



Compuware Corporation
Professional Services Division
One Campus Martius •
Detroit, MI 48226-5099
(313) 227-7300 • (800) 521-9353 • Fax (313) 227-1722

Gloria J. Schneider

CPA, PMP

Professional Profile

Ms. Schneider is an accomplished IT professional with over 25 years of combined executive experience in mainframe application development, infrastructure, security, risk, network, and project management in a diverse base of businesses including IT Services, financial services, manufacturing, construction, health care, government, and education. Her expertise encompasses and spans positions from First Vice President, Vice President, Partner, Director, and Manager, to Consultant and Programmer.

Ms. Schneider was recognized in 2003 as one of the Top Women in IT for Michigan.

- **Capability Portfolio** – Ms. Schneider brings a complete portfolio of skills and proficiencies to every position. She ensures that project planning, requirements gathering, funding proposals, cost-benefits analysis, cost estimations, risk management, stakeholder and change management considerations, and progress reporting are conducted, completed, and maintained to the highest standards.
- **Technical Background** – Ms. Schneider specializes in Information Systems Full Life Cycle Implementations. Her strong technical background gives her an advantage in the management of her projects. She has also managed both application development and application support for Mainframe as well as Client/Server environments.

Education and Certifications

- Masters in Business Administration – University of Michigan –Ann Arbor, Michigan
- Bachelor of Science, Management Information Systems– Ferris State University –Big Rapids, Michigan

Industries

- IT Services
- Financial Services
- Health Care
- Manufacturing
- Government
- Education

Areas of Expertise

- Application Management
- Project Management
- Project Planning
- Project Scheduling
- Project Risk Assessment
- Process Improvement
- Systems Integration
- System Development
- System Implementation
- System Maintenance

Experience Highlight

- **Program Director, Health Care PSD-** Compuware Corporation - Manage large projects and programs for clients in the Health Care practice. Worked for Blue Cross Blue Shield of Michigan and Blue Care Network managing \$7MM annual project budget including acquisition of M-Care from U of M, implementation of Medicaid, CDHP/HRA and Behavioral Health processing. Also implemented Computer Telephony Integration for BCN.
- **Partner/Director, Professional Services** –PMV Technologies (Plante & Moran) – Managed Professional Services teams for an IT Services (Managed Services) Corporation that provided small to medium businesses with complete, outsourced IT support.
- **Manager, Technology Consulting & Solutions**– Plante & Moran, *Consulting Services* – Managed Technology Management Services teams for a Technology Consulting practice with professionals in Michigan, Ohio and Illinois, and diverse client base including manufacturing, construction, health care, government, and education.
- **First Vice President, IT Network Services and Support** – *Comerica Incorporated* – Managed Start-Up Department tasked with centralizing all desktop functions (procurement, asset management, technical support center, site support teams, software/hardware integration and project management) for the Banking institution. Hired and managed team of 110 technical and support staff in four states.
- **First Vice President, Information Systems/Application Development** – *Comerica Incorporated* – Managed IT departments including Mainframe Application Development, Corporate Help Desk, Technical Training, Systems Interface (testing) Functions, and Corporate Information Security.
- **First Vice President, Affiliate Services** – *Comerica Incorporated* –Managed all IT due diligence activities for acquisitions, and overall transition processes for newly acquired banks, including mainframe systems conversions for acquired banks. Managed outsourced programming charged with affiliate bank systems consolidation to central data center. Managed implementations teams and application systems for Comerica’s first Banks in Mexico and Canada.
- **Vice President, Application Development Manager** – *Comerica Incorporated* – Managed several IBM mainframes and Tandem application development teams that conducted major application upgrades, system maintenance, enhancements, and 24x7 on-call support.
- **Senior Consultant** – *Ernst & Whinney (now Ernst & Young)* – Developed business plans for clients application systems, managed/negotiated vendor relationships.
- **Computer Programmer**– *General Motors* –Cobol and Assembler programmer for Car Order Group. Designed and implemented the first automated warehouse system for the car order group and critical parts shortage systems.

Chronology of Experience

Compuware Corporation

May 2006 to Present

Industry: Healthcare Professional Services Group

Position: Program Director, Professional Services

Have been on assignment for over 3 years at Blue Cross Blue Shield of Michigan and Blue Care Network managing large IT projects in both the application and infrastructure areas. Managed the acquisition and conversion of the M-Care HMO from the University of Michigan for BCBSM and BCN. Implemented Medicaid, CDHP/HRA, CTI, clinical editing and BlueCard claims at BCN.

Worked with a variety of Healthcare organizations including developing responses to RFP's, managing on-site resources, strategic analysis of requirements and developing project teams. Also assisted in restructuring the Project Management Evaluation Committee (PMEC) at Compuware and participate in Project Manager interviews and hiring recommendations.

PMV Technologies (joint venture with Plante & Moran)

September 2004 to April 2006

Industry: IT Managed Services

Position: Partner – Director, Professional Services

Managed completely outsourced, fixed price, IT Services Information Technology teams for small and medium businesses with employees in Michigan, Ohio and Illinois, and remedial hardware/software repair teams for large national enterprises. Executed business planning for both business segments. Services include proactive network monitoring and reporting, remote access, help desk, emergency dispatch and planned on-site activities.

Plante & Moran, PLLC

2000 to August 2004

Industry: IT Professional Services

Position: Manager, Technology Consulting & Solutions

Managed Technology Management Services professionals in Michigan, Ohio and Illinois, with diverse client base of manufacturing, construction, health care, government, and education. Managed teams that supported client networks including servers, workstations, routers, switches, firewalls, e-mail applications, anti-virus software and ISP and WAN connectivity. Managed projects, reviewed security recommendations, approved network design and implementation efforts, and controlled network upgrade and migration activities for small and medium business clients. Managed rollout of first ASP based applications for a health care client. Provided rollout management of a pilot program for CPA Dashboard, support for Wealthline clients. Tasked with generating new client leads, develop and present proposals, participate in project kick off meetings, and client management. Also provided team direction, established client expectations, billing and client satisfaction follow up. Developed Technology Management methodologies including pricing, staffing, client support procedures, and products and services.

Comerica Incorporated**1983 to 2000**

Industry: Banking– Information Technology **Duration:** 3 years
Position: First Vice President, Information Technology

Managed Department tasked with centralizing the desktop functions including, procurement, asset management, technical support center, site support teams, software/hardware integration and project management. Led teams for corporate wide hardware deployment and software loads. Developed and implemented the model for centralized management and support of 8,000 desktops and 400 servers. Hired and managed team of 110 technical and support staff in four states. Rolled out enterprise wide Lotus Notes. Managed over 1,000 applications on NT servers, including 5,000 Lotus Notes users. Consolidated several NDS trees into one corporate wide tree. Managed Project budget of \$14MM. Accomplishments included: Reducing corporate-wide desktop and server expenses by 15%; Improving network availability; Negotiating vendor agreements for hardware break/fix problems; Software licensing; and PC, server, and printer purchases; and implementing secure remote access tools.

Industry: Banking – Information Technology **Duration:** 4 Years
Position: First Vice President, Information Systems/Application Development

Managed IT departments including Mainframe Application Development, Corporate Help Desk, Technical Training, Systems Interface Functions, and Corporate Information Security. CICS environment. Accomplishments included: Restructuring the Corporate Information Security Systems; Implementing new 24x7 help desk structure and Systems Development, and rollout of the corporate wide Project Management methodology.

Industry: Banking – Information Technology **Duration:** 4 Years
Position: First Vice President, Affiliate Services

Managed all IT due diligence activities for acquisitions of over 30 banks in Florida, California and Texas. Managed overall transition process projects and mainframe systems conversions for acquired banks. Collaborated with teams from RTC and FCIC during due diligence and acquisition. Managed outsourced remote programming teams on multiple simultaneous bank conversions, charged with affiliate bank systems consolidation to central data center. Managed out of state staff tasked with application and conversion testing, and post conversion support. Managed implementations teams and application systems for Comerica's first Banks in Mexico and Canada.

Industry: Banking – Information Technology **Duration:** 7 Years
Position: Vice President, Application Development Manager

Managed several IBM mainframe and Tandem application development teams including Retail and Corporate Deposit systems, Customer Information system, Consumer Loan systems, and ATM and Wire Transfer systems. Managed teams of developers that were tasked to perform major application upgrades, system maintenance, enhancements and 24x7 on-call support. Accomplishments included: Implementing major application release upgrades including all system testing; Migration of several instate Banks to the corporate systems; Major migration of all Unisys mainframe applications to new IBM based applications for Deposits and Customer Information; and Upgrades to the ATM and Wire Transfer systems (Tandem/TAL).

Ernst & Whinney (now Ernst & Young)**1980 to 1983**

Industry: Financial Services
Position: Senior Consultant

Performed system selection and implementation including vendor negotiation, and EDP audits for major Michigan clients.

General Motors Corporation

1977 to 1979

Industry: Automotive – General Motors

Position: Computer Programmer

Environment: Mainframe

Tools: IMS DB/DC, VTAM

Cobol and Assembler programmer for Car Order Group. Designed and implemented the first automated warehouse system for the car orders group and critical parts shortage systems. Provided 24x7 support.

Professional Education and Training

- PMP 2007
- CPA 1982
- CDP 1982
- ETOM Blackboard Certification 2008
- Active on the managing Board of the Michigan Council of Women in Technology and their Foundation
- Teach Advanced Project Management in the MBA program at LTU