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Business Analysis – Change Management – Sales Leadership – Project Governance

Mr. Francis has over three decades of sales and delivery experience in the consulting, software and digital services industries. Adept in building sales and delivery organizations and capabilities, developing go-to-market business strategies, and cultivating high performing teams. Led and managed a broad range of multi-million-dollar engagements focusing on business and workforce transformation, operations improvement and digital strategy. A proven track record in growing business value through the design and implementation of complex change and business transformation programs. Highly effective in:

- Business Analysis
- Workflow Design
- Project Governance
- Project Management Office
- Business Process Management
- Change Management
- Systems Analysis
- Project Management
- Business Requirements
- Functional Requirements
- Critical Thinking
- Problem Solving

HIGHLIGHTED CAREER ACHIEVEMENTS

- Thomson-Reuters, a Global Information Services Company – Led business transformation program to implement SAP financials, procurement and order-to-cash.
- Managed team in excess of 200 personnel spanning 38 countries and 190 legal entities.
- Created 3 Global Service Centers located in North America, the U.K. and India, and consolidated 90 legacy finance and order-to-cash applications onto a single existing SAP instance.
- Received consecutive A+ Client Satisfaction ratings for 3 years.
- Recipient of IBM's **Golden Circle Award** recognizing highest achievement of professional contribution in their discipline.

EMPLOYMENT SUMMARY

IBM Global Business Services	2006 - 2020
Accenture	2001 - 2006
Rare Medium Group	2000 - 2001
KPMG Bearing Point	1999 - 2000
IBM Business Consulting Services	1996 - 1999
Software AG	1994 - 1996
Andersen Consulting	1985 - 1994