

**DOUG WEGLARZ**  
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## **SUMMARY**

PMP certified project manager with a track record of successfully implementing solutions to meet business challenges. Demonstrated success in bringing business partners and developers together to extract the requirements and coordinate the people, processes, and technology necessary to meet the organization's goals. A problem solver who looks at the big picture while developing solutions for today. Focused on building relationships between the business leaders and technology team to ensure that the systems plan aligns with the business plan.

## **PROFESSIONAL EXPERIENCE**

### **ALLSTATE ROADSIDE, Northbrook, Illinois**

**2009 to Present**

A division of Allstate Insurance Company and one of the leaders in the emergency roadside service market, Allstate Roadside partners with vehicle manufacturers, membership organizations, and insurance companies to provide world class roadside assistance to their customers.

#### **Project/Product Manager (2009-present)**

Joined Allstate Roadside to manage the implementation and deployment of mobile applications. Additionally, managed the rollout of Allstate Roadside's call center and fulfillment responsibilities for Allstate's Drivewise program.

- Managed all programs related to major auto manufacture's partnership with Allstate Roadside including mobile application deployment, technician program support, and data management programs.
- Designed and implemented the Assistance On The Go mobile applications including roadside assistance and location based services that have been downloaded over 400,000 times.
- Planned and executed rollout of the call center and fulfillment operations within ARS for 1MM insured.
- Managed development of support and technology operations for advertising campaign to reach estimated 3.6 million new Allstate customers.
- Product Manager for Allstate Roadside Services' consumer facing mobile solutions.
- Modified location based services program to save \$120,000 annually.
- Maintained and enhanced SMS texting and mobile web initiatives providing self-service options for customers.

### **FIRSTGROUP AMERICA (formerly Laidlaw), Naperville, Illinois**

**1999 to 2008**

The leading provider of student transportation in North America with a fleet of approximately 60,000 yellow school buses operating out of 600 branch locations.

#### **Project Manager (2004-2008)**

Recruited by CFO to join new Program Management Office and oversee project strategy and planning phases. Managed projects through their initiation and requirements phases by creating project plans, managing project teams, and maintaining schedules.

- Supported the Real Estate team in selecting an integrated workplace management system to replace multiple tracking systems by gathering requirements, creating the request for proposal (RFP), and evaluating solutions.
- Led a process improvement project for driver time tracking by investigating federal and state laws, creating and testing procedures, and developing web-based and instructor-led training programs.
- Led a payroll technology project to replace the time and attendance tracking solutions by gathering requirements, analyzing industry benchmarks, creating the RFP, developing scripted demonstrations, and evaluating solutions.

**Director, Operations Applications (1999-2004)**

Reported to the CIO, maintained a \$2 million annual budget and managed a team of ten analysts and developers that created, maintained, and supported custom business solutions, built partner relationships, and aligned IT and business strategy.

- Led a major system move from planning and shutdown to transfer, testing, and start-up without any unplanned downtime resulting in a more secure and maintainable system.
- Increased branch productivity--while reducing errors and overtime--by developing payroll, dispatch, safety, and scheduling applications.
- Reduced data entry errors by 50% and administration effort by 10% by implementing EDI with primary vehicle supplier.
- Partnered with the procurement team to create a flexible reporting portal for PeopleSoft Enterprise One (JD Edwards) resulting in increased productivity and system satisfaction.
- Created a reporting system to assist risk management in evaluating safety programs resulting in reduced insurance costs.
- Developed, authored, and edited IT systems plans as well as Laidlaw's strategic plan.

**GATX TERMINALS CORPORATION, Chicago, Illinois**

**1994 to 1999**

As a bulk liquid storage company, GATX Terminals Corporation provided warehousing for petroleum and chemical products in 26 strategic locations in the United States.

**Project Manager (1997-1999)**

Led a team of developers, EDI and e-commerce efforts, departmental projects, and training programs.

- Developed and executed Microsoft Office and Lotus Notes Messaging training programs, resulting in over 100 employees being trained on new desktop software.
- Reduced costs by \$90,000 a year implementing an open source fax server.
- Led requirements definition for inventory system at Malaysian facility to facilitate using a common application across locations.
- Developed GATX Terminals' 1998 two year strategic systems plan creating a link between IT and business strategy.

**Senior Information Systems Analyst / Information Systems Analyst (1994-1997)**

- Lead Implementation Analyst coordinating user involvement, analyzing operations to customize the system, and preparing users for transition to the new system.
- Lead Technical Analyst managing maintenance and enhancement activities, coordinating design with functional analysts, preparing installation procedures, and supporting end users.

**COOPERS & LYBRAND, Chicago, Illinois**

**1989 to 1994**

**Senior Associate / Associate (1989-1994)**

Provided analysis and programming expertise throughout the full software development lifecycle for Coopers & Lybrand's consulting clients.

**EDUCATION**

BBA, Management Information Systems, University of Notre Dame, Notre Dame, Ind., 1989

**PROFESSIONAL DEVELOPMENT**

Project Management Professional Certified  
Six Sigma Black Belt Training, FKI Quality, Naperville, Ill.

**PROFESSIONAL AFFILIATIONS**

University of Notre Dame Information Technology Management Department Advisory Board