

DWAYNE MCCULLOUGH

Lawrenceville, GA 33043 678-615-8771 dwayne@dlimccullough.com
<https://www.linkedin.com/in/dwayne-mccullough-7548b1161/>

Director of Business Process Management

**Process Engineering / Procedure Management / Supply Chain / Global Logistics / B2B
Data Analysis / Business Intelligence / Technology / Financial Reporting & Analysis
e-Commerce / e-Learning / Web Development**

Results-driven leader with a track record of blending extensive operations knowledge with innovation to improve processes and respond to changing business demands. Exceptionally adept in analyzing needs and leveraging opportunities and resources that quickly drive procedural efficiencies. Can contribute by:

- **Launching new product implementations that deliver increased efficiencies.**
- **Saving significant costs with innovative solutions to complex technical issues.**
- **Streamlining service and system workflows that improve processes.**
- **Collaborating with key stakeholders to ensure effective and efficient project implementations.**
- **Building and maintaining strategic relationships with vendors and third-party providers.**

Service: Captain, United States Merchant Marines **Certifications and Education:** Business Process Management; Cognos (IBM) Business Intelligence; Computer Science – Chattanooga College, TN. **Awards: MVP**, MasterCard Commercial Card Program, 2014.

SELECTED ACCOMPLISHMENTS

Improved efficiencies 75%. Configured an international scheduling matrix for product training. Within three weeks, simplified cumbersome communication process and reduced workload required for this task by 75%.

Reduced implementation time by 67%. Used best practice methodology to identify critical process steps and institute product control plan to handle current and future challenges in deployment, minimizing risk.

Launched revolutionary business card transaction platform. Launch team for Enterprise Spend Platform (Fraedom). Built robust, customized reporting capabilities and developed fulfillment procedures.

Rebuilt database documentation for global logistics company. Uninterrupted tracking of millions of packages prevented major loss in reputation & revenue stream.

Slashed customer call volume by 80%. To handle extreme client demand, developed Training-On-Demand solution. Hosted product knowledge database and how-to videos educating users, requiring less calls.

CAREER EXPERIENCE

Sr. Technical Consultant, Silicon Valley Bank, 2014 to Present. Provide technology integration service and support for MasterCard Commercial Card Products

Manager & Commercial Card Product Consultant, Capital One Bank, 2011 to 2014. Handled purchase control (MasterCard), client and internal commercial product and technology transition. Managed vendor relations.

Card Technology Officer & VP, SunTrust Bank Inc., 2007 to 2011. Managed custom client metrics and analytical solutions; coordinated Spendvision (Fraedom) and other branded Visa commercial card products;

Business Intelligence Architecture Consultant, Pyramid Consulting Inc., 2007 to 2007. Provided technical expertise, leadership, Tier 3 support group management, systems documentation, and technical writing.

Sr. Business Intelligence Analyst—SE Region, Fiserv, Inc., 2005 to 2007, Created customized client reports. Conducted product training and developed Training-On-Demand delivery. Managed 326 regional clients.

Earlier: Sr. Statewide Help Desk Manager & Virtual Bookstore Coordinator for the TN Board of Regents; Webmaster & Distance Education Technologist for Cleveland State College, TN; Analyst and Campaign/Community Organizer for various organizations.