
DAVID J. PICARD

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Professional Profile

Engineering ✉ Information Technology ✉ Operations

Strategic IT professional focused on directing and managing the transformation of IT operating areas in collaboration with business units, building mission-critical software platforms, and delivering solutions across the Insurance, Banking, Security, Retail, and Transportation industries. Highly skilled in building and directing global teams capable of estimating, designing and delivering complex projects for clients.

Career Highlights

- Delivered solutions for insurance clients driving improvements in claims, policy admin, and underwriting processes for large P&C insurance carriers such as AIG, Farmers Insurance, and Zurich NA (Virtusa Corporation and Capgemini)
- Managed a 200% growth of the Pegasystems account within one year, while improving overall account margin and utilization of the core account team. Expanded the account operations to create a BPM practice, which contributed 16% of total company revenue. (Virtusa Corporation)
- Directed process re-engineering initiatives at UPS and Continental airlines to save roughly \$1.5B in operational expenses. (Scheduling Systems, Inc.)
- Enabled \$15M in new sales by providing sales/deal teams with the IT credibility needed to build client confidence with technical solutions and offerings (Virtusa Corporation)
- Spearheaded the turnaround of an account in decline with revenues of \$275K per quarter, to exceed \$1.2M per quarter within a year. (Virtusa Corporation)
- Established an operational support model to enable the rapid growth of a global services company. Revenue grew from 5M to \$100M under this support model. (Virtusa Corporation)

Core Competencies

Operations
Strategic Planning
Budget Management

Information Technology
Business Process Management
Architectural Definition

Account Management
Leadership
Engineering

Professional Experience

Capgemini**2008 to Present***\$11B Consulting Services corporation***Principle: BPM Practice**

Responsible for working with financial services and insurance clients to drive complex BPM based solutions. This includes defining solution and system architectures, developing staffing and financial models, solution delivery oversight, and providing technology/business/practice leadership leveraging a global delivery model

Virtusa Corporation**2000 to 2008***\$160M Software development services company.***Director of Technology: Pega Practice**

Responsible for working with clients worldwide to drive complex BPM based solutions. This includes defining solution and system architectures, developing staffing and financial models, providing solution delivery oversight, and providing technology/business/practice leadership leveraging a global delivery model

- Drove the formation of a Pega BPM practice establishing the corporate practice business model. Structured the service offerings, engagement, estimation, delivery, compensation, and staffing models for PRPC based platforms.
- Managed the rapid growth of the practice from a 50 person team to a 250 person team within 2 years, and during a period of limited financial investment.
- Managed a 200% growth of the Pegasystems Inc., account within a year. Improved overall account margins and produced 16% of total company revenue.
- Redefined the architecture and drove the migration of a “point of sale” application for the cellular industry to a Swing/J2EE architecture leveraging a global development model. This \$2.2M project was mission critical delivery project for the firm and representing roughly 30% of corporate revenue for that year.

Transaction Information Systems **1999 to 2000***Provider of leading edge development services for Internet based applications.***Development Manager**

Recruited and directed the first enterprise solution group in the expanding Boston operations and establishing initial core successes in delivering those solutions to market.

- Coordinated development efforts in four geographic locations across the United States to meet development objectives, which delivered roughly \$500K in monthly revenue on professional services engagements.
- Implemented build environment compatible across MS Windows and Unix systems to improve productivity of developers with MS Windows experience responsible for Unix builds.

Scheduling Systems, Inc.**1994 to 1999***\$2M Custom software provider for operations management solutions for resource management/scheduling.***Decision Support Systems Manager**

Responsible for establishing and directing operation of quality assurance, product release, product architecture, and services delivery around the core airline operations product line.

- Directed process re-engineering initiatives at UPS and Continental airlines to save roughly \$1.5B in operational expenses.
- Designed a scheduling algorithm within the first six months of hire which was a pivotal factor in procuring over \$3M in combined contracts from Northwest Airlines and UPS.

PSInd, LLC

1997 to Present

Consulting firm specializing in assisting clients in building organizational value.

President/ Owner

Developed business opportunities and identify solution options for clients to address core operational needs of their organizations. Managed overall financial operations.

- Defined the core database schema and migration elements for the largest collection of plant data in the world, tuned to perform lookups and assignments of plant material in an optimal fashion with sub-second response times on most queries.

Professional Affiliations & Associations

American Legion, Member, IEEE Software Society, Member, American Mensa, Member

Education & Professional Development

ME, Mechanical Engineering: Worcester Polytechnic Institute

BS, Mechanical Engineering: Worcester Polytechnic Institute

Courses & Certifications:

Physical Security
Logistics Management
Massachusetts EIT
Pega PRPC
