

# CHARLES W. "CHUCK" BOUDREAU

CHUCK@CHUCKBOUDREAU.COM

719-660-9888

LINKEDIN.COM/IN/CHUCKBOUDREAU

## SOLUTION DESIGNER - AGILE FACILITATOR - BUSINESS STRATEGIST

- *Collaborator and Communicator* • *Cross-Functional Facilitator*
- *Business Analyst* • *Strategic Vision Builder* • *Trainer / Coach / Leader* • *Marketer*

Multi-Site, Multinational Client Engagement  
Marketing and Inventory Management Systems  
Value Chain Configuration and Analysis  
Product Management and Marketing  
Persona-Based User Experience (UX) Design

Business Requirements Elicitation / Facilitation  
Enterprise Business and Technology Architecture  
Mobile and Client-Server Software Development  
Business Analysis Training & Leadership  
Scrum Master and Agile Practitioner

## PROFESSIONAL EXPERIENCE

### Computer Technology Associates, Inc. (Colorado Springs, CO)

2016–2017

#### Solution Architect

Directed market-driven, agile design and development practices for a virtual software development team producing financial management software solutions for the US Navy.

- Provided user experience (UX) design leadership **resulting in improved delivery of value and positive impact to solution users**. Conducted ethnographic research and published references used by developers that include user profiles, personas and user interface style guidelines.
- Defined a repeatable and effective process for clearly describing the understanding of the user's problem context so that **empathy directly influenced the resulting product design**. Used low-fidelity mockups and multiple design alternatives to produce the best fit solution considering the user context and relevant production constraints.
- Provided software architecture leadership that resulted in the consolidation of multiple fragmented code lines into a single code line that dynamically supported multiple client contexts resulting in **improved efficiency of production and quality of software**.

### Compassion International (Colorado Springs, CO)

1997–2016

#### IT Product Management Advisor

2012–2016

#### Enterprise Business Architect

2008–2012

#### IT Business Analyst

2006–2008

#### Enterprise Technology Architect

2000–2006

#### Senior Software Developer Specialist

1997–2000

Designed and developed core software applications for a rapidly growing, global enterprise (revenue of \$55M 1997 - \$760M 2016). Spearheaded global business process redesign efforts providing a critical bridge of translation between business design teams and information technology implementation teams.

- Developed software for a core marketing application that **engaged over 4M consumers** and **produced tens of millions of high quality and widely varying customer communications** while **enabling double-digit annual revenue growth for over 16 years**.
- Developed software for an inventory management application that **tracked over 2M inventory items** while **dramatically reducing inventory errors** through **improved business process controls**.
- Drove enterprise business architecture as strategy and produced value chain analysis resulting in unprecedented **clarity of end-to-end business processes and a basis for continuous improvement**.
- Performed business analysis activities for a cross-functional, global effort **engaged and facilitated structured future-state conversations with over 300 business stakeholders from over 30 countries** who **redesigned six core business processes** resulting in **improved management of all product lines** and documented thousands of requirements that led to the **selection of next generation of information technology enablers**.
- Established the business analysis community of practice and developed corporate standards and training in business process analysis, enterprise architecture, IT product management, persona-based product design and software development lifecycle management **resulting in improved consistency and standardization**

**Golden Hills Software, Inc.** (Colorado Springs, CO) 1999-2017

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**Product Designer and Developer, SurveyGold Survey Solutions**

- **Single-handedly** designed, developed and marketed a global, market-leading survey software application serving over 50,000 users and processing hundreds of millions of responses.

**PowerCerv Corporation** (Augusta, GA) 1993-1997

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**Senior Research Analyst** 1996-1997

**Director of Programming** (20+ offices with 400 employees) 1993-1996

- **Top Billing Sales Consultant** awards for three consecutive quarters. **Ranked #1 out of 300+** consultants nationwide. Consulted with high profile corporate clients.
- Developed assessment guidelines for 300+ consultants resulting in **improved performance management**.
- **Trained hundreds of software developers** in new technologies, user interface design in over 50 cities.
- Public face of the company as a technology evangelist. Authored a monthly byline in a globally distributed IT magazine engaging over 40,000 subscribers and keynote speaking at high-profile international and regional conferences throughout the US and Europe.

**Westinghouse Savannah River Company** (Aiken, SC) 1990-1993

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**Apple and IBM Cross-Platform Software Developer**

- Developed groundbreaking software development frameworks **resulting in dramatically reduced software development time cycles and defect rates with order of magnitude increases in function points** while using new technology under non-disclosure agreements with Apple, IBM, Microsoft, Novell, Oracle and Sybase.
- Won the prestigious Information Systems Advisory Council (ISAC) for developing systems that **saved the corporation tens of millions of dollars** in workstation configuration management.

**Integral Designs** (Pensacola, FL) 1988-1989

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**Systems Consultant**

- Performed product design, development and marketing for a small systems integration consulting firm. Developed turn-key, LAN-based software solutions for many of the largest enterprises in the region.

**McDonnell Douglas Computer Systems Company** (Houston, TX) 1987-1988

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**Systems Engineer**

- Responsible for software installation, technical support, training and pre-sale product demonstrations for customers of a minicomputer manufacturer regional sales office.

**Exxon Company, USA** (Houston, TX) 1985-1987

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**Systems Analyst**

- Developed on-line employee relations and payroll system. **Controlled project task budget of \$1.8M**. Managed six contract programmers.

**Texas Instruments** (Missouri City, TX) 1983-1985

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**Software Engineer**

- Provided computer programming development and support for a semiconductor manufacturing facility with over 4,000 employees. Designed and developed PASCAL-based system implemented in four other TI factories.

EDUCATION / CERTIFICATIONS / MEMBERSHIPS

**Bachelor of Science, Systems Science, 1983** • University of West Florida, Pensacola, FL

- Certified ScrumMaster (Scrum Alliance)
- Counselor Selling (Wiley)
- COBIT 5 Foundation (ISACA)
- Health Community Coach Certified (Sherod Miller)
- International Institute of Business Analysis Member
- ITIL 2011 Foundations (APMG)
- Pragmatic Marketing Certified – Level II
- Pragmatic Use Case Writing (Evanetics)
- Visual Architecting Process (Bredemeyer)
- Total Quality Management (Westinghouse)

TECHNOLOGY / SKILLS

Proficient in software development (iOS, Windows, client-server, web, mobile), business analysis, agile methodologies, product marketing, user experience (UX) design, training, public speaking, group facilitation, test driven development, Scrum and use case development.