

# Jake Eldridge

Management Consultant

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## Experience

<b>Cision US, Inc – Consultant</b>	<b>April 2006 – Present</b>
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- Led team of 17 in system performance tuning customer facing web software products.
  - Performed analysis to discover and fix problems with system performance
  - Defined, estimated and assigned tasks.
  - Tuned database queries
  - Analysis of how to best configure system load testing
  - Triage and troubleshooting of performance problems with production systems
- Consulted on creation of release processes.
- Defined software interfaces between system application and data access layers.
- Worked with product managers to define product functionality.
- Configured and administered source code repositories.
- Configured and automated build processes.
- Defined and enforced standards for test driven development.

<b>Hartford Financial Services Group, Inc. – Consultant</b>	<b>January 2004 – March 2006</b>
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- Led team of 20 to audit and balance M&A integration of contract, claims and billing systems.
- Defined, implemented and enforced SOX, COBIT and ISO 17799 policies and procedures.
- Performed security and SOX audits of systems and operations.
- Managed IT operations for claims systems, data warehouses and bank feeds.
- Responsible for managing ten direct reports, supporting hundreds of users countrywide.
- Provided tax documents (1099, W2, 941) and reports for ad hoc legal and business needs.
- Consulted on establishment of business continuity and disaster recovery plans.
- Created system architectures and IT solutions for:
  - Auditing M&A systems integration
  - M&A system and office migration of underwriting operations
  - Auditing user application access
  - Transmitting files to banks and customers
  - Mass loading documents into a new document/content management system
- Migrated claim system to acquiring company's network including interfaces and feeds to data warehouses, Peoplesoft Accounting, banks and clients.
- Enumerated firewall packet filtering rules for communications during M&A system migration.
- Recreated reports for regulatory audits from source systems during data warehouse outage.

<b>Compusulting Group, Inc. – Consultant</b>	<b>September 2005 – October 2005</b>
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- Responsible for platform selection and architecture of a system interfacing RFID hardware, mobile devices, web services and specialty medical hardware.
- Defined systems communications processes and protocols.

<b>CNA Financial Corporation - Consultant</b>	<b>August 2002 – December 2003</b>
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- Integrated heterogeneous claims systems to uniform code base with single data source.
- Created software solutions and architectures, defined database and data architectures.
- Evaluated, vetted and integrated 3<sup>rd</sup> party system components.
- Performed project management duties including task definition, estimation and assignment.
- Reviewed technical specifications and code for compliance with standards and security policies.
- Consulted for compliance (HIPPA, OFAC) and security (COBIT, ISO 17799) of claims and contract systems.
- Responsible for architecture and testing of application and data security.
- Performed information security audits of architectures, code, deployments and user access.

<b>Wheels, Inc. – Consultant</b>	<b>June 1999 – August 2002</b>
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- Designed and built a CRM system, automating customer email communication.
- Migrated web applications from distributed database to single data store architecture.
- Designed, built and deployed web software products.
- Integrated web applications with back office accounting and legacy business systems.
- Participated in marketing strategy and planning sessions for product development.

- Defined and enforced security policies for web applications.
- Vetted credit card processing vendors and integrated e-commerce transaction processing into ordering and accounting systems.
- Audited web systems' compliance with information security standards and service agreements with vendors and customers.
- Performed capacity planning, stress testing and tuning of queries, code, databases and web application servers.
- Worked with network engineers to define firewall packet filtering requirements.
- Performed business impact analyses and risk assessments for credit card processing and hosting web applications.
- Consulted with managers on project management, adaptation of new technologies, change control, 3<sup>rd</sup> party software purchases and software development process management.

<b>BrandEra.com – Consultant</b>	<b>March 2000 – September 2000</b>
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- Reorganized IT and product development departments.
- Defined roles and pay for employees and contractors.
- Evaluated and recommended platforms for source code control, content management, personalization, CRM and J2EE application server.
- Provided project plan and data architecture to migrate Java platform to Websphere and integrate M&A systems and 3<sup>rd</sup> party software packages with existing custom applications.
- Defined policies and procedures for web publishing and custom software development.

<b>Nomadic, Inc. - Chief Operations Officer</b>	<b>February 2000 – October 2000</b>
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- Responsible for operations of a .com start-up specializing in e-commerce, content management, new media and business process management.
- Vetted and selected internal staff, strategic partners and vendors.
- Negotiated deals and contracts with staff, vendors, partners and clients.
- Authored corporate policies and procedures.
- Performed sales engineering and fulfilled consulting contracts for customers.

<b>Quebecor World, Inc. - Consultant</b>	<b>January 1999 – June 1999</b>
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- Led team with five direct reports to scale system from desktop to networked architecture.
- Designed job scheduling and asset maintenance DSS data mart.
- Vetted CASE and development tools
- Benchmarked data access methods and database drivers.
- Performed system capacity planning.

<b>Information Resources, Inc. - Consultant</b>	<b>October 1997 – January 1999</b>
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- Worked with managers to analyze and transform business processes for increased efficiency.
- Defined system software and data architectures
- Performed system and query tuning for very large database (1TB+, billions of records).
- Interviewed and vetted team members

<b>BCC, Inc. – Consultant</b>	<b>July 1997 – September 1997</b>
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- Benchmarked and selected platform for website trading options and futures.
- Integrated website with custom trading system.
- Analyzed requirements for executing electronic orders with the CME using their Trade Order Processing System (TOPS) and integrating with website and custom trading system.

## Associations and Memberships

<b>The Site of Big Shoulders - Secretary / Treasurer / COO</b>	<b>June 1996 – Present</b>
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- Founded an award winning, not-for-profit on line magazine.
- Completed filings required for 501(c)(3) charity status.
- Fulfill duties as corporate secretary / treasurer.
- Responsible for operations including IT, compliance, recruiting, budgets, strategy and planning.
- Defined accounting practices and procedures.
- Authored content management system
- Defined business and publishing processes, policies and procedures.
- Firewall and LAN configuration using Cisco PIX Firewall and NIS

## Education

B.S. in Computer Science from McCormick Engineering School at Northwestern University