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Sample Projects:

- **Communications -- Change management, benefits, online content**

For a global information provider —

Created strategic and tactical internal communications to support a Global Operations and Infrastructure organization to support enterprise-wide IT security, the rollout of a new IT service model, the opening of a new data center, and migrating services offshore.

For a regional electricity regulator —

Facilitated a communications visioning session to help IT formulate communications goals to serve business customers more effectively; developed a written communications framework and process to link vision and goals; coached senior level staff and developed specific tools to help managers communicate more effectively with their employees and customers.

For a global provider of process chemicals, chemical specialties, and services —

Developed a comprehensive communications program to support a new business strategy, QuakerOneWorld (Q1W), to reorganize employee teams into a process-based organization. Effective internal communication was critical to the success because this initiative led to both the reorganization of employees and the implementation of a new work tool, JD Edwards (JDE), to reinforce global integration.

For an international insurance organization operations division —

Interviewed key managers to develop best practices communications for the corporate intranet including the use of e-signature to speed up the new policy approval process.

For a major health and life insurance corporation —

Communicated the introduction of a new operations model, including 20 processes made up of 29 projects, worked closely with HR, the Learning Organization, and technology professionals. Highlights include:

- Developed an overall communications strategy and implemented tactical solutions.
- Used an integrated communications approach for themes, messages, their timing and the delivery vehicles across different audiences.
- Communications vehicles included management interviews, town meetings, intranet content, broadcast emails, Fact Sheets and FAQ's, etc.
- Measured effectiveness of communication approaches using feedback forms, an anonymous mailbox and surveys, etc.
- Counseled and advised senior managers about effectively communicating the new model.

For one of the leading U.S. reinsurers —

Executed change management communications for a global SAP R/3 implementation project using a wide range of media, including intranet articles, newsletters, brochures, group meetings,

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and information fairs. Prepared staff for new technology and business processes. Prototyped Flash-based screen videos for system demos.

For a leading pharmaceutical and health care products company —

Managed web content and wrote feature articles and reports on IS security, enterprise upgrades, technology assets management etc. for an online intranet publication targeting 1,600 IS professionals across a division, the holding company, and a joint venture partner.

For a major health and life insurance corporation —

Created benefits communications, including updates to benefits plans and programs via print, online and e-mail communications; wrote newsletter and intranet articles on health and wellness topics for employees; revised the corporate HR recruiting website.

- **Training Development and Delivery:**

For a medical services company —

Presented an instructional design workshop to subject matter experts developing training on new business processes; coached 1:1 on how to incorporate instructional design techniques.

For an international enterprise software corporation —

Change management strategy, business process reengineering and training development for a major system implementation that showcases the company's best practices and solutions.

For a software solutions and processing services company —

Developed and delivered classroom training to managers on Interviewing Skills and How to Conduct Performance Appraisals.

For a property and casualty insurance company —

Presented classroom training seminars: Project Management "boot camp" for business team members (3 days); elearning design (2 days); Effective Technical Writing (1, 2 & 3 days).

For an international manufacturer of technical products and electronic devices —

Conducted a needs analysis for Technical Customer support training and recommended new content and format; Developed train-the-trainer and end-user training on new workflows and system features for a major SAP CRM implementation using InfoPak.

For a financial software company —

Developed elearning for complex financial software for finance and capital markets using Captivate.

For a Fortune 500 investment company —

Developed modular technical training and updated existing training on products and services, financial calculations and formulas to answer client questions on distributions etc. Developed Investor Information New Hire Training; mentored and coached instructional design team of technical subject matter experts (SME's). Developed process flow training for client investment.

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For a financial services company —

Customized and delivered classroom training sessions on Effective Business Writing and New Supervisor Training as part of the company's exceptional customer service initiative.

For an e-commerce company —

Mentored on how to use MS Word templates to create proposals; covered 18 problem areas (auto text, styles, using shortcut keys, paragraph spacing, headers/footers, updating Table of Contents, editing tables, etc.); customized hands-on exercises to include screen shots from the company's templates.

- **Documentation and Online Help:**

For an international enterprise software corporation —

Updated CRM software documentation (300 documents) using MS Word and PowerPoint.

For a financial software company —

Converted and enhanced online help from WebWorks to RoboHELP; developed style guides and created single source documentation and training using Captivate for new product releases.

For a medical device company —

Developed FDA-compliant user documentation for clinical trials and the launch of a new medical device.

For a healthcare insurance company —

- Project Management Methodology (PMM) Standards Update:
Working with systems and client team members, reviewed and updated project management methodology standards, deliverables and processes for project management (project phases, processes, signoffs, etc.)
- Work flow automation project:
Documented workflows and scripts; worked with systems personnel to design software requirements for automating the inquiry tracking to allow for improved trend analysis and reporting capabilities.
- Client/Server Standards Development and Updating:
Working with AT (Advanced Technology), (1) standardized client/server error messages, (2) developed the standard for error notifications and monitoring, and (3) updated the standard for client/server turnovers.

For an international manufacturer of technical products and electronic devices —

Developed handy reference guides and detailed "how to" advanced user manuals for multi-function products; Converted user documentation from PageMaker and FrameMaker to InDesign.

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For an international insurance organization —

Authored a Business Case manual on the IT division's Technology Review Process for new technology purchase requests.

For the sixth largest U.S. residential mortgage servicer —

Provided a team to develop, edit, and publish policies and procedures documentation for 10 business units using Information Mapping methodology; interviewed Subject Matter Experts to define complex, step-by-step procedures; identified and resolved content issues; researched solutions for moving from paper documentation to online; coordinated reviews with 7 departments, developed a style guide.

For a provider of global business news and information services —

Provided Project Lead of Knowledge Transfer and Documentation for the Interactive Business Technology Services division on a new web site J2K project; managed Training Design and development of the Customer Reference Guide; Developed a "Web Tour".

For a provider of software and systems enabling network-based messaging —

Developed documentation for wireless communications billing software products that are highly customized for each mobile communications company. Software capabilities include creating and changing group accounts, billing against prepaid and post-paid accounts, tracking detailed usage of subscribers, and integration with an integrated voice response systems and other third-party software.

For a provider of IP-based communications services —

Managed the content standards & Quality Assurance for a Knowledge Management initiative; created templates for sales support documents and customer collateral; coached & trained authors in creating templates, monitored compliance of document templates and categorizations to overall information architecture.

For a property and casualty insurance company —

Working with the IT organization, created a document library database and wrote procedures for a Sarbanes-Oxley compliance project.

For a global technology services company —

Provided a team to plan, design, and develop user guides, job aids, course materials, and training databases for this enterprise-wide e-commerce solution, a \$70 million project that provides a Java-based front-end to disparate legacy systems supporting five City agencies and which offers service in payment centers, and through the Internet and kiosks.

For a provider of investment financial information and analytic applications —

Online help work: Imported an HTML programmers' manual and user guide describing a proprietary software language from a corporate Internet site into the company's Web-based online help system. Analyzed the contents, and created a new structure, redirecting all links to new pages and added inline links. Created a new Table of Contents to reflect the newly created structure. Updated the style of the original manual to conform with the company's style guide.

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For a global medical technology company —

Developed a user manual for a palm product Medication Management system to track patient medicine dosages which runs on a handheld computer platform.

- **Usability Evaluation:**

For a global financial company —

Provided Project Management expertise to coordinate schedules and deliverables of globally dispersed interface design teams and user testing using MS Project, WebEx and other tools; documented usability evaluations as part of usability research studies.

For a pharmaceutical company's North American division —

Conducted a heuristic usability evaluation of a division's website redesign; conducted a usability research study with 14 representative users (consumers, health care and media professionals) and made recommendations on design changes to improve the user experience on the website.

For a provider of pharmaceutical and healthcare market intelligence —

Conducted a usability evaluation of a proprietary software product for a target audience of internal users. The software automated a previously manual process; observed three types of users beginning and attempting to complete tasks to obtain reactions to the prototype; provided a final report recommending design improvements, training and documentation for each user type.

- **Human Resources: Process improvement & Recruiting:**

For a technology company to the NYSE —

Developed and implemented organizational development programs designed to transform this sales-driven organization and build the HR infrastructure.

- Developed and implemented an on-line business orientation process
- Created employee job descriptions for use in the performance management process and compensation benchmarking surveys.
- Created and analyzed HR reports for personnel and organizational change decisions.
- Developed an on-line tool empowering employees to navigate Human Resource administrative tasks and increase overall productivity.

For a healthcare insurance company —

Call center/customer service root cause analysis: Reviewed all touchpoints, measures, metrics, and reports; mapped out processes; identified training issues and process breakdowns; interviewed all levels of staff; recommended process improvements.

For a global information services provider —

Managed full lifecycle of staffing requisitions of all levels quickly and efficiently (Sales, Marketing, Financial Planning, Accounting, IT, Customer Support). Proven management partner advising on hiring the best talent. Managed corporate vendors to fill temporary requests.

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For a research institute on medical procedures, devices, drugs, and processes —
Recruited permanent professionals including Project Director, Healthcare Quality; Director of Development, and Program Director.