

JAMES E. BAUMAN

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Qualifications

Experienced technical communication and training leader who has implemented leading-edge on-line technology that has significantly reduced costs and increased usage of service, knowledge and education solutions. Extensive experience in information technologies, project management, financial management, training, personnel management, and written and verbal communication. Management experience includes leading teams of individuals with technical writing, course development and/or software application development skills. Life-long learner who has earned an MA in Organizational Management and a Masters Certificate in Project Management.

Professional Experience

NCR CORPORATION, Dayton, Ohio

NCR University Operations Director (2001 to December 2006)

Managed the systems and personnel supporting the enrollment, tracking, and reporting activities for all of NCR's training activity. Supervised learning management system procurement, implementation & support, software application development, multimedia course development, process development/release, call center, training operations, logistics, and business operations.

- Reduced learning management and course delivery costs 65% in a six-year period
- Increased global learning management system availability to 99.7%, reduced costs 12%, and doubled functionality by replacing initial registration and tracking system with new technology in 11 weeks.
- Received Training Magazine's "Top 100" awards (2001 through 2005) & ranked 4th in American Society for Training and Development's 2006 BEST Awards
- Increased employee usage of NCR University from 65% to 98% using targeted marketing techniques and adjusting course offerings based on survey results
- Increased course completions from 128,000/year to 330,000/year
- Raised the use of on-line training delivery from 23% to 85%
- Raised self-service training transactions from 70% to 97%
- Developed database-driven content management and incident tracking/escalation system
- Supported 46,500 learners worldwide, 9500 course offers, 300,000+ course completions/year
- Upgraded online course publishing tools to industry (SCORM) compliance
- Extended NCR University systems and support to include customers and partners increasing training delivered 12-fold

Learning Management Manager (1998 to 2000)

Managed the transition to one enterprise-wide, learning management system and set of processes. Worked with an external supplier and individual training organizations to identify requirements, develop, test, and implement solution. Managed operational activities of external supplier.

- Replaced 23 local registration systems with one global system
- Met all regional roll-out schedules and implementation cost targets
- Reduced costs by 23% and established one set of global processes
- Established online course access over the Internet

Learning Procurement/Call Center Manager (1997)

Managed the supply line management function and learning call centers in the Americas.

- Negotiated and managed \$3.6M contract portfolio for consulting services
- Saved approximately \$350,000/year by extending usage of the registration & tracking system
- Combined the customer and employee call center groups, increasing efficiency and customer service levels

Manager of Supply Line Management & Electronic Publishing (1994 to 1996)

Designed and implemented new delivery technologies and processes for information and software publishing operations, and managed the supply line management function controlling the cost-effective availability of 5500 inventory items.

- Reduced printing costs by 22% through outsourcing function
- Reduced on-hand inventory by 10% and procurement costs by 20%
- Automated many manual processes: print mastering, master storage/retrieval, software licensing

Technical Communications/Training Manager (1987 to 1994)

Managed the development, production and delivery of technical information, training, and sales collateral to support a wide variety of NCR software products and application development tools.

- Achieved a 66% reduction in documentation related calls to support centers and a 29% reduction in calls seeking advice
- Raised customer satisfaction rating from 2.7 in 1988 to 6.3 in 1991 (scale of 1 to 7, where 7 is the most satisfied)
- Achieved ISO 9000 certification with no deficiencies in department
- Managed 10-20 communication and training professionals: technical writers, course developers and graphics artists
- Developed and marketed object-oriented programming CBT that returned 5-times investment
- Won thirteen awards of excellence from company-sponsored competitions

Education

Masters Certificate in Project Management, George Washington University (2000)

MA in Organizational Management, University of Phoenix (1998)

Bachelor of Business Administration, Wichita State University, Wichita, Kansas (1984)

Professional Development Classes

- Quality – Quality Circles, Juran on Quality, Quality Function Deployment, Six Sigma Green Belt
- Management – Managing Diversity, Targeted Selection, Managerial Communications, Manufacturing Management
- Teaming – Senior Staff Teaming, Virtual Teaming