

Steven S. Emmerich

Employment History

Q-SPAN Information Systems Inc., President & CEO, 1989-present

Alliant Computer Systems Corporation, Director of Operating Systems, Networking and Peripherals Engineering, 1986-1989

Encore Computer Corporation, Assistant to Chief Technical and Chief Operating Officers, 1983-1986

BBN Computer Corporation, Minicomputer Development Manager, 1978-1983.

Professional and Business Experience

Founder, President and CEO of Q-SPAN (a consulting firm providing Enterprise Data Warehousing, E-Business Integration, Data Quality Management, Business Intelligence, and Enterprise Application Integration Solutions). Oversees all functions within the firm.

In client engagements performs requirements analysis and architecture planning for customer relationship management, e-business integration, data warehousing, data quality management, and business intelligence initiatives, including business-process conceptualization and redesign; performs large-scale program management. 20+ years expertise in running organizations providing on-time, on- budget delivery of complex projects.

Technical expertise in: customer relationship management; enterprise data warehousing methodologies, tools, and architectures; enterprise data quality management methodologies and technologies; inferencing engines; customer segmentation analytic modeling; knowledge management; data, process, and object modeling; programming (C++, VB, Java); hardware selection, capacity planning, and system performance analysis; multi-threaded and parallel application and systems development.

Engagements

Engagement manager/architect for customer information management system for large worldwide auction house. Solution is focused on unifying user access, assuring data quality, defining business rules for client relationship management, ensuring user acceptance, and rapid deployment. Compliance with European and US Data Protection and Privacy laws is key.

Engagement manager/architect for customer relationship management data warehouse and real-time workflow engine embedded within a comprehensive CRM product for the telecommunications industry. Product integrates customer-centric operational data store from which rule-based inferencing engine makes real-time customer management decisions. Network Maintenance, Provisioning, Activation, Service Order Processing, Billing, Marketing, Customer Service, Operations, and Sales information management are supported.

Architect for a student loan underwriting organization's enterprise data warehouse, which supports finance/treasury requirements for daily financial reconciliation of loan originations and servicing information from multiple data providers. Warehouse also supports customer relationship management (marketing campaigns, sales prospects, customers, sales conversions, and customer service).

Architect and project manager for a major money-center bank's data warehouse which tracks worldwide equity securities holdings of the bank for regulatory compliance reporting purposes. Project has demonstrated potential as decision-support environment for investment and risk management purposes.

Led development of the Open Look and Motif GUI interfaces to Lotus 123 for UNIX, led a team of twenty-five engineers in creating a GUI-independent automated testing tool that became a commercial product line.

Conducted a platform technology assessment/application porting project for a Federal agency within the Department of Commerce involved in weather prediction (NOAA, the National Oceanic and Atmospheric Administration), evaluated parallel- and super-computing computer architectures as alternatives to client's current mainframe environment to meet anticipated capacity requirements.

***Recent Presentations
And Publications***

“Impact of Data Loading Architecture on Data Administration and Quality in Informational Systems: A Case Study Approach”, *DAUG Data Warehousing & Repository Symposium, June 1997*

***Education and
Certification***

Harvard University, graduate studies in Managing Technology-Based Business, History of Computing, and Finance

B.A., Major: Computer Science; Minors: English and History, Yale University