

# John Busteed, PMP, ACP, CSM, CSPO

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## Experience

### **ANCILE Solutions, Inc Baltimore, MD 2010-Present**

#### **Director – Portfolio Management Office, (January 2013 – Present)**

Manage 14 people onshore and 8 offshore on four different software products. Led ANCILE's agile transformation. Created and produce all metrics that run our development organization. Selected and implemented our agile toolset - VersionOne. Co-manage a \$6 million budget. Received the first ANCILE Innovation award for our successful agile implementation. Serve as Product Owner for our latest cloud product. Led the effort to implement Lean Startup® methodology and implemented Lean Canvas tool to better manage/present direction to senior leadership. Successfully moved one poorly performing off-shore initiative to a near shore (Argentina) facility.

#### **Director – Project Management Office, (July 2010 – December 2012)**

Established and managed 3-person Project Management Office implementing Project Management Institute (PMI) standards. Developed corporate standards for project management into a unified website that describes our PM process and provides checklists and documentation templates. Created project dashboards for each project reflecting technical, quality, and financial status of each development project. Created a dashboard of dashboards to allow a quick view of overall development progress. Created Excel-based tools to streamline transition to agile development from Waterfall. Created product launch process and tracking mechanism to ensure successful delivery of software.

Actively managed two products (uPerform and uLearn) using hybrid waterfall/agile methodologies. A third product, uAlign, was a scrum project managed with Pivotal Tracker. The uAlign project came in third place at the PMI-Baltimore Project of the Year competition. Developed custom reporting mechanisms for both approaches. All three products were a combination of internal and outsourced resources.

### **RWD Technologies, Inc Baltimore, MD 1995-2010**

#### **Principal Technologist, (April 2008 – June 2010)**

Led RWD's mobile initiatives. Developed several functioning internal prototypes: a sales support site, a conference-marketing tool that highlighted our capabilities on IOS devices and a client-directed iPad demonstration. Coordinated activities with product developers, product managers, corporate sales and marketing, product pre-sales, business owners and existing and prospective customers to evaluate the market viability and high-level requirements of software products and related services. Developed prototypes and worked with existing internal and outsourced development teams to determine developmental costs and possible timelines. Presented findings to senior management.

#### **Director of Software Development (2005-2008)**

Managed 36-person on-shore and 26-person offshore programming staff responsible for all new product development in the global Enterprise Resource Planning (ERP) market. RWD products are deployed in 29 countries and generate over \$30 million in sales yearly. Managed all financial controls including budgeting, forecasting, and staffing. Managed product vision and overall project plan. Reported directly to senior management on schedule and overall functionality. Implemented new budgeting and development processes into group to allow more transparency and financial control.

#### **Manager of Software Development (2001-2005)**

Grew development team from 28-person team to 62 people combined onshore and offshore. Managed programming, testing, and offshore staff developing international product suite directed at ERP market. The suite consists of nine applications that deliver a total performance

support solution. Managed all day-to-day operations of the team including schedules, budget, functional requirements, a major overseas subcontractor (14-person team), and overall implementation. Led efforts to internationalize all software products (26 languages).

**Team Leader/Senior Engineer (1999-2001)**

Directed programming staff concentrating on eLearning initiatives. Developed a Visual Basic ActiveX Add-in to MS FrontPage 2000 that allowed training teams to create training content using templates. Led programming team that developed Dreamweaver templates for training teams. Developed custom interactions using JavaScript and VBScript for eLearning courses. Conducted technical analyses for eLearning proposal efforts.

**Staff Engineer (1995-1999)**

Managed a 2-person programming team that created a Visual Basic-based consolidation tool that allowed telecommunications personnel to move data from a variety of sources into a single MS Word file. This project converted the consolidated MS Word file to a customized HTML output that was used to populate a web-based information management system.

Managed a 4-person team that analyzed a series of related drug trial applications to determine their ability to pass an FDA audit. Audited the applications, developed a remediation plan, and implemented the changes. Developed a standardized development process for the current developers to ensure future compliance with FDA standards. Created a training plan and standardized MS Office templates to assist in system maintenance.

**Loral Federal Systems, Manassas, VA 1994-1995**

**Project Manager,**

Directed \$3 million 6-person authoring team in producing an online reference manual using SGML for the US Navy. This online reference allowed USN personnel to troubleshoot all hardware and software problems and perform corrective maintenance. Created an in-house authoring application from definition through user acceptance testing. In addition, developed integrated UNIX help screens describing system operations and maintenance.

**IBM Federal Systems, Manassas, VA 1985-1994**

**Project Manager (1992-1994)**

Directed 8-person team responsible for updating US Navy AN/BSY-1 technical manual (42,000 pages). Responsible for all system-level troubleshooting, overview, and acoustic operations technical manuals. Managed all manual budgets, schedules, and customer interface. Developed new automated budgets using MS Excel and trained all new employees.

**Lead Developer (1985-1992)**

Managed major subcontractor who was responsible for delivering 10,000 pages of documentation for US Navy technical manual. Tracked subcontractor budgets and schedules.

**Education**

University of Maryland Baltimore County, Baltimore, MD — Distance Education certificate 1999

Rensselaer Polytechnic Institute, Troy, NY — Master of Science in Technical Communications, 1985

Siena College, Loudonville, NY — Bachelor of Arts in History, 1983

**Skills**

**Operating Systems/Applications**

Windows 7, Windows XP, Windows 2000, Windows NT, Solaris, OS X, VM/CMS, MVS

MS Project, SAP, MS Office, Visio, Visual Basic and Visual Basic for Applications, HTML/XML, JavaScript, CSS, Jira, Greenhopper, OmniPlan, Pivotal Tracker, Basecamp, VersionOne

## **Referrals**

Provided on request.