

STAFFAN LILJAS

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OBJECTIVE

To work with clients in addressing business, process, or technology challenges, where my skills and experience can be brought to bear to help the client grow or become more efficient. To work with internal teams to promote effective knowledge transfer, ensuring the long-term success of the client.

KEY CAPABILITIES

- Broad understanding of technology and business issues.
- Proven ability to rapidly understand businesses, products, processes, and technologies.
- Expert at crafting creative solutions to address challenges.
- Excellent track record in managing projects, and at creating, leading and inspiring teams.
- Good communicator with outstanding verbal skills, both written and spoken.

EXPERIENCE

Freelance Business and IT Consultant October 2007 - Present

Freelance consultant providing services on a freelance basis in the U. S. and Sweden.

- Provided expert advisory services for clients related to product management, operational efficiency, and systems development.

Chief Technology Officer, Zerve, Inc. June 2005 - September 2007

Chief Technology Officer of the national technology business Zerve, Inc., based in New York, which manages ticket sales and customer service on behalf of clients.

- Worked with the CEO and founder to establish company strategic goals, and identified the product and technology plans to support this.
- Devised a system for customer classification and an integrated process for product development and sales, allowing coordinated expansion of the customer base with minimal operational impact.
- Responsible for full cycle product and technology development of the company's LAMP-based web platform including content management, e-commerce, and community aspects, from product planning, requirements definition, through implementation, testing, user acceptance, and deployment, oversaw two major software deployments and numerous minor ones.
- Created software development lifecycle processes for internal use, including a highly reproducible and reliable testing and deployment methodology.
- Reviewed, commented on and approved all technical and architectural plans, and took a hands-on role in all aspects of the technology, in addition to managing the team.
- Worked with the CEO and legal team on contractual and legal aspects related to the product.
- Aided in financial reconciliation and forecasting for the company.
- Managed most vendors, including hosting, bank, payment processing, email, phone, and internet providers. Responsible for vendor due diligence, selection, and contract negotiation. Selected a new payment processor to meet additional requirements and to improve reliability.
- Assessed system and processes for PCI compliance and successfully completed the certification process in parallel with a major technology release.
- Managed and deployed all internal systems, including computers, network, and printers, as well as phone switch for general and customer service use.
- Performed mentoring and staff development of the technology team.

- Planned and monitored performance, scalability, and availability of all systems.
- Performed research into and planning of efforts in Search Engine Optimization (SEO), identified quick wins and longer-term product strategies significantly improving search rankings.

Executive Director of EIP, The College Board October 2003 - June 2005

Created and Headed the Enterprise Information Planning unit (EIP) of the Educational Services organization The College Board in New York.

- Defined and created the Enterprise Information Planning unit, responsible for identifying enterprise data assets and coordinate projects to streamline data flow through the organization.
- Identified assets, and worked with business stakeholders in business and service units to determine whether the assets align across units and merit coordination on an enterprise level.
- Defined projects to enhance the Enterprise Data capabilities of the organization and allow business and service units to start subscribing to these services, centralizing expertise and reducing duplication of effort.
- Formed committees to establish enterprise data standards to enhance data quality and facilitate data sharing.
- Served as an organizational advocate of enterprise data efforts, educating business stakeholders of the benefits of the efforts and promoting cooperation.
- Hired and managed staff, responsible for staff development , allocation of resources, as well as budgeting.

Served as Business Stakeholder and Project Manager for the Development of the New SAT

- Took on the responsibility for the scoring aspects of the project while maintaining ongoing responsibility for Enterprise Information Planning.
- Led a team of consultants and independent contractors in the effort of base lining existing processes and defining the new business architecture and processes.
- Performed read-outs of requirements with two implementation vendors and the in-house technology team, managed the resolution of issues from the implementation teams.
- Presented the results of the efforts to key stakeholders and executives within the organization and presented consolidated status reports across implementation teams and vendors.
- After the successful completion of the requirements definition and handoff, took on the responsibility for operational testing and business sign-off of the end-to-end system and process.
- Defined new processes for testing, developed and managed a phased testing approach integrated across all implementation teams in an extremely compressed time schedule.
- Participated in ongoing scope and schedule review with rapid identification of options for risk reduction, allowing successful deployment of this fixed deadline project.

Senior Manager, Handshake Dynamics, LLC. September 1999 - October 2003

Worked as a Senior Manager in the Technology and Architecture practice of the management consulting firm Handshake Dynamics, LLC. in New York.

- Performed long-term technology strategy planning for clients, choosing products and platforms. Evaluated competency of staff, and resource needs. Formed end-to-end program budgets for programs including multiple vendors, hosting facilities etc.
- Designed web application architecture, including constructing database schema, functional and data-flows, code architecture, network architecture and system configuration.
- Sized hardware for expected load, planning and performing load and stress tests.
- Built and managed relationships with client stakeholders as well as third-party vendors within complex environments. Performed rapid definition of processes and roles.
- Managed execution systems implementation as well as organizational change projects.
- Mentored client resources on everything from architecture, programming best practices, and individual programming languages to process and documentation.
- Wrote documentation, both business (business plans, requirements, specifications, risk assessments, design specs), and technical (coding best practices, performance testing documents, implementation plans, architecture documentation).

Senior Developer, MKL Företagsservice AB

September 1998 - July 1999

Worked as an architect and developer for the small software development firm MKL Företagsservice AB in Stockholm, Sweden.

- Worked with client stakeholders to gather requirements and discuss needs, negotiating schedule and costs with them.
- Designed code and data architecture, including object model, data-model, data flow, workflow, and UI design. Implemented both web-based and desktop applications.
- Wrote both technical and non-technical usage manuals and documentation.

Freelance Designer and Developer

July 1997 - January 2000

Worked on freelance basis for clients in Sweden and the U.S, operating from Stockholm, Sweden.

Designed online and print materials, developed applications and web sites

- Worked in a highly interactive fashion with clients to quickly determine their needs and execute against these in an as time and cost efficient manner as possible.
- Designed for multiple media, creating information architecture, and maintaining web sites.
- Developed and maintained online and offline applications.

Designer and Developer, Nordic Gene Bank

June 1992 - September 1999

Worked as designer, information officer, webmaster and developer for the non-profit institute the Nordic Gene Bank in Alnarp, Sweden.

- Created and maintained a design profile for the institute across online and print media.
- Created web site, including an online application serving as a front-end to a relational database with numerous reporting features, and advanced as well as full-text search capabilities.
- Created the layout of and illustrations for numerous paper publications, including promotional materials, annual reports, research papers, and catalogues.

EDUCATION

Bachelor of Science, November 1997

Stockholm University, Stockholm, Sweden.

Major: Mathematics, with a focus on Abstract Algebra