

# Jackson Taylor Langford

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## **PMP with an MBA – Extensive Applications Development Management Experience**

Highly influential project manager bringing more than 20 years of combined expertise in applications development management and project/program management. Proven skill in communicating program concepts and application needs between programmers, senior managers, and end-users to reach a consensus on operational models and needs. First-class track record of saving millions of dollars and repeatedly achieving significant performance increases for Fortune-rated corporations.

### **CORE STRENGTHS**

Full scale project life-cycle development • Business Analyst • Applications Development  
Project Management • Communication • Strategic Development • Process Development • Data and Object  
Role Modeling • Budget Management • Application life cycle & Architecture • Project Consulting

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### **PROFESSIONAL EXPERIENCE**

#### DIRECTOR OF PROJECT MANAGEMENT • NEWLINE HEALTH PLANS • SARASOTA, FL • 2004 – 2007

Oversaw and managed portfolios for both IT and business projects with a total value that exceeded \$30,000,000. Direct liaison between the customer, senior executives, and product development team. Analyze current business model and develop strategies and products to meet clients' needs and cost-saving goals.

#### **SELECTED ACCOMPLISHMENTS**

**Reorganized and developed entirely new project management office utilizing PMI model based on efficiency, project timelines, and strategic development goals.**

- ◆ Significantly improved project on-time completion – an increase from 10% to 90%.
- ◆ Established standards, policies, and procedures for strategic management of projects, significantly improving communication, staff morale, and retention.
- ◆ Implemented the use of Microsoft Enterprise Project Manager software allowing employees to work on multiple projects simultaneously and measure the status of each project.
- ◆ Influenced a major cultural shift and strategic development concept within the company by emphasizing the need to include project managers on the initial planning and consulting stages of new projects resulting in accurately forecasting timelines, budgets, and development models.

#### SYSTEMS MANAGER • IT RIGHT, JACKSONVILLE, FL • 2002 – 2004

Recruited to manage and establish a Legacy EDI Clearinghouse to meet new federal HIPPA (Health Insurance Portability and Accountability Act) compliance laws and regulations for 11 states' Medicaid transactions and two commercial insurance companies' health divisions. Supervised approximately 25 people working at three sites throughout the Southeast.

#### **SELECTED ACCOMPLISHMENTS**

**Successfully worked with clients and programmers to redesign entire software product saving over \$9,000,000 from original project estimates.**

- ◆ Automated functions within the Electronic Data Interchange (EDI) by expediting data input and processing throughout multiple agencies which provided information access through interactive transactions, clearinghouse, web based communications, and applications development units.
- ◆ Significantly improved the efficiency and value of the unit by implementing a better performance measurement process utilizing S.M.A.R.T. objectives.

CONSULTING INFORMATION TECHNOLOGY ARCHITECT ▪ NEXTEL GLOBAL SERVICES ▪ PENSACOLA, FL (2001-2002) Served as the IT Architect with IBM for the design of a new web portal in a contract agreement with Nokia.

### **Selected Accomplishment**

- ◆ Researched and resolved significant performance problem and designed an e-commerce enterprise strategy to create revenue and improve customer service.

DIRECTOR, APPLICATION STRATEGY ▪ COMPUTER DOCTOR, INC ▪ ATLANTA, GA ▪ 1997-2001

Utilized project management and programming skills as the Chief Application Architect in designing and building multiple databases for information storage and retrieval on various Georgia state government contracts including the Department of Children and Families, Department of Transportation, Department of Revenue, Department of Wildlife, Department of Insurance, Division of Rehabilitation, and Department of Labor. Coordinated the development and implementation of multimillion dollar specialized turnkey applications.

### **Selected Accomplishments**

- ◆ Managed a five-person design team and 130 application developers who created a web-based browser application using a multi-tier architecture (Java – display layer / MQ Series – transaction layer / Tuxedo – data layer) used for tracking children in foster care. Completed phase one of the project within the designated time frame.
- ◆ Managed a design team of four application architects and 132 developers that completed a \$10,000,000 browser-based application in 12 months.

### **PRIOR EXPERIENCE**

DIRECTOR, ELECTRONIC DATA INTERCHANGE SERVICES ▪ CIGNA HEALTH OF GEORGIA

Defined, established, and managed an EDI clearing house with 7000 interchange partners representing 14,000 healthcare providers. Created a system capable of processing 120 million transactions per year, generating an excess of \$1.5 billion in provider payments annually.

### TECHNICAL PROGRAMMING EXPERIENCE

**Operating Systems:** MS Windows ~ AS400 ~ UNIX ~ MVS (now z/OS) ~ z/VM

**Program Languages:** IBM Assembler ~ PL1 ~ Basic ~ Visual Basic & Visual Basic for Applications ~ C++ & C++.Net ~ some Java

**Software Applications:** Accounting ~ EDI Translators ~ Claims Processing Packages (Diamond and Power MHS for example) ~ Process Flow Control Programs ~ Capacity Planning Performance Monitoring ~ Web Shopping Cart Programs

**PC Applications:** MS Office Suite of applications ~ MS Project ~ Enterprise Project Server

**Hardware:** IBM series I, P and Z ~ MS Servers ~ Linux ~ Unix ~ Routers ~ PC

### **EDUCATION & CERTIFICATIONS**

**M.B.A.** Emory University, Atlanta, GA

**B.S.** Computer Science, Memphis State University, Memphis, TN

**PMP** Project Management Institute