

# CHADWICK ERKER

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## PROFILE

Program Manager with over 15 years of experience in application system development.

## EXPERIENCE

2016 TO 2018                                      Quadient Software                                      Tampa, FL

### PROFESSIONAL SERVICES PRACTICE LEAD – FINANCIAL SERVICES

- Team Leader responsible for managing Professional Services Team of 7 consultants in the Financial Services sector
- Responsible for maintaining relationships with existing clients, and for leading the initiation phase with new clients
- Maintain revenue projections for both assigned clients and future work
- Provide oversight and governance of adherence to process and procedures, monitor project budget and schedule, and address client escalation of issues or concerns

2015 TO 2016                                      HSBC Bank USA                                      Tampa, FL

### SR CONSULTANT - CUSTOMER CORRESPONDENCE

- Technology Manager responsible for driving delivery of software to enable sustainable savings in print related costs and adoption of digital communications
- Present business cases to regional executives in order to prioritize projects and secure funding
- Program Manager for Americas Portfolio delivering \$2.6M savings in Mexico and \$7.2M savings in Brazil
- Manage global team of 5 senior level resources located in the United States, England, and Malaysia

2012 TO 2015                                      HSBC Bank USA                                      Tampa, FL

### PRODUCT MANAGER - CUSTOMER COMMUNICATIONS MANAGEMENT

- Multi-channel communications platform product owner, responsible for product strategy and leadership, alignment of business and technology organizations, and business development
- Develop product roadmap, release schedule, and maintenance plans
- Manage vendor relationships and contracts
- Forecast and manage annual budget of \$3M USD
- Manage global team of over 20 resources in 4 different locations

2006 TO 2012                                      HSBC Bank USA                                      Tampa, FL

### SENIOR CONSULTANT BUSINESS SYSTEMS

- Program Manager for Workflow, Content Management, and Communications PMO
- Resource manager for Global Portfolio team
- Engineering Lead responsible for solution architecture and development of application systems

2003 TO 2006                                      Hewlett Packard (Exstream Software)                                      Lexington, KY

### SENIOR SOLUTIONS CONSULTANT

- Project Manager and Lead Developer representing Exstream Software on multiple client-facing engagements.
- Consultant on process improvement and design reviews for maximizing system efficiency.
- Develop application systems for document composition in numerous consulting engagements. Industries include banking, brokerage, insurance, utility, and telecommunications companies.

## EDUCATION

University of Kansas                                      Lawrence, KS

### B.S. BUSINESS ADMINISTRATION

- Emphasis in Management Information Systems