Max Locher

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EDUCATION

Massachusetts Institute of Technology   Cambridge, MA
Candidate: Masters of Engineering in Logistics, June 2005   **GPA 4.8**
Courses: Supply Chain Context, Database, Internet and Systems Integration, Real Options (Based on Options Theory), Engineering Economy, Web Services Architecture, and Enterprise Architecting.
Sloan School of Management: Economic Analysis of Business Decisions, System Dynamics, and Logistics Systems Analysis, Case Studies in Supply Chain

Research and Projects: Led results driven team to create a Web Services Architecture and proof of concept for expediting containers through Shenzhen and Hong Kong Customs. Led high performance team to create a proposal for RFID enabled airline baggage handling. Led customer focused team to propose an enterprise architecture for Altria to take advantage of the near-perfect supply chain visibility offered by RFID. **Thesis:** Proposed an RFID Systems Architecture for inter-enterprise sharing of data.

University of Houston   Houston, TX
BS Geology   1983
BA Music   1992

PROFESSIONAL EXPERIENCE

Maximum Services, Inc. – Independent Systems Consultant – January 1996 – Present
Created business as **Independent Consultant** to various companies. Played multiple team roles as Business Analyst, Systems Engineer, Systems Consultant, Project/Risk Manager, Applications Developer, DBA, Technical Writer and Trainer for Retek, Qwest, Xigent, Northwest Airlines, Boston Scientific/Scimed, Ziegler Power Systems, GMAC Mortgage, Ceridian and The Saint Paul. Performed the following functions:

- Defined Problems and Goals by gathering requirements:
    - Analyzed legal contracts to create 100% accurate Billing Systems.
    - Convened & Chaired review sessions and interviews with team members to deliver the right product at the right time.
    - Analyzed workflow and processes to ascertain current status.
    - Translated information into requirements for automated process improvement, in one case empowering 140 untrained sales people to perform the work of sales engineers. Created an expert system that matched the quotes of experienced sales engineers 90% of the time within 10%. Saved more than $300,000/year while simultaneously raising sales by $5M/year.
    - Formulated recommendations for both software and process improvement, in one instance saving customers more that $30,000/ year in spoilage.
    - Through collaboration and teambuilding, prepared the client for Process Transformation to achieve seamless integration of new processes and information systems.

- Analyzed
  - System Architecture to integrate enhancements with existing systems.
  - Evaluated existing systems and processes. Determined defects, faults, failures and bugs.
  - Mapped Core Processes, noting opportunities for improvement.
  - Scoped and Sized Projects within the provided time and budget—w/cost analysis
- Designed
  - Engineered, Prototyped and Reviewed the design specification documents with business partners.
  - Performed Operational Design, creating systems to meet business needs, in one case creating a system for sales follow-ups and document management that increased the sales force's ability to close sales by 20% each month.
  - Aligned with customers on aggressive yet achievable deadlines, while balancing cost and scope.
  - Prepared customers for potential cultural and procedural changes.

University of Houston Law Library - 1990-1996

Head of Acquisitions 1993-1996
- Improved departmental efficiency, reducing 2 FTEs to .5 FTE by analyzing information flow and introducing process improvements.
- Responsible for all aspects of teambuilding and managing department.
- Supervised migration between two automated library information systems.

Collection Management Supervisor - 1992-1993
- Supervised team of three Collection Management Assistants to improve shelf utilization.
- Improved usability of library by providing vision and motivating team to improve organization.

Collection Management Assistant - 1990-1992

Peaceworks, Inc. – 1993 -- **Researcher**-Part time.
Researched historical, sociological and psychological aspects of racism, sexism, nationalism and other forms of oppression, using on-line databases, microfilm and hard copies. Aided in the development of sensitivity training classes.

Peaceaction - 1991-1992 -- **Owner/Business Manager**
Owned and operated a bumper sticker business. Sales, distribution, accounting, design, marketing etc.

University of Houston Physical Plant - 1985-1989
Safety Program Manager/Trainer - 1987-1989 - Conceived and implemented a comprehensive, plant-wide safety and training program that produced a 28% reduction in lost time accidents during the first year. Built results driven teams to aid in the improvement of safety.
Project Coordinator - 1985-1987 – Led results driven, customer focused teams to complete renovation and work projects. Organized, monitored and controlled renovation and work projects.

W.W. Grainger - 1983-1985 - Worked with computer-controlled inventory to progress from truck unloader to telephone sales in two years, leading sales team to new levels of effectiveness.

PROFICIENCIES

Multiple Programming Languages/Technologies
- Visual Basic, SQL, ActiveX Data Objects, ASP, HTML, VBA, VBScript, XML, SQL Server, Oracle, DDE, Lotus Script Language, Fortran, EAI, Middleware Architecture, TIBCO Rendezvous, Adapter, Message Broker, Integration Manager, Inconcert, Hawk

Applications
- MS Project, Visual Studio, MSOffice Suite, Visio, Mercury TestDirector 7.2, Artemis, Lotus SmartSuite, Quatro Pro, WordPerfect, Goldmine, Dbase

Business and Systems Analysis
- Use Cases, Activity Diagrams, CRC Cards, Sequence Diagrams, Information Exchange Diagrams, Message Modeling, Subject Naming, Level of Service Agreements, Security Parameters, Application and Network Monitoring Plans

Spoken & Written Languages
Spanish – Fluent   French – Moderate   Italian – Moderate

LEADERSHIP AND ACTIVITIES

St. Croix Valley Kiwanis—Vice President, President Elect
Church Board Chairman, Treasurer and Secretary at different times
Board Member—Prescott Welcome and Heritage Center
Board Member—Great River Road Theater
Rotary Club
Sang with Houston Grand Opera, Community Theater, Community/Church Choirs
Taught Computer Classes for Community Education
International travel to England, France, Spain, Germany, Belgium, Luxembourg, The Netherlands, Russia, Moldova, Romania, Austria, Slovakia, Ukraine, Israel, Mexico, Jamaica, Puerto Rico and Canada