

CORE COMPETENCIES

Innovator and strategic consultant with more than 18 years experience providing business, design and technology solutions for domestic and international organizations. Extensive experience in application design, web-based development, graphic design and support services. Excellent leadership, project management, writing and public speaking skills.

PROFESSIONAL EXPERIENCE

CONSULTANT

(2006-Present)

Product Design / Information Architecture / Website Design

Provide strategic guidance to design and implement service-based products and applications. Skilled in converting, organizing and aligning vast amounts of service, product and marketing information into a clear message that communicates value and purpose. End products may consist of metrics, sales tools, pricing and packaging, branding, promotional materials, requirements specification, functional design and website design.

Current/Recent Clients: Rhythm of Business (MA), Tom Koulopoulos (MA), Propel Consulting (MA), HealthPro Medical Billing (OH), Product180, LLC (MA), RMnet Solutions (MA), Arlington Chamber of Commerce (MA) and Stage5 Cycling Incorporated (MA).

Online Portfolio: www.tomscotto.com

ESCOTTO.NET INCORPORATED, LEXINGTON, MA.

(2002-2006)

CEO / Strategic Consultant / Project Manager

Company founder. Led a team of 6 core staff and coordinated multiple sub-contractors providing strategy, design and development for web-based applications, websites and business solutions. Within 4 years, managed more than 80 client projects including 2 internal software applications and 1 client software application.

Key Skills

- Project Leadership / Management
- Requirements Specification & Compliance
- Information Architecture & Standards
- Business Process Engineering
- Product and Service Product Management

Design and Development

- **RMnet™ Web-based Risk Management Application** - Built on Microsoft ASP.NET Framework. Contributions include: application design, security model, information architecture, user-interface design, requirements specification and software product management.
- **PivotPAGE™ Website Software** - Built on Microsoft ASP.NET Framework. Contributions include: application design, security model, information architecture, user-Interface design, requirements specification and software product management.
- **InfoTML™ Web-Based Content Management** - Built in IBM Lotus Domino. Contributions include: application design, information architecture, user-interface design, software product management and application development.

INTERNATIONAL CHURCHES OF CHRIST (ICC), BOSTON, MA.

(1994-2002)

IT Manager and Senior Systems Engineer

Built the organizations IT division spanning more than 160 countries. Designed and implemented the global infrastructure for messaging and distributed systems. Managed, developed, and deployed more than 60 software applications. ICC grew from a few hundred to more than 1,500 employees with an IT staff of more than 40.

Infrastructure and Implementation

- Implemented Lotus Domino infrastructure, supporting communications for more than 160 countries
- Implemented Lotus Domino infrastructure for HOPE Worldwide, ICC benevolent arm, to provide communications for charitable initiatives in 75 nations

PROFESSIONAL EXPERIENCE – International Churches of Christ (Continued)

- More than 20 Netware, Windows 2000, and Lotus Domino server LAN implementations

Design and Development

- Adoption application coordinating and managing distribution of funds and adoptions in 9 countries
- IT Management and Support application providing project management and end-user technical assistance for New England and 30+ eastern, central and western European countries with more than 150 remote clients
- Legal Case Management System providing secure document repository and automated report processing to capture data from more than 50 US churches
- Application Suite, including Building Management, Office Directory, Performance Appraisals, and Time-Sheet Management for New England church and benevolent offices
- Online Conference Registration System, hosting registrants from more than 250 churches, encompassing more than 100 countries
- Training and courseware in Lotus Domino for ICC IT Administrators, developers, and end-users in 10 countries
- Product and Purchase Order System for Discipleship Publications International, including 100 titles with 1.2 million volumes sold
- Curriculum Management System to coordinate a staff of 400 editorial, design, and production staff in 13 churches to create 8 quarters of rotating teaching material for children

CONTROL DATA SYSTEMS, NORWOOD, MASS.

(1993-1994)

Senior Systems Engineer

Began as an Integration Engineer and Project Manager in the Northeast US region. Promoted to senior consultant within 3 months. Provided IT business solutions and WAN/LAN support for 5 corporations.

- Implemented Tax Processing system for Fleet Investment Services
- Hardware and business software upgrade for Reebok Legal Division
- Platform conversion for Reebok Research, Design, and Development Group to comply with international application requirements
- Deployment of 150-user LAN environment for Commercial Union Insurance Agency Services
- Integrated Lotus Domino and Lotus CC:Mail environment for Control Data Systems' US offices

BRIGHAM AND WOMEN'S HOSPITAL (BWH), BOSTON, MASS.

(1990-1993)

Network Consultant / LAN Analyst

Started as a Help Desk Analyst and promoted to Help Desk Manager and then Network Consultant within 1 year. Provided technical support for a diverse environment, including mainframe, minicomputers, Banyan Vines, and Novell Netware networks in both Token-Ring and Ethernet typologies.

- Managed help desk supporting more than 4,000 users
- Implemented Lotus Domino environment for IT Division
- Developed courseware and conducted training for IT staff and end-users in basic computer concepts, networking, standard applications, and Lotus Domino implementation and administration
- Designed and developed help desk application to successfully manage 300+ daily technical assistance requests
- Constructed core configuration and tested applications for Windows migration strategy

SPEAKING / TEACHING ENGAGEMENTS

2003 AIPMM Conference - Product Discussion Roundtable

2004 AIPMM Conference - Dysfunctional Requirements

2005 AIPMM Conference - Product Management Metrics

2006 Business-Forward Expo – Reining in Technology and Making it Work for You.

2006 AIPMM PMEC Boston - Extreme Service Makeover

2007 AIPMM PMEC Boston – PM for Services

OUTSIDE INTERESTS

Board of Directors, Arlington Chamber of Commerce

Team Coach, Quad Cycles Racing Team

Certified USA Cycling Coach

EDUCATION

Bachelor of Arts, Commercial Arranging, Berklee College of Music, Boston, Mass.