



*Focused, customer-driven business professional. Original and creative in developing Internet-based business solutions. Significant expertise in strategic planning, operations, systems, technology. Establishes order out of chaos by building on common interests to formulate mission, strategies and goals. Superior gap analyst. Provides organization and metrics to move projects to successful completion. Explains very complex processes in a simplified manner, clarifying features and benefits.*

“In my nearly 40 years of supply chain dynamics in the intangible fields of service and contract labor, I never thought I’d see the day of what Marca helped bring together for our contract labor management program. ... The skills and knowledge embedded in Open Process Frameworks was invaluable to streamlining a cumbersome process into one that provided many benefits to our organization. ... They brought out the issues associated with our processes and put them into a structure that we could work with – It was a wonderful experience for me.” *Senior Procurement Manager, Fortune 100 Company*

### **CONSULTANCY** – Coaches executives and architects through critical initiatives.

David is the founder of [OpenProcess, Inc.](#), a management consulting firm specializing in coaching executives and directing projects through the business transformation required to remain competitive in the Internet Age. His most recent book, entitled [“Open Process Frameworks: Patterns for the Adaptive e-Enterprise”](#) provides strategies for e-Business executives and architects. For 12 years, David has coached senior managers through their critical initiatives, requiring simultaneous business, organizational, process and technology change. His recent clients have sought David for e-Business strategy development.

### **COMPETENCY** – Employs a comprehensive skill set to generate value.

David’s specialty is business consultant, architect, and project manager for analyzing, designing, implementing and assessing workforce management solutions, and developing e-Business strategy for staffing firms. His skills includes: strategic planning, contract negotiation, project management, team building, process reengineering, system implementation, training development, and solution delivery. During one consultancy, one of his customers saved almost \$2M annually on its temporary labor spend.

### **EXPERIENCE** – Creates scalable solutions that solve a variety of problems.

Here is a summary of the workforce management solutions David has personally led or managed:

- Local, regional, national and global Recruiting Process Outsourcing (RPO) and Managed Staffing Program (MSP) solutions.
- Personally managed the largest RPO and the largest MSP for two top-ten U.S. staffing firms.
- Program annual spend ranged from \$10M to over \$50M dollars.
- Industries served: finance, engineering, healthcare, power, chemical, aerospace, and automation and controls.
- Labor pricing analysis and benchmarking to achieve overall savings.
- Supplier base of up to 50+ different companies within one MSP.
- MSP scope: Long-cycle fulfillment (i.e. contractor) and short-cycle fulfillment (i.e. temporary).
- Implemented a Vendor Management System (VMS), including writing the actual application and database software.
- Led ATS procurement RFI and RFP for business executives. Managed ATS product maintenance and day-to-day operations.
- Designed and implemented all aspects of Workforce Management Solutions, including:
  - o Inter-company negotiation and Master Service Agreement (MSA) creation.
  - o Supplier subcontract creation, including MSA “flow down” provisions.
  - o Program and supplier metrics, including comprehensive reporting.
  - o Program Office creation and operation, including personnel management.
  - o Policies, procedures and workflow development, and training of all parties.
  - o Front Office and Back Office integration, including payroll and invoicing.
  - o VMS and ATS specification, design and configuration.
  - o Data acquisition and loading, and systems cutover and monitoring.
  - o Program and technology compliance to Sarbannes-Oxley and Sas70 regulations.
  - o Program rollout training: planning, development, scheduling and delivery.

### **BACKGROUND** – Brings international, executive, and educational experience to you.

David has been a staffing industry professional since 1997. He was Director of Operations for a top-ten staffing firm from 1999 to 2001, where he also held positions of National Accounts Manager and Director of Managed Staffing Implementation. David was Deputy Director of Computers for Broome County, New York, and a Senior R&D Manager for Digital Equipment Corporation. He has led or co-led projects and trainings in Italy, Norway, Mexico, Japan and England. He is also a Lead Faculty member at the University of Phoenix. Since 2007, David has been the Program Chair for the International Conference on e-Business. He holds M.S. and B.S. degrees in Computer Science, and he is a member of the Institute of Electrical and Electronic Engineers (IEEE), the Association for Computing Machinery (ACM), and the Project Management Institute (PMI).