink bottler/distributor. Developed Project Management and Continuous Improvement methodologies and materials (conceptual manuals and classroom presentations) for implementation of these key “disciplines” worldwide. Developed the PMO business case model used by the client to evaluate potential projects in a credit-starved environment.

Timothy M. Walter

2001 – 2007

Independent Consultant

Atlanta, GA

- Specialized in re-thinking business processes and relationships, applying technology intelligently, and propagating change and process management principles.
- Evaluated strategic positioning of regional Emergency Department staffing company. Reorganized key customer-facing departments and developed process-analysis capabilities for ongoing business improvements. Introduced formal system selection methodology and managed the organization of implementation efforts for proposed data and document handling systems.
- Reviewed business operational processes for 80-attorney law firm. Reorganized IT and support departments around business requirements. Organized remedial efforts to improve current systems, including policy and procedure review.
- Developed HIPAA-compliant EDI approach for Healthcare vendor. Created and productized all internal and client-facing process and configuration documentation. Conducted initial and integrated testing, including documentation of results.
- Developed process re-engineering approach for international manufacturing and distribution operation. Completed redesign efforts in sales, credit, and supply chain areas. Initiated change management processes in selected departments. Designed and implemented database to support ongoing improvement efforts.
- Created business requirements, system specifications, project plan, and budget for web-based operations management system for geographically-dispersed startup operation. Managed development, testing, documentation, training, and deployment of web application. Operationalized ongoing system evaluation and development.
- Developed business and technical requirements for third-party ASP document imaging system. Managed technical contract negotiations with vendors and ASP providers.
- Created marketing plan for industrial distributor to give them national reach. Updated marketing plan to align product and brand mix with business goals. Redesigned infrastructure, logistics/warehousing, and business processes to accommodate order-of-magnitude growth.

1997 – 2001

Hamilton•HMC (Division of Kurt Salmon Associates) - Consultant

Atlanta, GA

KSA is the premier global management consulting firm offering integrated strategy, process and technology deployment solutions to the consumer products, retail and health care industries. (www.kurtsalmon.com)

- Sold add-on work far in excess of firm expectations. Add-on work driven by customer satisfaction during initial deployment.
- Awarded Gold Circle (highest firm award) for high-value work and client satisfaction.
- Received maximum bonuses and accelerated advancement every term due to consistently exceptional performance.
- Responsible for managing Scope of Work on all projects, maintaining appropriate resource allocation, setting and exemplifying work standards, assuring personnel motivation, and conducting performance reviews.
- Managed implementation planning and execution. Lead cross-functional teams within the firm and at client sites. Responsible for up to three teams working four projects simultaneously.

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Timothy M. Walter

- Developed and rolled out Process Management policies, techniques, standards and tools within Healthcare division nation wide. Lead internal development of process methodologies, including system implementation, cost-benefit analysis, and HIPAA review.
- Lead client/firm/vendor teams in departmental audits, business requirements analysis, technical requirements analysis, process redesign, system selection, and implementation projects.
- Managed client relationships and served as advisor to client executives and line management. Reported to client senior management (typically CFO or CIO) on behalf of project teams.
- Served as Recruiting Executive, responsible for sourcing and developing talent for firm growth through top-20 graduate business schools.

1994 –1997

Birmingham, AL

MACESS Corp. (SunGard Workflow Solutions)- Project Manager

SunGard Workflow Solutions combines market knowledge and experience with software solutions that support business process innovations. We provide solutions for document management, integrated content management, customer service, and workflow management business processes. (www.sungard.com)

- Analyzed healthcare payer business operations. Facilitated process redesign efforts associated with MACESS workflow, call center automation, and document imaging system implementations with 100% success rate.
- Directly managed or acted as advisor on majority of revenue-generating projects conducted during tenure.
- Directed technical and development resources in support of implementation efforts. Acted as technical liaison in spearheading implementation quality improvement; introduced Web technologies to implementation process.
- Responsible for largest implementation of document imaging and call center automation system: 1.7 million covered lives served by geographically-dispersed operations and call centers.
- Instrumental in evaluation and improvement of implementation methods, extending methodologies to large-scale clients, and reducing training time for new managers.
- Developed implementation methodology for telephony product line. Conducted beta testing of new product and associated methodology.
- Recruited and developed new project managers and technical specialists.

1992 – 1994

Nashville, TN

Owen Graduate School of Management, Vanderbilt University

Assistant Systems Manager - Customer Service

- Managed Customer Service staff of 16 Assistants serving 400 students while carrying 60% class load. Earned full-tuition scholarship and paid as staff member for IT management services.
- Developed “customer contract” to set service expectations. Created training syllabus and standardized policies and procedures to meet contract promise.
- Initiated Continuous Improvement program; reduced system down-time by 90.5% and service lead-time by 91.7% in less than 60 days.
- Allowed Dean to shift focus from IT complaints to leveraging systems as an asset.

Timothy M. Walter

EDUCATION **Owen Graduate School of Management, Vanderbilt University**
Master of Business Administration, May 1994

Nashville, TN

- Concentrations in Operations and Information Systems
- Earned full scholarship and exceeded academic requirements
- President, *Owen Management Information Systems Association*
- Member, *Owen Operations Management Association*

Orlando, FL **University of Central Florida**

Bachelor of Arts, Liberal Studies, December 1989

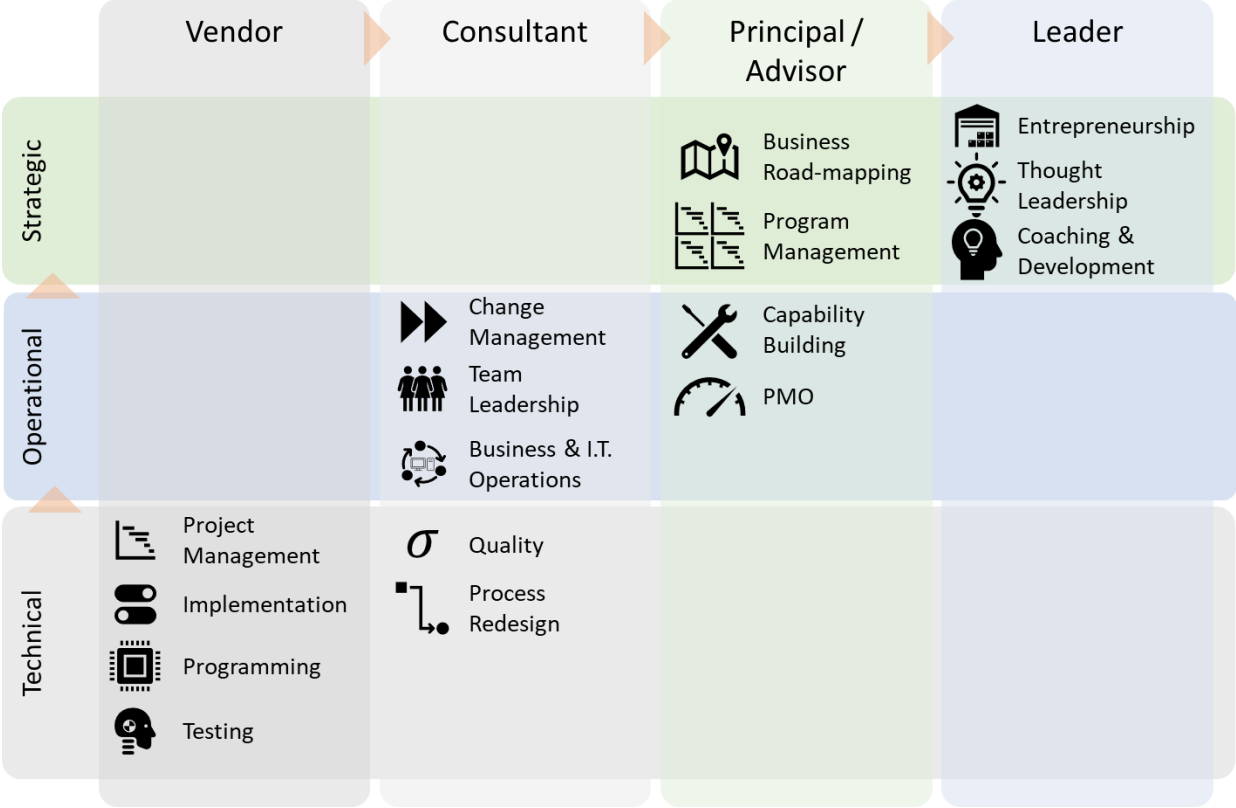
- Business minor, computer science concentration
- Journalist, student newspaper *The Central Florida Future*
- President, *Foxtrot Charlie Aviation Society*
- Officer, *Sigma Alpha Epsilon Social Fraternity*

COMPUTER SKILLS

- Management of technical resources and teams.
- Systems audit / review, specification, implementation, integration, testing, production rollout, troubleshooting.
- Working knowledge of security, CRM, database design, HTML/CSS, JS/React, Python/Django

OTHER INFORMATION

- Instrument-rated Commercial Pilot, Certified Flight Instructor (CFI-A) specializing in antique, high-performance, and aerobatic aircraft; Commercial Glider Pilot and experienced Tow Pilot.
- Regional-level competitor, International Aerobatic Club. President of IAC Chapter 3 in Atlanta, GA (covering Georgia, Alabama, Tennessee, and north Florida)
- Interests: Aviation (aerobatic and soaring in particular), SCUBA diving, hobby machining and woodworking, white-water kayaking, distance running and hiking, cycling, photography, travel, electronics and programming.



Summary of Professional Journey