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## **CUSTOMER FOCUSED – COST EFFECTIVE RESULTS**

Senior manager with extensive experience implementing and delivering software solutions and services to a large international customer base. Demonstrated success managing resources, forming implementation strategy, delivering desired outcomes and reporting status.

- **Technology & Business Alignment**
- **Agile & Waterfall Methodologies**
- **Web Development**
- **Staff Mentoring & Development**
- **Implementation & Change Management**
- **Process Improvement & Optimization**
- **Cross-functional & Matrix Experience**
- **Reporting & Presentation**

### **Professional Services Group, Central New Jersey (PSGCNJ)**

Current

The Professional Service Group of Central New Jersey (PSGCNJ) is the nation's first employment community that helps its unemployed, professional members advance their careers by putting them back into the workforce. PSGCNJ is a volunteer 501(c)(3) nonprofit organization.

#### **Director, IT Committee**

Somerville, NJ

Member of the Executive Committee and reporting to the Executive Director. On a limited budget, the IT Committee provides the necessary tools and support for the organization. Utilize cloud services such as Google Drive and Google Docs. Maintain public website with LAMP-based (Linux, Apache, MySQL, PHP) web hosting provider.

- Utilizing open source tools (WordPress and MySQL) orchestrating a complete revamp of the company website. From an existing static website (html) capabilities are being expanded to include real-time data entry and reporting, highlighted by a SaaS recruiter module.
- Introduced the concept of User Stories to facilitate new workflows and development of online processes.
- Created entry of new member online registration. Replacement of manual system yielded efficiencies of 25%.

### **TM Forum**

2011–2014

Serving 90% of global telecommunications service providers, an influential industry association focused on enabling communication and digital service provider agility and innovation.

#### **Director, Collaboration Project Management**

Morristown, NJ

Working with member CIOs and CTOs directed and reported on projects which prototyped emerging technologies and validated innovative leading edge concepts. Specific business scenarios include Security, Mobile Evolution, Digital Health, Big Data Analytics and Internet of Things (IoT). Project deliverables were best practices, standards, interfaces and APIs that provided the recommended operational blueprint for the communications and digital services industry. Principal contact for the organization's Intellectual Property Rights policy and cloud-based collaboration area. Collaboration liaison with third-party partners.

- Directed a project management group of five (onshore/offshore) and led projects individually. Work secured \$20 million of company annual revenues (80% of company total).
- Produced an average of 45 deliverables (30% + of core product) for each Framework release (six month cycle). Achieved 95% member retention rate.

- Orchestrated major release of new web-based collaborative community providing 10,000 international users with complete virtual project capabilities. Utilized various technologies and platforms (CollabNet, Telligent) to ensure leading edge collaboration.
- Implemented metric program to project release workload and scope. Prioritization led to 10% release efficiency.
- Created dashboards to track all aspects of member engagement including onboarding, satisfaction and overall participation trends.
- Increased "Action Week" attendance a face-to-face event attended by industry thought leaders (CTO, CIO) by 20%. Revamped event web-site. Working with other internal departments, orchestrated targeted web presence, email and personal outreach to achieve increase in participation.
- Selected as lead on restructuring development processes. Employed Agile methodologies to improve member engagement, which lead to increased productivity and product quality. Tool set included Trello, Jira, Confluence and Sharepoint.
- Worked with all company departments to implement a new Intellectual Property Rights policy. The operationalization of this policy secured the Intellectual Property Rights of globally diverse competitive member companies and project participants. As Product Manager, and primary liaison, encountered zero instances of patent infringement or legal action.

### **Lipnickey Associates, LLC**

2007–2011

Leveraging my experience in technology and business development (involved in two startup to successful IPOs) provided clients expertise in the areas of guiding company growth, new product and service incubation, optimization of the software development process and product delivery.

#### **Principle and primary consultant**

Chester, NJ

Through client engagement, create foundationally sound software development organizations well positioned for future growth and efficiency. Specific areas of support include: Alignment of the business strategy with the technology strategy, user centered design, risk assessment, SDLC selection and implementation, project management orchestration, metric program formulation, staff development and quality considerations.

### **MYOB Limited**

1992–2007

One of Australia's most successful technology companies, MYOB is a global provider of software and service solutions in the business accounting, payroll, retail (POS) and CPA markets,

#### **Group Manager, Product Development**

Rockaway, NJ / Melbourne, Australia

Reported to the COO. Directed all aspects of a shared services technology group (as large as 200 software professionals). Negotiated with and delivered solutions to 7 separate business units. Orchestrated a global portfolio of over 200 deliverables covering 25 product lines (small business, accountant and retail (POS) solutions) published in 10 markets. Presented product direction and strategy to company boards, industry analysts and at end-user conventions.

- Through "in-sourcing," restructured globally dispersed team. Utilized version control (Perforce) and workgroup solutions (Lotus Notes) to implement a rich collaboration and joint development "follow-the-sun" model that generated 10% cost reduction in year one, increasing from that point forward.
- To address sales needs and leverage market opportunities, implemented governance process to prioritize and balance a pre-defined schedule with must-have now releases (accommodated a 25% variance). Resulting complex, time-sensitive projects drove \$115M

(75%) of company revenue. A track record of 95+% on time, to specification and within budget.

- Developed proposal and roadmap to migrate product line from desktop to web, producing a first-of-its-kind SaaS online accounting application. Technologies utilized included XHTML, Javascript, JAVA, C++ and Oracle. Realized 20% cost-savings from core redevelopment effort.
- Driven by historical data, implemented metric programs that improved forecasting across all development activities. Overall efficiencies were quicker initial velocity estimates, more predictable releases and accurate customer service impacts.
- Wrote proposal to adopt automated software updating across 500,000 users. Initial savings of 5%. Negotiated with vendor to revamp their pricing model to accommodate our budget.
- As a member of the senior management team, established MYOB as the number one solutions provider and number two brand, increasing revenue 1000% in eight years.

#### **Director, Research and Development** (Best!Ware, Inc., acquired by MYOB in 1998)

Coordinated all product development using both internal teams and international partners. Directed a local product development team of 20 and oversaw an annual budget of \$2.5M.

- Delivered numerous V1 products including one that transformed Best!Ware's single user business accounting product to a multiuser solution, resulting in a 20% increase in revenue.
- Increased global revenue 15% by working with international republishing partners to understand regional needs and delivered localized solutions that addressed those needs, broadening market applicability.
- Formalized the functional product development areas of analysis, UI design, development, technical communications and quality assurance into a formal SDLC employing Waterfall methodologies.
- Instituted a Lotus Notes-based collaboration environment and product document management system that provided executives with real-time project status and history.

#### **Director, Operations** (At Teleware, Inc. acquired by Best!Ware in 1993)

Managed overall needs and requirements for an expanding private company. Supervised a staff of 10 people. Responsible for end-user satisfaction, staff education, production and order fulfillment.

- Successfully orchestrated an infrastructure expansion allowing the organization to accommodate increased staff requirements and product fulfillment capabilities.
- Established Teleware as a support leader, implementing metrics programs in customer support that allowed the company to accurately predict call volumes and adjust staffing requirements accordingly.

### **EDUCATION**

#### **Certification Program in Project Management**

County College of Morris

#### **M.S. Computer Science**

Binghamton University, Thomas J. Watson School of Engineering and Applied Science

#### **B.A. United States History**

SUNY Oneonta

### **PROFESSIONAL MEMBERSHIPS**

Healthcare Information and Management Systems Society (HIMSS)

Project Management Institute (PMI)