

STEWART WALTER TING CHONG

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OBJECTIVE: To provide administrative, consulting, project management, IT development or business analysis services.

I offer a wealth of consulting, project management, client management, business development and accounting experience. My experience covers business processes, vendor relationships, RFP responses and budgeting. I have a natural flair of working well with clients, delivering projects on time and within budget. I also hold Microsoft and IBM Project Management certification, a dual MS and a Graduate Certificate in Database and Client Server Architecture from Boston University.

EXPERIENCE: **2/2004 - Present** **Wolters Kluwer Financial Services** **Boston/MA**

Industry: IT- Software Systems & Design

Project Manager, Professional Services

- Business Process Implementation: Provide project management and post-sales consulting to ensure integration of product into customer's business processes. Advise on technical and business strategy, disaster recovery and fail-over systems, and management of process change.
- Interfaces: Manage delivery and third-party relationships
- Software enhancements: Manage cross-functional teams and direct reports
- Software Installations: Provide project management and technical support on installations.

6/2001 - 1/2004 **Boston University** **Boston, MA**

Courseware Consultant/Webmaster, Network Information Services

- Support and train faculty, staff and students on Courseware products - CourseInfo (BlackBoard) and WebCT. These are web-enabled products that allow online communication between instructors and students.
- Maintain BU webpages
- Develop MySQL databases with web interface using PHP and HTML.
- Respond to Webmaster mail: troubleshoot end-user problems with applications, code and server issues - UNIX.
- Train users on applications supported by department

9/1999 - 12/2003

Boston, MA

Graduate Student / Freelance Web Designer

- Consult on, design and develop websites for small organizations and companies (Clients include IraqiCookbook.com, Global Customer Focus, SA Partners, Town of Canton - MA, LMAC Teleconstructors)
- Graduate student (part-time) - Master of Science in Administrative Studies - Dual Concentration: E-Commerce (completed) and Innovation and Technology, Boston University

11/1997 - 6/1999
Listed Below

ATIO Corp

Cape Town, South Africa

Manager, Business Development

- Developed and facilitated business initiatives and relationships with national, provincial and local government, business partners & service providers
- Managed multi-million SA Rand corporate client accounts
- Managed and negotiated service agreements (Call Centre, Microsoft Solutioning and Networking Divisions) for the region
- Advised the region on the competitive positioning and direction of the company, as a member of the ATIO Regional Strategic Planning Team, and attended national strategic meetings
- Evaluated operational activities and methods, sales, products, financial and staffing issues as a member of the ATIO Regional Operations Team
- Formulated strategy and participated in the design and presentation of proposals and bids
- Qualified new clients, negotiated contracts with clients and third-party partners
- Designed processes, documentation, project plans and budgets for Y2K audits resulting in a new service that increased revenue
- Created and managed, with divisional budget responsibility, an Outsourcing Division.
- Organized an executive business breakfast with the top fifty CEO's in the region and arranged for the South African Minister of Finance to be the guest speaker. Through the business breakfast, established new leads at executive management level resulting in increased client base and sales.

Manager, Professional Services (November 1997 – May 1998)

- Managed, with divisional budget responsibility, the Professional Services Division (business analysis, project management, training)
- Designed and implemented policy, pricing and documentation for service agreements for Outsourcing and Call Centre Divisions
- Managed the design and management of a national division overseeing a non-profit community based enrichment program, "Cyber Warriors", which trained young people from disadvantaged communities in Information Technology
- Managed, with divisional budget responsibility, a national division offering web design, creation and client web-hosting including complimentary services such as online databases and electronic commerce
- Managed an Atio owned website, Africa.com.

9/1996 - 9/1997

Independent Development Trust

Cape Town, South Africa

Senior IT Manager - External Services

- Provided strategic planning, project management and delivery of computer applications to provincial and national government ministries
- Explored the enhancement of access to quality information at all levels but especially within government by providing strategic and logistical support on primary data collection, informing the database on bandwidth and expanding the use and usefulness of the Internet and modern communication technology
- Managed initiatives around local, provincial and national government information systems.
- Negotiated and project managed the design, implementation and training of two software applications to capture information of teachers for the Department of Education of two regional governments
- Managed the design of software, implementation, training and the capturing of examination results for the Department of Education of one regional government
- Presented proposals to the Department of Health of one regional government on the capturing of statistical data of clinics
- Participated in the audit of procedures of the Department of Education of a regional government.

7/1988 - 8/1996 Office of Archbishop Desmond Tutu Cape Town, South Africa
Co-ordinator, CPSANet

- Designed and implemented the CPSANet website and trained 200 users on a Wide-Area Network for the Anglican Church in Southern Africa spanning the countries of South Africa, Namibia, Mozambique, Lesotho and Swaziland.
- Managed and ensured the efficient and reliable electronic exchange of information for the Anglican Church within Southern Africa as well as between international partners
- Consulted for Anglican Churches in Africa (Botswana, Kenya and Tanzania) and for the All Africa Conference of Churches (AACC) and the Conference of Anglican Provinces in Africa (CAPA) in Nairobi, Kenya on IT issues
- Facilitated the electronic distribution of Anglican and ecumenical news to and from Southern Africa
- Managed administration and budgeting tasks related to CPSANet, including the drawing up of grant applications, proposals and reports to international funders
- Represented the Archbishop on Truth & Reconciliation Commission forums and coordinated a task group which advised the Anglican Church on its response to social, justice and legislative issues.

10/1987 - 6/1988 Motorvia (Pty) Ltd Uitenhage, South Africa
PC Support Manager

- Designed PC programs on various application software
- Established various databases
- Managed staff IT training
- Managed all micro computer hardware and software purchases

4/1980 - 7/1987 Firestone SA (Pty) Ltd South Africa
Listed Below

- Information Systems Analyst (1986 - 1987)
- Budget Assistant (1984 - 1985)
- Management Accounts Assistant (1982 - 1983)
- General Accounts Clerk (1980 - 1982)

EDUCATION: **IBM South Africa Certification**
M.I.T.P. Project Management Model

Microsoft South Africa Certification
Solutions Development Discipline (Project Management)

University of Cape Town Certification
Conflict Management

6/2004 MSc, Boston University: Administrative Studies US-MA-Boston
Master's Degree
Dual Concentration: E-Commerce & Innovation and Technology.

12/2001 Boston University - Graduate Certificate US-MA-Boston
Certification
Graduate Certificate in Database and Client Server Management (Fall 2001)

12/1980 Institute of Administration and Commerce of South Africa South Africa-Cape-Cape Town
Bachelor's Degree
Company Secretary - The Institute of Administration and Commerce of South Africa:
A three-year (US college equivalent) qualification in company administration and procedures, taxation, economics and financial accounting.

AFFILIATIONS: 12/1980 - Present Institute of Administration and Commerce of South Africa Associate Membership: Accounting Officer for Closed Corporations

2005 – 2007 SHARED Inc. Board Chair

2008 SHARED Inc. Advisory Committee

REFERENCES: Written references from Boston University and Archbishop Desmond Tutu available on request.

ADDITIONAL INFORMATION: Recognized Professional Achievements

- Associate Member of the Institute for Administration and Commerce of South Africa (AIAC) - Company Secretary Branch
- Registered Accountant for Closed Corporations
- Recipient of the Firestone Excellence Achievement Award for the design of spreadsheets for the costing and labor budgets of two production plants.
- Published academic research paper: Becker, K., and Ting Chong, S. (2005) *Beyond Borders in a Global Service Economy. Global Business: The Challenges and Responsibilities in a World of Shifting Alliances*, (Kaynak, E. & Harcar, T. Eds) International Management Development Research Yearbook, Advances in Global Management Volume XIV, pp. 740-748. Based on position paper: *The impact of Information Technology on Sustainable Development in Developing Countries*.
- Masters Thesis: *Beyond Borders in a Global Economy* - Ting Chong, S. Exploring the issues facing the U.S. services industry in a global economy – exploring the influence that outsourcing has with respect to the concept held by many that outsourcing is one of the key factors that helps the economy by stimulating innovation.