

Patricia Ruma Spence

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PROFILE

Solid background and experience in the strategic planning and implementation of information technologies, with strong emphasis in business analysis and change management. Consistently exceeds performance goals and client expectations. Extensive experience in facilitation and communication at all levels of an organization, as well as the management, development and implementation of comprehensive technology solutions for sales, service, call center, and marketing departments.

EDUCATION

The Pennsylvania State University, University Park, PA Ph.D. in Information Sciences and Technology	2011
Missouri University of Science & Technology, Rolla, MO M.S. in Information Science & Technology	2005
Missouri University of Science & Technology Rolla, MO Graduate Certificate in Human Computer Interaction	2005
Missouri University of Science & Technology, Rolla, MO B.S. Engineering Management	1994

CAREER HISTORY

The Extraprise Group, Inc., Boston, MA Senior Consultant	6/98 – 7/04
<u>Project roles:</u> Project Manager, Lead Business Strategist, Lead Business Analyst, Lead Siebel Configurator, Lead Trainer, and Business Readiness Consultant/Change Management Consultant	
Accenture (formerly Andersen Consulting, LLP), St. Louis, MO Senior Consultant	1/95 – 5/98
<u>Project Roles:</u> Technical Analyst, Project Model Administrator, Encyclopedia Administrator, Business/Functional Consultant, Technical Consultant, and Business Process Consultant	

SKILL AREAS

- Project management
- Business process design
- Sales strategy and execution
- Budgeting/Forecasting strategy and execution
- Enterprise software: Siebel & PeopleSoft
- Small group facilitation & coaching
- Internal communication strategy and implementation
- Training development and delivery
- Knowledge management
- Organizational change management
- CASE tool management and development
- Business writing

WORK EXPERIENCE/RESPONSIBILITIES

Project Management

- Directed and managed project initiatives & resources
- Managed scope and budget
- Delivered to project schedule
- Built and fostered customer/client relationships
- Project managed delivery of client Siebel Sales strategy & training and change management

Change Management

- Developed communication strategy and approach for internal communication; successfully executed strategy
- Worked with newsletters, email, web-site, meetings and other communication methods
- Developed and assisted in the execution of communication planning, transition lead program, change readiness assessments, end user surveys, and user acceptance analysis

Training

- Managed, developed, and delivered Siebel, end-user, process-based training initiatives for several clients ranging from 50 to over 2000 users

Business Process Design

- Conducted focus groups & interviews
- Utilized various data collection techniques
- Analyzed, synthesized, and reported findings
- Performed gap analysis
- Developed detailed business processes (both current and future)

Sales Strategy

- Directed and managed development of: Sales strategy, recommendations & implementation plan
- Conducted focus groups & interviews
- Utilized various data collection techniques
- Analyzed, synthesized, and reported findings
- Performed gap analysis
- Managed/produced client Siebel sales design
- Developed detailed business processes
- Configured Siebel application
- Developed and directed testing procedures
- Implemented the Extraprise Way methodology
- Prepared formal analysis, design & testing documents

Budgeting/Forecasting Strategy

- Lead functional and technical design teams for Forecasting system
- Responsible for functional review and approval of changes made to Budgeting system
- Developed product test scripts, scenarios and data for Budgeting system
- Organized and developed goals, objectives, and implementation plan for internal consultant
- Created on-line user help procedures for Budgeting system.
- Designed billing process
- Supported the Budgeting production system, both functionally and technically
- development initiative; successfully delivered initiative

CASE Tool Development

- Developed GUI programs using a CASE tool
- Fulfilled the duties of Project Model Administrator employing a Host Encyclopedia
- Performed Encyclopedia Administrator duties on a MVS mainframe system
- Coordinated the release of testing environments and production roll-outs

OTHER ACTIVITIES**Current**

Vice Chairman, Order of the Golden Shillelagh, Missouri University of Science & Technology
National Alumnae Chapter Development Specialist, Kappa Delta Sorority
Member, Kappa Delta New House Committee, Missouri University of Science & Technology
Member, State College, PA Alumnae Chapter of Kappa Delta Sorority
Member, Saint Louis, MO Alumnae Chapter of Kappa Delta Sorority

Former

National Alumnae Development Director, Kappa Delta Sorority
Cast, State College Community Theater, "An Evening with Shel Silverstein"
Co-Chair, 2008 IST Graduate Symposium
National Collegiate Province President, Kappa Delta Sorority
Representative, University of Missouri – Rolla Council of Graduate Students
Member, Missouri University of Science & Technology Information Technology / Computing Committee
National Alumnae Province President, Kappa Delta Sorority
Board Member, Kappa Delta Sorority House Corporation, Missouri University of Science & Technology
Advisor, Kappa Delta Sorority, Missouri University of Science & Technology
Board Member, St. Louis, MO Alumnae Association of Kappa Delta Sorority
Board Member, Lincoln, NE Alumnae Association of Kappa Delta Sorority
Board Member, Phelps County Alumnae Panhellenic, Phelps County, MO
Member, Missouri University of Science & Technology Coterie
Math Coach, Mark Twain Elementary School, Rolla, MO
Tutor, University City High School, University City, MO
Volunteer, High School Bible Study, Blackberry Creek Community Church