

## KATHRYN E. BELVEL, MPM

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### IT PROJECT MANAGER

Astute leader and manager with a strong combination of analytical, technical and interpersonal skills. Committed to leading cross-functional project teams that deliver outstanding results for the company and its customers. Recognized as a consistent contributor to productivity and profitability enhancements through cost-effective initiatives that improve business operations and use of technology.

### ACCOMPLISHMENT HIGHLIGHTS

- **IT Infrastructure service harmonization and maturity framework:** Developed a service harmonization and maturity evaluation framework for standardizing global IT services. The process is designed on four primary phases (discovery, consensus, documentation and implementation) and includes service maturity valuation and benchmarking tools built on the ITIL CMM maturity model. The framework is designed to be a repeatable process to stimulate continual harmonization and maturity development. (*SAP*)
- **Mergers and Acquisitions project manager for IT Client Services:** Successfully integrated all client service functionality into the Business Objects environments for acquisitions from 2006 through 2007 including Insight of Mountain View, CA; First Logic of La Crosse, WI; and Cartises of Paris, France. Was one of the IT project managers in the acquisition of Business Objects by SAP responsible for integrating clients services activities into the SAP environment including but not limited to user computer imaging and migration, printer migration and secure remote access. (*Business Objects*)
- **Antivirus protection management capability:** Achieved a totally managed antivirus environment that substantially reduced the number and severity of outbreaks, potentially saving millions of dollars in downtime losses. Set up and configured McAfee enterprise-class ePolicy Orchestrator antivirus server and installed new McAfee agent and client. (*Business Objects*)
- **Centralized patch management system:** Attained full patching for corporate workstations against security vulnerabilities involving Microsoft OS by establishing a cost-effective, centralized system. Implemented central parent SUS server in San Jose and child SUS servers in key offices nationwide. Actions included setting up a pre-deployment testing and notification process. (*Business Objects*)
- **Operating cost reduction - computers:** Delivered potential for annual savings of \$1.0-1.5 million by reducing the number of laptops and desktops in service worldwide and facilitating acceleration of a separate Remedy upgrade project to develop an effective global asset management system. Initiated a corporate computer policy, shifted computer purchase costs to requesting departments, and increased computer life cycles. (*Business Objects*)
- **Operating cost reduction – printers:** Laid the foundation for estimated annual savings of \$300,000-\$500,000 in printer and consumables costs by creating a corporate printer policy and awarding a single-vendor global contract that covered lease, maintenance and all consumables except paper. Standardized print environments around multifunction devices worldwide. (*Business Objects*)
- **Corporate expense reduction:** Reduced credit report cost approximately \$35,000 the first year alone and increased productivity by reducing credit report turnaround time and expediting loan approvals. Actions included arranging installation of credit terminals in each loan facility to enable direct access to credit reports. (*Bay View Federal Bank*)

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**PROFESSIONAL EXPERIENCE****SAP, Palo Alto, CA**

2008-Present

***IT Infrastructure Planning  
Project Manager***

Manage IT projects aligned with infrastructure initiatives and programs in driving for harmonization and continual optimization of global infrastructure operations. Focus on providing innovative tools and processes emphasizing service lifecycle and lean management practices.

**Current Projects:**

- IT Infrastructure Services Knowledge Management project

**Successfully Completed Projects:**

- Standardize and automate global Infrastructure Services management reports via single data repository
- Infrastructure Services Harmonization framework for standardizing global services process and procedures and base lining service maturity level for continual service improvement
- Infrastructure Production Change Control Implementation
- Integration of Business Objects users into the SAP environment

**Business Objects, San Jose, CA**

2002-2008

***IT Project Manager***

Manage diverse and complex technology projects for this global leader in Business Intelligence software, which has over 30,000 customers and a network of more than 3,000 partners and resellers. Managed client services merger and acquisition projects. Oversee engineering labs for software development groups. Serve as SUS Administrator for North America and Asia Pacific and as McAfee ePolicy Orchestrator (ePO) Administrator for North America.

**Successfully Completed Projects:**

- User integrations in First logic, Insight, and Cartesis acquisitions
- Global computer and printer policy to reduce cost via asset consolidation and management
- Remedy upgrade, re-architecture and implementation of asset tracking system
- Global security response process and procedures for viral outbreaks and security exploits
- North America Training Classroom upgrade with segregated Altiris network
- Exchange migration team for Crystal integration
- Sarbanes-Oxley (SOx) project team

***Senior Support Analyst***

Managed special projects that encompassed IT Support and other IT groups in North America. Served as a member of the DL reorganization implementation team and the AD process and procedures implementation team. Implemented Microsoft SUS in North America and Asia Pacific and implemented McAfee ePO in North America.

**Acta Technology, Mountain View, CA**

2000- 2002

***IT Manager, Client Services***

Managed internal technical support and helpdesk staff worldwide for over 200 users in this privately held data integration vendor, which was acquired by Business Objects in 2002. Oversaw NT domain network administration, as well as hardware and OS support for over 40 servers in the Engineering QA lab. Key actions included the following:

- Administered and maintained Exchange Server 5.5, which included designing and implementing a distribution list scheme and policy.
- Created and documented helpdesk and internal technical support policies and procedures, including an IT Management Change Control policy.

**Acta Technology** (continued)

- Implemented a centralized corporate antivirus protection solution and a remote Internet dial-up access solution with internal centralized account management.
- Established and enforced SLA for helpdesk and technical support.
- Implemented a wireless network in the corporate training facility.
- Designed and created a corporate Intranet site and department-level FTP sites.
- Created and documented master desktop, laptop and server builds for Ghost images.
- Initiated Microsoft Select Agreements and maintained software licensing and CAL compliance.
- Standardized corporate naming conventions for network and e-mail accounts.
- Supervised installation, configuration and maintenance of a UPS solution in the QA lab.

**Mattson Technology, Fremont, CA**

1996-2000

***Desktop Supervisor***

Managed support for over 300 desktop and laptop users worldwide, including installation, configuration and maintenance of desktop hardware and software, as well as troubleshooting and resolving network connectivity issues for local and remote users. Additional actions included the following:

- Successfully completed corporate migrations to Windows 95 and NT 4.0.
- Created a purchase order database to track department software and hardware orders.
- Initiated and maintained network tape backup and offsite archive procedures.
- Implemented and maintained desktop and network virus protection solutions.
- Assisted with network administration involving network accounts, Exchange accounts, and network directory and file security.
- Served on the ISO 9000 implementation team.

**Previous Experience:****Mortgage Lenders Financial Network, San Jose, CA*****System Administrator / Corporate Vice President***

Managed a Novell network with 3 servers, 24 nodes and over 35 users. Installed, configured and maintained network and workstation hardware and software. Implemented a network security plan and procedures at user, directory and file levels. Programmed a file archiving and storage database system.

**Bay View Federal Bank, San Mateo, CA*****Vice President / Regional Loan Manager***

Supervised 5 loan employees, 3 appraisers and 3 agents. Held \$500,000 signing authority. Contributed to management planning and reporting, which included goal-setting, budgeting and production volume of \$100 million annually secured by residential properties up to 20 units and small commercial properties. Participated in ensuring federal and state regulatory compliance and applying corporate and investor policies and guidelines.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Bachelor of Science in Business Administration**

California State University-East Bay, Hayward, CA

**CNE / CAN Certification Program, Windows NT Administrator Program**

Computer Training Academy, San Jose, CA

**Project and Program Management Certificate**

University of California, Santa Cruz – Silicon Valley Ext

**Professional Development Courses**

- ITIL v3
- Information Systems Project Management
- Technical Project Management
- Implementing MS Windows 2000 Professional and Server
- MS Exchange Server 5.5 Series – Accelerated Training for Administration and Implementation
- Remedy: Administering the AR System
- Remedy: AR Web and Web Administrator
- Remedy: Helpdesk and SLA Applications
- Remedy: Helpdesk and Change Management

**Professional Affiliations**

**AAPM – American Academy of Project Management**

Master Project Manager (MPM) certified

**PMI**

Silicon Valley Chapter