

PAMELA J. KELLY

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Summary:

Senior IT professional with extensive experience managing international operations and large projects.

- Effective management and leadership of large teams in multiple locations.
- Industry expertise includes the entertainment and financial services industries.
- Extensive experience managing internationally-based personnel, applications, and projects. Includes lengthy assignments at international locations.
- Management of all aspects of setting up new offshore facilities, from the ground up.
- Consulting experience includes business operational improvements and large business application development project management.
- Strong communication, business analysis, project planning and execution, and customer service skills.

Experience:

2005 to 2010

Bank of America (Formerly Countrywide Financial Corp.), Westlake Village, CA
SENIOR VICE-PRESIDENT, Global Delivery Center of Expertise

Senior manager developing and managing Bank of America's/Countrywide's internationally based operations:

- Established new offshore operations in San Jose, Costa Rica. Provided overall project management and facilitation of all aspects of the new site set-up, including local company establishment, site development (construction and infrastructure set up), and coordination of activities related to legal, tax, finance, operations, and management team recruiting. Managed new site and operations. Project Manager of \$14 million additional facility build-out, for expanded operations.
- Initiated India-based application development services for internal business units. Management of all aspects of the life cycle, including establishment of the business model, proposal development and sales, resource planning, account and client relationship management, and project management.
- Set up organization of a 400-person offshore Indian IT group; acted as interim Operations Manager.
- Supported infrastructure necessary to support offshore operations.

2004 to 2005

Technical Connections, Los Angeles, CA
CONSULTANT

Countrywide Financial Corp.

Performed as a project manager in the IT group of Countrywide's Global Markets Division.

- Implemented project management process improvements.
- Managed several efforts related to offshore operations in India, including security improvements, network management, installation of a large Citrix environment, and IT recruiting.

2000 to 2004

Warner Bros Entertainment Inc., Burbank, CA
VICE-PRESIDENT, Application Services, Management Information Systems
Customer Relationship Management, Theatrical and Television Distribution Divisions

Worldwide management of all application development and support efforts related to the Television Distribution and Theatrical Distribution Divisions. Included client relationship management, budgeting, recruiting, performance management, operational improvement and reporting, in addition to oversight of multiple large projects and support efforts. Managed 80-100 employees and contractors based primarily in Burbank and London. Responsibility for \$14 million annual operating budget in addition to multi-million capital project budgets.

- Successfully delivered many new applications and enhancements, significantly improving business operations and increasing annual net revenues by several million dollars.
- Implemented Oracle Financials for Consumer Products, achieving the first multi-million dollar IT project delivered on-time and on-budget at WB.
- Integrated business applications and data with company-wide SAP implementation.
- Sustained overall team growth of 100% while enhancing internal operations and client communication and reporting.

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1998 to 2000

The Capital Group Companies, Inc., Los Angeles, CA
VICE-PRESIDENT, Application Development Manager, Information Technology

Based in Geneva, Switzerland, managed development teams at Capital Group's international locations. This included oversight of the planning, design, development, implementation, and production support of applications for Capital Group's international locations in London and Geneva.

- Planned and integrated a multi-national, multi-currency portfolio accounting system. New system has significantly improved business operations, saving several million dollars in operational expenses each year, and providing better customer service.
- Delivered an international investment portfolio performance measurement application, significantly reducing effort and time in reporting customer's portfolio performance.
- Implemented improved personnel performance management processes.

1997

Warner Bros., Burbank, CA
DIRECTOR, Business Systems Planning, Management Information Systems
Business Systems Planner for the Domestic Theatrical Distribution Division

Managed application development and production support for systems supporting the Domestic Theatrical Distribution Division. Production support responsibilities included user training, incident reporting, tracking and correction, production system enhancement, vendor coordination, and technical support staff coordination and training.

- Implemented a client-server Domestic Theatrical Distribution system using PowerBuilder and Oracle.
- Coordinated and participated in sales presentations of the application to other large studios, and facilitated initial post-sales support.
- Managed the implementation of a sales and marketing decision support system using Java, PowerBuilder, Oracle, and a Sun Video Server.

1994 to 1997

The Capital Group Companies, Inc., Los Angeles, CA
VICE-PRESIDENT, Application Development Manager, Information Technology

Managed the planning and implementation of systems to support the private client investment management and trust business, and systems supporting investment and ownership compliance requirements. Responsible for developing and maintaining strong customer relationships, and for building, managing and administering teams composed of Capital Group employees and vendor and contract personnel.

- Conversion from an in-house system to service bureau processing.
- Implementation and integration of software packages, including an early version of Siebel for institutional account marketing.
- Design, development, and implementation of custom software for the compliance area, providing alerts when nearing investment compliance limits.

1993 to 1994

Independent Consultant
SOLE PROPRIETOR

The Capital Group Inc.

Prior to joining as a permanent employee, consulted on the following efforts:

- Selection and installation of software to handle the accounting, administration, and performance measurement for private client investment accounts.
- Management, requirements definition and design of enhancements to incorporate multi-currency accounting.
- Interim management of an application production support team.
- Development and implementation of administrative operations and progress reporting for production systems management.
- Software study of new portfolio accounting and mutual fund shareholder accounting systems to be implemented for a new Indian joint venture.

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1982 to 1987, and
1988 to 1993 **Andersen Consulting (Accenture)**, Los Angeles, CA
SENIOR MANAGER

Managed a variety of projects in the Financial Services sector, including Investment Operations and Accounting, Banking and Mortgage Lending, and Insurance.

Over 20 clients, including internationally based clients and projects: The Capital Group, Inc.; Goldman Sachs & Co.; Union Bank of Switzerland (Tokyo); National Westminster Bank, County Securities Ltd. (London); IBM; USAA; Mitsubishi Bank, Resolution Trust Corporation.

Projects included the following:

- Multiple projects to improve business operations, customer service, performance, and profitability. Conducted multiple risk assessments and control evaluations.
- Information technology assessment studies to define overall technology directions, strategies, and information technology performance and responsiveness.
- Customization and installation of packaged solutions for trading and settlement systems, mortgage loan servicing and international banking/trade finance systems.
- Development of custom applications; includes a large investment management/portfolio accounting system, a large accounting system (SAP competitor), a programmer's workbench, multiple business applications.
- Functional requirements for a large trust company start-up, with a strategy to integrate existing applications to create a new trust systems environment.
- Performed in various roles across the projects – project manager, PMO lead, functional architect, data base architect, analyst, and developer.

1987 to 1988 **First Interstate Bank, Ltd.**, Los Angeles, CA
SYSTEMS PROJECT MANAGER, Capital Markets Division

Responsibilities included developing the project plans, budgets, and staffing requirements for systems projects related to the Bank's securities trading operations.

- Identified operational improvements in the area of mortgage-backed securities settlement and accounting.
- Defined requirements and evaluated software solutions for a mortgage-backed securities trading and settlement system. Installed and converted to selected solution.

Education: **Rice University**, Houston, TX
B.A., Mathematical Sciences/Managerial Studies