
Profile**Which Boards would you like to apply for?**

Board of Adjustment: Submitted**Please select your first Board preference: ***

☒ WakeMed Hospital Board of Directors**Please select your second Board preference: ***

☒ Juvenile Crime Prevention Council**Please select your third Board preference: ***

☒ Board of Adjustment**Please select your fourth Board preference: ***

☒ City of Raleigh Planning Commission**Please select your fifth Board preference: ***

☒ Criminal Justice Partnership Advisory Board**Please select your sixth Board preference: ***

☒ Board of Adjustment

Eric

First Name

D

Middle Initial

Hunt

Last Name

10009 Smith Basin Ln

Street Address

Suite or Apt

Raleigh

City

NC

State

27614

Postal Code

What district do you live in?

☒ District 1

Home: (919) 518-2382

Primary Phone

Home: (919) 368-4151

Alternate Phone

ehunt11@nc.rr.com

Email Address

Cognizant Technology Solutions

Employer

Director of Consulting

Job Title

If you live in an Extraterritorial Jurisdiction Area, select Yes:

☐ Yes ☐ No

In order to assure countywide representation, please indicate your place of residence:

☒ Raleigh

Interests & Experiences

Why are you interested in serving on a Board or Commission?

I believe I can be a real asset to my community with service through a Board or Commission. I have 20 plus years in the Professional Services industry and would like to put my experience to use for my community.

Work Experience

20 years of experience in financial services (banking and healthcare) consulting.

Volunteer Experience

I served on the Nursing Home Advisory Board for a few years.

Education

BA Degree from Campbell University

Comments

I am excited about the opportunity to serve on the Wake Med Board of Directors and appreciate the consideration.

[2022_resume.docx](#)

Upload a Resume

[Eric_Hunt_-_Bio.docx](#)

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

Demographics



Date of Birth

Gender *

☒ Male

Eric D Hunt

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

previous volunteer

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Eric D. Hunt
(Ehunt11@nc.rr.com)

10009 Smith Basin LN. • Raleigh, NC 27614 • (919) 518-2382 • (919) 368-4151

QUALIFICATIONS HIGHLIGHTS

- Extensive IT Vision, 2 and 5 year strategy and road mapping experience
- Matrix of 150-200 associates – on and offshore
- Strong stakeholder and executive relationship management.
- P&L account responsibility for \$25m
- Responsible for infrastructure and application client services
- Account/sales team support and proposal development
- Experienced in managed services, outsourcing and staff augmentation
- Constantly keeps abreast of the latest technology trends in Enterprise software implementations multiple disciplines
- Cultural consciousness and proven experience building diverse team networks
- Success at leading and managing entire life cycle of strategic initiatives from inception through launch.
- ITIL Certification, 2007
- Financial planning, budgeting, forecasting with demonstrated record of delivery within budget.
- Ability to influence and solid client/vendor relationship management.
- Passion for coaching, managing and developing people.
- Comfortable with many “balls in the air” and able to react to changing needs
- Built effective teams, mentored resources and/or managed employee performance.
- Success at leading global application strategies through implementation.
- Proactive engagement with business partners to define – and deliver application strategy.
- Skilled at managing internal and external teams to deliver SaaS to business partners.
- Highly motivated to succeed and passionate about continuous improvement.

IT WORK HISTORY:

Cognizant Technology Solutions

Denver, CO

2015 – Present

Engagement Delivery Lead – Director of Consulting (Eastern Region)

The Delivery Director role is the critical executive leadership role as the escalation point for all of Cognizant’s healthcare clients. The Delivery Director is responsible for sales and solution support as well as all oversight for all delivery and production support. Manage the delivery of all client services in order to meet contract scope and exceed client expectations. The position works closely with the senior executives to provide strategic thought leadership, establish business and technical priorities and deliver measurable values to all assigned clients.

- Delivering of one major or multiple accounts within a defined territory, with a matrix of 150 to 200 associates. Assuring teams are meeting client expectations and making adjustments as required, anticipating issues and proactively managing the resolution.
- Responsible for the people management; involved in hiring decisions, finalizing appraisals and development plans.
- Possesses system-wide responsibility on multiple projects across multiple clients.
- Collaborates regularly with regional and sales leadership to ensure to ensure progress toward collective goals and targets. Responsible for all qualitative and financial metrics.
- Primary point of contact for client executive teams.
- Evaluating and assessing new implementation and retainer projects based upon size, complexity, percent of participation, and time frame.

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- Providing management on critical issues in alignment with executive objectives and overseeing the quality and quantity of work performed across multiple projects.
- Establishing a clear understanding of the long-term vision and strategy of the client through identifying, prioritizing and assembling resources to accomplish goals and objectives.
- Leading the Services effort and ensuring client satisfaction in complex projects and growth within the organization. Identify opportunities to provide value to clients through additional products and services.

Matrix Resources, Inc

Raleigh, NC

2011 – 2015

SR Professional Services Delivery Manager, BCBSNC (Consultant)

The Delivery Manager role is accountable for the implementation and management of an Offshore Quality Assurance model to meet the quality targets of strategic health care mandate projects for BCBSNC. The position is accountable for identifying, procuring, and directing the offshore QA resources to meet current project requirements – and establish future offshore QA delivery capabilities. The position is also responsible for managing the team of onsite Matrix QA analysts.

- Manage team of 30 QA analysts.
- Develop Offshore Delivery per Charter Support Guidelines.
- Responsible for developing and implementing offshore communication strategies.
- Establish resource forecast for all contract resources.
- Manage on-boarding and training activities for all offshore resources.
- Build and maintain peer relationships with technical and business teams across all strategic programs.
- Manage successful delivery of all HiPPA and ICD-10 Matrix team assignments.
- Quality Assurance ICD-10 Planning and Strategy development
- Developed and provided budget actuals/forecasts for senior management teams.
- Establish offshore working hours and project disciplines.
- Manage all solution delivery initiatives to meet business objectives.
- Partner with Sales and Services teams on new opportunity proposals.

Credit-Suisse

Raleigh, NC

2010 – 2011

Application Manager (AVP), America's Region

This new position for the Raleigh Center of Excellence is responsible for all development, maintenance and support activities for three Equities applications. The Application Manager is expected to build and maintain relationships with users in the US from Trading Floor Support. Primary responsibility for the group includes delivery of all strategic and regulatory projects to support application ownership of the firm's Position Keeping applications. Total application support is managed through peer and network teams in Raleigh, Singapore, London and New York.

Technology Platforms: Java, ORACLE,.Net, C++, C#, UNIX, SharePoint

- Partner with US business partners to drive application requirements through SDLC.
- Partner with peer teams to drive all global requirement initiatives for US region.
- Established and implemented ITIL support principals.
- Work closely with peer management teams to define and implement solutions to meet all regulatory requirements.
- Collaborate with Production Support team for all application maintenance activities
- Manage relationships, expectations and application requirements with business partners in Equity Trading.
- Oversee all Release and Incident Management.
- Ensure all development/deployment activities follows established guidelines.
- Establish and maintain application DR environment for US.
- Responsible for team recruitment and hiring activities.

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- Provide Level 3 application Production Support.
- Manage all problem and service delivery objectives for US.
- Facilitate daily/weekly team status meetings.

RBC Bank

Raleigh, NC

2006 – 2010

Sr. IT Relationship Manager

2008 – 2010

The Relationship Manager is responsible for the entire IT organization providing support to the bank's mission critical Branch applications. The Relationship Manager is the owner of the vendor relationships for these hosted applications. The position is responsible for driving all maintenance and strategic initiatives through SDLC and Release Management. The position is responsible for maintaining relationships with both internal and external vendor executives and is the primary point of contact for status on all production support, enhancement and service level issues.

Technology Platforms: Java, DB2, .Net, C++, COBOL, UNIX, Webfocus, SharePoint, Crystal Reports, Test Director

- Responsible for team of IT managers providing application maintenance, support and project delivery.
- Managed data services requirements through three bank acquisitions.
- Partner with business and external vendor to drive strategy and enhancement initiatives.
- Coordinate and manage monthly QA and Release cycle
- Ensured teams were in compliance with ITIL guidelines.
- Responsible for 24x7 application service level agreements.
- Manages and escalates product/system issues and risks to IT and Business executive management teams.
- Responsible for maintenance and design strategies for application database requirements.
- Partner with business, corporate audit and security teams to deliver federal regulatory requirements into production.
- Responsible for 8 million in IT product/application budgets.
- Maintain and promote project methodologies and tools for improving project quality, change management, costs, and timelines.
- Maintain and provide QA status/metrics for application executives.
- Review, approve and propose new application architectural concepts to business partners.
- Coordinates all internal development and production support activities.
- Deliver on all problem and service management application objectives.
- Responsible for research/continuous improvement/upgrade opportunities to meet business objectives.

Sr Manager, Managed Data Services

2006 – 2008

The Data Services team is the Information Technology group responsible for the company's Business Intelligence Strategy. (I built this team into a fully functioning BI Data Services team from the ground up. I was promoted to Sr Manager and a direct report to our CIO to lead the BI effort for the company.) The team is also responsible for maintenance and support of the organization's statistical reporting applications (Analytics), report development for strategic initiatives and database management for the core branch and teller applications. In addition, the team provides development and support for the RBC enterprise Data Warehouse initiatives.

Technology Platforms: .Net, COBOL, Ascential ETL, Webfocus, Crystal Reports, Peregrine, DataFlux, Test Director, SQL, DB2, ORACLE, VB, SAS

- In collaboration with the Business Partners, establish direction and strategy for the Business Intelligence and Data Management Policies.
- Develop and implement corporate ETL processes.
- Managed BI tool selection and vendor management.
- Managed executive sponsorship to support organization BI strategy.
- Recruited and hired data management resources to support BI plan.
- Process re-engineer report request process for business stakeholders.
- Contribute to annual budgeting process and resource planning for team needs. Management of 3 million in annual budgets and team of 20 full time and contract resources.
- Data profiling and cleansing via Ascential ETL
- Assigns staff to projects optimizing team member exposure to learning and resource development opportunities while maintaining deliverable quality and potential for re-use.
- Ensures that deliverable content meets the objectives that it is intended for and continuously refines standards and guidelines for improvement.
- Identifies opportunities that will contribute to North/South strategies to reduce duplication across platforms.
- Direct Report to Chief Information Officer.
- Manage maintenance and design of corporate QRM, Analytics and SAS databases.
- Management of multiple teams (DBAs, Report Developers, Data Analysts, etc) within Data Management discipline.

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- Collaborate with cross functional application development teams on strategic initiatives.
- Responsible for maintaining a combination of full time and contract resources to meet the needs of Data Services and other projects leveraging the expertise of data management.
- Participates in discussions and forums for direction setting at an enterprise level within the area of expertise
- Fiscal Responsibility for IT Data Service budget, purchases and invoices.
- Develops measures and monitors ongoing effectiveness of IT services for assigned business line(s).

Blue Cross Blue Shield of NC

Durham, NC

2004 – 2006

QA Program Manager (consultant)

Blue Cross Blue Shield of North Carolina outsourced the Quality Assurance efforts of several of their major business and IT Projects to Keane. As manager of the Keane QA team, I work with the Blue Cross QA management team to manage the overall Quality Assurance expectations of both Keane and Blue Cross Blue Shield.

Technology Platforms: COBOL, SQL, Test Director, UNIX, PL/SQL

- Partner with Sales Team to identify potential business opportunities.
- Responsible for timely delivery of all assigned Quality Assurance products.
- Responsible for management of all Keane team (15 Resources) deliverables and assignments.
- Responsible for Test/Project plan development and execution.
- Responsible for Test Strategy development and execution.
- Responsible for Defect Management.
- Responsible for team status tracking and reporting.
- Status reporting to business partners and project teams
- Responsible for Keane team performance appraisals and evaluations.

Wachovia Bank

Winston Salem, NC

Feb 2004 – Nov 2004

Portfolio Manager (consultant)

Information Reporting Swimlane Manager for one of Wachovia Treasury Services' critical applications. The application generates 10 million in annual revenue. My role is responsible for all new and enhancement projects impacting the reporting functionality (2 million in annual revenue) of the application. The main objective was to manage all migration projects to move customers from First Union to Wachovia for the Information Reporting business unit.

Technology Platforms: Java, .Net, J2EE, VB, COBOL, C, C++, SQL, Test Director

- Ensure that "scope creep" is kept to an absolute minimum while "gap" requirements take top priority for all Information Reporting projects.
- Collaborate with QA management for on-time execution of monthly release cycle.
- Responsible for communication with multiple product and business line managers on all assigned projects.
- Partner with project managers to work through project test case/QA challenges in a timely approach.
- Ensure project artifacts (status reports, project plans, etc as required by the PMO) are produced and maintained.
- Responsible for management and steering committee "summary" status reports.
- Assist PMO and New Development Committee to determine project prioritization.
- Responsible for training project managers in all approved PMO processes.
- Ensure issues are escalated in a timely manner per the communication process.
- Ensure all assigned projects meet the requirements of the approved release cycle prior to the project release.
- Assist Merger and New Acquisition teams to determine impacts to application and project schedules.
- Responsible for team of 45 resources.

IBM Global Services/American Express

Greensboro, NC

2003 - 2004

Sr. Project Manager (consultant)

American Express's Service Operations Expansion – Technologies unit is responsible for the Online Replacement Card Application (ORCA). ORCA is a three-tiered client/server component-based system, which allows users to replace American Express cards with a GUI interface. This application is responsible for the replacement of all American Express credit card products. My role as manager (IBM contract) is responsible for new and enhancement projects which impact the ORCA application. Projects managed range from 20k to 1.4mil in budget and team size of 15 resources. In addition, I have been tasked to develop structure and procedure to assist the unit in consistently following corporate methodology as well as leverage proven best practices.

Technology Platforms: SQL, DB2, UNIX, C++

- Accountable for securing and managing project budget throughout project lifecycle.
- Responsible for developing and managing project schedule.
- Complete management and business partner status reports.
- Provide direction and management to team resources.

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- Drive high impact production support issues to resolution.
- Facilitate staff and project team meetings.
- Develop structured repository for corporate templates and procedures.
- Document “tailored” best practices from corporate methodology.
- Coordinate efforts of off-shore development team as well as production support team.

CSC-Nortel Networks

Raleigh, NC

2000 – 2003

Manager/Project Office (PMO)

Responsible for methodology training, implementation and enforcement across a Nortel Networks application portfolio. CSC requires that all application development projects follow its CMM Level 3 methodology and process for project management. My role is accountable for enforcement of CSC’s process and the overall “health” of projects in my assignment area.

Technology Platforms: UNIX, SQL, DB2, ORACLE, C, C++, .Net, JAVA

- Accountable for approximately 18 project & proposal managers across North America ensuring that corporate project management process/methodology is followed. Provided general “mentor” services for project managers on all phases of project.
- Assist project managers in tailoring of corporate “generic” project management process for their specific project. Review and approve all project work products.
- Instructed classroom training of project managers in structured methodologies and practical applications of the methodology.
- Assist project managers with earned value analysis.
- Developed and implemented procedures and processes (based on PMBOK principles) for Nortel Networks Account PMO.
- Developed weekly status report template and guidelines for account “Strategic” projects.
- Provided facilitation services for Initiation, JAD and Requirements workshops.
- Monitored scheduled versus actual project tasks variances. Provided necessary project manager support or guidance to ensure acceptable project timelines.

North Carolina Department of Transportation Raleigh, NC

1999 – 2000

Release Manager (consultant)

DOT’s Highway and Construction division developed and maintains a client server based application to assist with all aspects of construction and maintenance activities. My role was responsible for overall maintenance and release activities in response to customer requirements.

Technology Platforms: PowerBuilder, SQL, JAVA, Test Director

- Managed Program Team of 19 professionals that included the following teams: QA, Web Page, Documentation, Help Desk, Conversion, Database, PC Support and Development.
- Reported directly to Director of Highway Systems Development for NC DOT.
- Managed development and Implementation of over 200 Test Format programs to allow DOT engineers to capture lab test results (that were previously captured manually) from materials used in highway construction.
- Directed release planning and overall deployment activities for maintenance releases of Division of Highways construction and materials application.
- Prepared project status reports to track actual and planned budget expenditures for weekly Steering Committee meetings with senior management.
- Planned and facilitated Release Planning meetings with project staff.
- Directed test case development and execution for each release.
- Documented project work products (SOW, Risk Plan, Transition Plan, Status Reports, Communication Plan, etc) as mandated by the state Information Resource Management Commission (IRMC).

Square D, Inc.

Durham, NC

1998- 1999

Senior Consultant

Keane was responsible for the second level support activities for several of Square D’s client server applications. My role as part of the support team, encompassed regular support activities as well as support of Keane’s effort to acquire CMM Level 3 certification for this project.

- Participated in CMM Level 3 certification preparation.
- Prepared status summary report documents.
- Performed process improvement activities.
- Conducted daily status review meetings with client and project team.
- Developed Training Plan for new team members.
- Developed and documented technical specification documents.

Blue Cross Blue Shield of North Carolina **Durham, NC** **1997 - 1998**
Project Manager
Blue Cross Blue Shield was supporting the installation of its first client server based application. The vendor was responsible for the general install of the application. Blue Cross, with the vendor's assistance, was responsible for all customizations. My role was accountable for the project to interface Blue Cross's specific claims requirements with the vendor application.

- Oversaw project to implement Claims Interface with COTS package.
- Completed Functional and Technical Specifications.
- Performed program technical and functional specification review. .
- Facilitated Client Status meetings.
- Collected and reported weekly status from project team.

Bank of America **Charlotte, NC** **1996 – 1997**
Delivery Manager
NationsBank's Card Services division received customer credit card data reports from an external vendor who processed credit card information. The data reports were supplied to internal bank clients. The vendor planned to discontinue production of certain reports. My role was responsible for the project to continue to provide the internal clients with the required data reports.

- Managed project to deliver credit card data to internal bank clients from retiring external vendor data source.
- Negotiated planning sessions with clients and completed requirements document.
- Reported directly to Vice President of Bank Card Services.
- Directed client status meetings.
- Developed project workplans to make sure deliverables were met.
- Collected project status for senior management.

Policy Management Systems Corporation Columbia, SC **1995 – 1996**
Development Manager
Policy Management Systems (PMSC), a long time software vendor for insurance companies, delivered comprehensive software solutions to property and casualty insurance companies. My role was responsible for the project to interface the printing solution, developed by an external vendor, with PMSC's package application.

- Managed project to deliver insurance print application to external client (Tennessee Farm Bureau).
- Conducted on-site planning sessions with clients and assisted in getting system requirements baselined.
- Addressed day-to-day questions, issues and concerns of team members.
- Vendor relationship management.
- Orchestrated team effort so all client deliverables were met.
- Performed performance reviews.
- Attended senior management staff meetings to report on project status and client issues.

PROFESSIONAL WORK HISTORY:

Personal Lines Underwriter: **1993 – 1995**
Vik Brothers Insurance Group:

Market Conduct Analyst: **1992- 1993**
North Carolina Department of Insurance:

Personal Lines Underwriter: **1988 -1992**
North Carolina Farm Bureau Insurance Company:

EDUCATION:

- Campbell University Buies Creek, NC
B.A., Computer Information Systems, 1987

Eric Hunt

BIOGRAPHICAL SUMMARY

Eric is a Delivery Director in Product Consulting in Cognizant's TriZetto Healthcare Products Consulting Group. Cognizant is a leading provider of information technology, consulting, and business process services, dedicated to helping the world's leading companies build stronger businesses. Cognizant's suite of TriZetto Healthcare Products is a portfolio of software solutions that help healthcare organizations enhance revenue growth, drive organizational productivity, improve cost and quality of care and expand the member and patient experience.

Eric has nearly 20 years of consulting experience in financial services with 10 years specific to the healthcare industry. Additionally, Eric has 7 years of property and casualty insurance experience to include roles as both a state regulator and positions in underwriting.

Eric has extensive leadership experience across the Software Development Lifecycle (SDLC), as well as leadership roles in data services, vendor management and production support. As a direct report to the CIO for a major retail bank, Eric managed the entire suite of data services to include, analytics, database management for all branch and teller applications, and development support for enterprise data warehouse initiatives. As the Application Manager for the America's Region, Eric led all development, maintenance, and support for multiple equities applications for a global investment bank. He also established an offshore testing practice for a major Blues Plan. He has also led multiple project management offices across healthcare, banking and telecom industries.

As a Cognizant Delivery Director, Eric has accountability for issues/risk management, communications, software delivery, infrastructure delivery operations, financial management, contracting, and relationship management for assigned clients. He has established and maintained trusting and collaborative relationships with client partners at all levels and is grateful to be considered a trusted advisor by both client and peer colleagues.

Eric lives in Raleigh, NC with his wife, and 2 college student daughters. In his down time, he enjoys the outdoors. He loves hiking, fishing, hunting and power sports. He is also active in community and church volunteer initiatives.

Profile

Which Boards would you like to apply for?

Board of Adjustment: Submitted

Please select your first Board preference: *

☒ Open Space and Parks Advisory Committee

Please select your second Board preference: *

☒ Citizen's Energy Advisory Commission

Please select your third Board preference: *

☒ Industrial Facilities and Pollution Control Financing Authority

Please select your fourth Board preference: *

☒ Board of Adjustment

Please select your fifth Board preference: *

☒ WakeMed Hospital Board of Directors

Please select your sixth Board preference: *

☒ Information Technology Advisory Committee

John
First Name

Middle Initial

Roelofs
Last Name

1404 Grappenhall drive
Street Address

Suite or Apt

Apex
City

NC
State

27502
Postal Code

What district do you live in?

None Selected

Mobile: (919) 610-8571
Primary Phone

Mobile: (919) 610-8571
Alternate Phone

roelofs@amazon.com
Email Address

Amazon Web Services
Employer

Senior Business Development
Manager, Government
Transformation
Job Title

If you live in an Extraterritorial Jurisdiction Area, select Yes:

☐ Yes ☒ No

In order to assure countywide representation, please indicate your place of residence:

☒ Apex

Interests & Experiences

Why are you interested in serving on a Board or Commission?

I believe those who have been advantaged by public goods have an obligation to support and enhance the mechanism that provide the same. Strongly support civic engagement and servant leadership.

Work Experience

Amazon Web Services 2019-Present: Senior Business Development Manager, Government Transformation Consultant and Contractor 2017-2019: Applied Behavioral Economics, Optimization, Data Science, Intelligence US Army 2010-2017: Special Operations Captain US Air Force 1999-2010: Communication Electronics Staff Sergeant

Volunteer Experience

International Red Cross 2001-2004: Emergency Medical Technician Basic (while stationed in United Kingdom) Minot, ND Volunteer Fire Dpmt: Wildland Firefighter Knox County, TN Rescue Squad 2005-2009: Technical/Cave/Heavy Rescue Toastmasters International 2011-2019: District Officer (Pathways Guide), Club Coach, Club President, Club VP (various roles) American Red Cross 2015-2017: Disaster Response

Education

George Mason University: PHD, Economics (expected 2023) Missouri State University: MBA; graduate certifications in Management and Project Management Troy University: MS, International Relations University of TN: BS, Geology

Comments

Honorably discharge due to service-connected injury after 14 years of Active Duty. Disabled veteran with conditions that do not impact civic engagement in anyway.

[Jack_Roelofs.docx](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

Demographics

John Roelofs



Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

Friend

Please upload a file

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By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Jack Roelofs, MS, MBA

(919) 610 - 8571 | roelofs@amazon.com

Professional Experience

AMAZON WEB SERVICES, Herndon, VA | 2019-Present

Business Development Manager, Government Transformation Team

Amazon Dedicated Cloud (ADC) business case development, internal and external executive engagement. Owned 11 ADC region demand forecasts from creation to L10 pursue approval; advanced 5 ADCs to full CEO region approval. Developed novel forecasting tool to simplify public sector region-scale demand forecasting—enabling data-centric prioritization and reducing business case development timeline by 67% (from 6 to 2 weeks). AWS Public Sector Infrastructure SME on all region-level projects, public and dedicated, US and International.

AMAZON WEB SERVICES, Herndon, VA | 2019-2019

Multi-team Operations Manager for AWS MVP Data Centers

Managed Data Center Engineering Operations, Data Center Operations, and Decommissioning teams for specialized air-gapped regions. Worked extensively on expected JEDI facilities, conducting analysis and forecasting for technical personal, critical infrastructure, and decommissioning requirements. Led value-stream-mapping and related process design and process improvement efforts within DCA DECOM to affect customer-required functional transformation of the operation.

GEORGIA PACIFIC, PORT HUDSON FACILITY, Zachary, LA | 2018 - 2018

Performance Optimization Manager

Employed Lean and Six Sigma data-modeling practices to increase reliability, efficiency, and overall manufacturing production by \$17M (13%) to department total of \$133M within the first two months while directly managing multiple maintenance teams in a 24/7 union production facility. Forecasted production, personnel, and equipment availability, scheduled, and directed all operations based on asset management strategies.

JB HUNT LOGISTICS, Lowell, AR | 2018 - 2018

Data Scientist (MBA Intern)

Qualitative and quantitative business process modeling, forecasting and analysis. Emphasis on trucking industry pricing and load-balancing models and forecasts. Proposed significant changes to existing sales and marketing efforts when data uncovered local, regional, or industry impacts to market segments—2 proposals adopted and implemented.

INDEPENDENT CONTRACTOR, Various Assignments | 2010 - 2017

Intelligence, Tradecraft, and Surveillance. Prescient, White Canvas, SC3, Palmetto Partners, Salient CRGT

UNITED STATES ARMY, Various Assignments | 2010 - 2017

Captain, 1st Special Warfare Training Group, Fort Bragg, NC (2014 - 2017)

Conducted training on Special Operations mission sets and capabilities. Designed and tested performance and optimization protocols for individual and team implementation. Collaborated extensively with the Special Operations Cognitive Enhancement for Performance (SOCEP) on cognitive performance research and application to special operations.

Detachment Commander, 1-23rd Infantry Battalion, 3rd Brigade, Fort Lewis, WA (2013- 2014)

Managed and motivated upwards of 186 personnel including subordinate department heads and a budget of \$2.7M while overseeing assets valued in excess of \$220M.

Reduced training timeline from 63 to 22 days +/-4, enabling the successfully contingency deployment of more the 200 Soldiers to Afghanistan on short notice by redesigning and implementing integrated training programs in close collaboration with subject matter experts, analyzing current training demands and devising innovative solutions.

Commended for outstanding organizational and planning skills shown by the redeployment of nearly 1000 Soldiers, weapons, and equipment from combat zone; resulted in 100% accountability of all sensitive items and equipment. Recognized by senior leadership as the “simply the best performance I have observed in 20 years of service” as detachment commander.

Education

PhD, Economics | George Mason University (Expected 2023)

Master of Business Administration, Management | Missouri State University

Graduate Certificates, Management and Project Management

Research on mitigation of sub-optimal business decision-making

Master of Science, International Relations | Troy University

Bachelor of Science, Geology | University of Tennessee

AWS Solutions Architect Associate

AWS Cloud Practitioner

Current Top Secret/SCI Security Clearance

Project Management Certification

Lean Six Sigma Green Belt

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By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Eric D. Hunt
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QUALIFICATIONS HIGHLIGHTS

- Extensive IT Vision, 2 and 5 year strategy and road mapping experience
- Matrix of 150-200 associates – on and offshore
- Strong stakeholder and executive relationship management.
- P&L account responsibility for \$25m
- Responsible for infrastructure and application client services
- Account/sales team support and proposal development
- Experienced in managed services, outsourcing and staff augmentation
- Constantly keeps abreast of the latest technology trends in Enterprise software implementations multiple disciplines
- Cultural consciousness and proven experience building diverse team networks
- Success at leading and managing entire life cycle of strategic initiatives from inception through launch.
- ITIL Certification, 2007
- Financial planning, budgeting, forecasting with demonstrated record of delivery within budget.
- Ability to influence and solid client/vendor relationship management.
- Passion for coaching, managing and developing people.
- Comfortable with many “balls in the air” and able to react to changing needs
- Built effective teams, mentored resources and/or managed employee performance.
- Success at leading global application strategies through implementation.
- Proactive engagement with business partners to define – and deliver application strategy.
- Skilled at managing internal and external teams to deliver SaaS to business partners.
- Highly motivated to succeed and passionate about continuous improvement.

IT WORK HISTORY:

Cognizant Technology Solutions

Denver, CO

2015 – Present

Engagement Delivery Lead – Director of Consulting (Eastern Region)

The Delivery Director role is the critical executive leadership role as the escalation point for all of Cognizant’s healthcare clients. The Delivery Director is responsible for sales and solution support as well as all oversight for all delivery and production support. Manage the delivery of all client services in order to meet contract scope and exceed client expectations. The position works closely with the senior executives to provide strategic thought leadership, establish business and technical priorities and deliver measurable values to all assigned clients.

- Delivering of one major or multiple accounts within a defined territory, with a matrix of 150 to 200 associates. Assuring teams are meeting client expectations and making adjustments as required, anticipating issues and proactively managing the resolution.
- Responsible for the people management; involved in hiring decisions, finalizing appraisals and development plans.
- Possesses system-wide responsibility on multiple projects across multiple clients.
- Collaborates regularly with regional and sales leadership to ensure to ensure progress toward collective goals and targets. Responsible for all qualitative and financial metrics.
- Primary point of contact for client executive teams.
- Evaluating and assessing new implementation and retainer projects based upon size, complexity, percent of participation, and time frame.

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- Providing management on critical issues in alignment with executive objectives and overseeing the quality and quantity of work performed across multiple projects.
- Establishing a clear understanding of the long-term vision and strategy of the client through identifying, prioritizing and assembling resources to accomplish goals and objectives.
- Leading the Services effort and ensuring client satisfaction in complex projects and growth within the organization. Identify opportunities to provide value to clients through additional products and services.

Matrix Resources, Inc

Raleigh, NC

2011 – 2015

SR Professional Services Delivery Manager, BCBSNC (Consultant)

The Delivery Manager role is accountable for the implementation and management of an Offshore Quality Assurance model to meet the quality targets of strategic health care mandate projects for BCBSNC. The position is accountable for identifying, procuring, and directing the offshore QA resources to meet current project requirements – and establish future offshore QA delivery capabilities. The position is also responsible for managing the team of onsite Matrix QA analysts.

- Manage team of 30 QA analysts.
- Develop Offshore Delivery per Charter Support Guidelines.
- Responsible for developing and implementing offshore communication strategies.
- Establish resource forecast for all contract resources.
- Manage on-boarding and training activities for all offshore resources.
- Build and maintain peer relationships with technical and business teams across all strategic programs.
- Manage successful delivery of all HiPPA and ICD-10 Matrix team assignments.
- Quality Assurance ICD-10 Planning and Strategy development
- Developed and provided budget actuals/forecasts for senior management teams.
- Establish offshore working hours and project disciplines.
- Manage all solution delivery initiatives to meet business objectives.
- Partner with Sales and Services teams on new opportunity proposals.

Credit-Suisse

Raleigh, NC

2010 – 2011

Application Manager (AVP), America's Region

This new position for the Raleigh Center of Excellence is responsible for all development, maintenance and support activities for three Equities applications. The Application Manager is expected to build and maintain relationships with users in the US from Trading Floor Support. Primary responsibility for the group includes delivery of all strategic and regulatory projects to support application ownership of the firm's Position Keeping applications. Total application support is managed through peer and network teams in Raleigh, Singapore, London and New York.

Technology Platforms: Java, ORACLE,.Net, C++, C#, UNIX, SharePoint

- Partner with US business partners to drive application requirements through SDLC.
- Partner with peer teams to drive all global requirement initiatives for US region.
- Established and implemented ITIL support principals.
- Work closely with peer management teams to define and implement solutions to meet all regulatory requirements.
- Collaborate with Production Support team for all application maintenance activities
- Manage relationships, expectations and application requirements with business partners in Equity Trading.
- Oversee all Release and Incident Management.
- Ensure all development/deployment activities follows established guidelines.
- Establish and maintain application DR environment for US.
- Responsible for team recruitment and hiring activities.

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- Provide Level 3 application Production Support.
- Manage all problem and service delivery objectives for US.
- Facilitate daily/weekly team status meetings.

RBC Bank

Raleigh, NC

2006 – 2010

Sr. IT Relationship Manager

2008 – 2010

The Relationship Manager is responsible for the entire IT organization providing support to the bank's mission critical Branch applications. The Relationship Manager is the owner of the vendor relationships for these hosted applications. The position is responsible for driving all maintenance and strategic initiatives through SDLC and Release Management. The position is responsible for maintaining relationships with both internal and external vendor executives and is the primary point of contact for status on all production support, enhancement and service level issues.

Technology Platforms: Java, DB2, .Net, C++, COBOL, UNIX, Webfocus, SharePoint, Crystal Reports, Test Director

- Responsible for team of IT managers providing application maintenance, support and project delivery.
- Managed data services requirements through three bank acquisitions.
- Partner with business and external vendor to drive strategy and enhancement initiatives.
- Coordinate and manage monthly QA and Release cycle
- Ensured teams were in compliance with ITIL guidelines.
- Responsible for 24x7 application service level agreements.
- Manages and escalates product/system issues and risks to IT and Business executive management teams.
- Responsible for maintenance and design strategies for application database requirements.
- Partner with business, corporate audit and security teams to deliver federal regulatory requirements into production.
- Responsible for 8 million in IT product/application budgets.
- Maintain and promote project methodologies and tools for improving project quality, change management, costs, and timelines.
- Maintain and provide QA status/metrics for application executives.
- Review, approve and propose new application architectural concepts to business partners.
- Coordinates all internal development and production support activities.
- Deliver on all problem and service management application objectives.
- Responsible for research/continuous improvement/upgrade opportunities to meet business objectives.

Sr Manager, Managed Data Services

2006 – 2008

The Data Services team is the Information Technology group responsible for the company's Business Intelligence Strategy. (I built this team into a fully functioning BI Data Services team from the ground up. I was promoted to Sr Manager and a direct report to our CIO to lead the BI effort for the company.) The team is also responsible for maintenance and support of the organization's statistical reporting applications (Analytics), report development for strategic initiatives and database management for the core branch and teller applications. In addition, the team provides development and support for the RBC enterprise Data Warehouse initiatives.

Technology Platforms: .Net, COBOL, Ascential ETL, Webfocus, Crystal Reports, Peregrine, DataFlux, Test Director, SQL, DB2, ORACLE, VB, SAS

- In collaboration with the Business Partners, establish direction and strategy for the Business Intelligence and Data Management Policies.
- Develop and implement corporate ETL processes.
- Managed BI tool selection and vendor management.
- Managed executive sponsorship to support organization BI strategy.
- Recruited and hired data management resources to support BI plan.
- Process re-engineer report request process for business stakeholders.
- Contribute to annual budgeting process and resource planning for team needs. Management of 3 million in annual budgets and team of 20 full time and contract resources.
- Data profiling and cleansing via Ascential ETL
- Assigns staff to projects optimizing team member exposure to learning and resource development opportunities while maintaining deliverable quality and potential for re-use.
- Ensures that deliverable content meets the objectives that it is intended for and continuously refines standards and guidelines for improvement.
- Identifies opportunities that will contribute to North/South strategies to reduce duplication across platforms.
- Direct Report to Chief Information Officer.
- Manage maintenance and design of corporate QRM, Analytics and SAS databases.
- Management of multiple teams (DBAs, Report Developers, Data Analysts, etc) within Data Management discipline.

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- Collaborate with cross functional application development teams on strategic initiatives.
- Responsible for maintaining a combination of full time and contract resources to meet the needs of Data Services and other projects leveraging the expertise of data management.
- Participates in discussions and forums for direction setting at an enterprise level within the area of expertise
- Fiscal Responsibility for IT Data Service budget, purchases and invoices.
- Develops measures and monitors ongoing effectiveness of IT services for assigned business line(s).

Blue Cross Blue Shield of NC

Durham, NC

2004 – 2006

QA Program Manager (consultant)

Blue Cross Blue Shield of North Carolina outsourced the Quality Assurance efforts of several of their major business and IT Projects to Keane. As manager of the Keane QA team, I work with the Blue Cross QA management team to manage the overall Quality Assurance expectations of both Keane and Blue Cross Blue Shield.

Technology Platforms: COBOL, SQL, Test Director, UNIX, PL/SQL

- Partner with Sales Team to identify potential business opportunities.
- Responsible for timely delivery of all assigned Quality Assurance products.
- Responsible for management of all Keane team (15 Resources) deliverables and assignments.
- Responsible for Test/Project plan development and execution.
- Responsible for Test Strategy development and execution.
- Responsible for Defect Management.
- Responsible for team status tracking and reporting.
- Status reporting to business partners and project teams
- Responsible for Keane team performance appraisals and evaluations.

Wachovia Bank

Winston Salem, NC

Feb 2004 – Nov 2004

Portfolio Manager (consultant)

Information Reporting Swimlane Manager for one of Wachovia Treasury Services' critical applications. The application generates 10 million in annual revenue. My role is responsible for all new and enhancement projects impacting the reporting functionality (2 million in annual revenue) of the application. The main objective was to manage all migration projects to move customers from First Union to Wachovia for the Information Reporting business unit.

Technology Platforms: Java, .Net, J2EE, VB, COBOL, C, C++, SQL, Test Director

- Ensure that "scope creep" is kept to an absolute minimum while "gap" requirements take top priority for all Information Reporting projects.
- Collaborate with QA management for on-time execution of monthly release cycle.
- Responsible for communication with multiple product and business line managers on all assigned projects.
- Partner with project managers to work through project test case/QA challenges in a timely approach.
- Ensure project artifacts (status reports, project plans, etc as required by the PMO) are produced and maintained.
- Responsible for management and steering committee "summary" status reports.
- Assist PMO and New Development Committee to determine project prioritization.
- Responsible for training project managers in all approved PMO processes.
- Ensure issues are escalated in a timely manner per the communication process.
- Ensure all assigned projects meet the requirements of the approved release cycle prior to the project release.
- Assist Merger and New Acquisition teams to determine impacts to application and project schedules.
- Responsible for team of 45 resources.

IBM Global Services/American Express

Greensboro, NC

2003 - 2004

Sr. Project Manager (consultant)

American Express's Service Operations Expansion – Technologies unit is responsible for the Online Replacement Card Application (ORCA). ORCA is a three-tiered client/server component-based system, which allows users to replace American Express cards with a GUI interface. This application is responsible for the replacement of all American Express credit card products. My role as manager (IBM contract) is responsible for new and enhancement projects which impact the ORCA application. Projects managed range from 20k to 1.4mil in budget and team size of 15 resources. In addition, I have been tasked to develop structure and procedure to assist the unit in consistently following corporate methodology as well as leverage proven best practices.

Technology Platforms: SQL, DB2, UNIX, C++

- Accountable for securing and managing project budget throughout project lifecycle.
- Responsible for developing and managing project schedule.
- Complete management and business partner status reports.
- Provide direction and management to team resources.

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- Drive high impact production support issues to resolution.
- Facilitate staff and project team meetings.
- Develop structured repository for corporate templates and procedures.
- Document “tailored” best practices from corporate methodology.
- Coordinate efforts of off-shore development team as well as production support team.

CSC-Nortel Networks

Raleigh, NC

2000 – 2003

Manager/Project Office (PMO)

Responsible for methodology training, implementation and enforcement across a Nortel Networks application portfolio. CSC requires that all application development projects follow its CMM Level 3 methodology and process for project management. My role is accountable for enforcement of CSC’s process and the overall “health” of projects in my assignment area.

Technology Platforms: UNIX, SQL, DB2, ORACLE, C, C++, .Net, JAVA

- Accountable for approximately 18 project & proposal managers across North America ensuring that corporate project management process/methodology is followed. Provided general “mentor” services for project managers on all phases of project.
- Assist project managers in tailoring of corporate “generic” project management process for their specific project. Review and approve all project work products.
- Instructed classroom training of project managers in structured methodologies and practical applications of the methodology.
- Assist project managers with earned value analysis.
- Developed and implemented procedures and processes (based on PMBOK principles) for Nortel Networks Account PMO.
- Developed weekly status report template and guidelines for account “Strategic” projects.
- Provided facilitation services for Initiation, JAD and Requirements workshops.
- Monitored scheduled versus actual project tasks variances. Provided necessary project manager support or guidance to ensure acceptable project timelines.

North Carolina Department of Transportation Raleigh, NC

1999 – 2000

Release Manager (consultant)

DOT’s Highway and Construction division developed and maintains a client server based application to assist with all aspects of construction and maintenance activities. My role was responsible for overall maintenance and release activities in response to customer requirements.

Technology Platforms: PowerBuilder, SQL, JAVA, Test Director

- Managed Program Team of 19 professionals that included the following teams: QA, Web Page, Documentation, Help Desk, Conversion, Database, PC Support and Development.
- Reported directly to Director of Highway Systems Development for NC DOT.
- Managed development and Implementation of over 200 Test Format programs to allow DOT engineers to capture lab test results (that were previously captured manually) from materials used in highway construction.
- Directed release planning and overall deployment activities for maintenance releases of Division of Highways construction and materials application.
- Prepared project status reports to track actual and planned budget expenditures for weekly Steering Committee meetings with senior management.
- Planned and facilitated Release Planning meetings with project staff.
- Directed test case development and execution for each release.
- Documented project work products (SOW, Risk Plan, Transition Plan, Status Reports, Communication Plan, etc) as mandated by the state Information Resource Management Commission (IRMC).

Square D, Inc.

Durham, NC

1998- 1999

Senior Consultant

Keane was responsible for the second level support activities for several of Square D’s client server applications. My role as part of the support team, encompassed regular support activities as well as support of Keane’s effort to acquire CMM Level 3 certification for this project.

- Participated in CMM Level 3 certification preparation.
- Prepared status summary report documents.
- Performed process improvement activities.
- Conducted daily status review meetings with client and project team.
- Developed Training Plan for new team members.
- Developed and documented technical specification documents.

Blue Cross Blue Shield of North Carolina **Durham, NC** **1997 - 1998**
Project Manager
Blue Cross Blue Shield was supporting the installation of its first client server based application. The vendor was responsible for the general install of the application. Blue Cross, with the vendor's assistance, was responsible for all customizations. My role was accountable for the project to interface Blue Cross's specific claims requirements with the vendor application.

- Oversaw project to implement Claims Interface with COTS package.
- Completed Functional and Technical Specifications.
- Performed program technical and functional specification review. .
- Facilitated Client Status meetings.
- Collected and reported weekly status from project team.

Bank of America **Charlotte, NC** **1996 – 1997**
Delivery Manager
NationsBank's Card Services division received customer credit card data reports from an external vendor who processed credit card information. The data reports were supplied to internal bank clients. The vendor planned to discontinue production of certain reports. My role was responsible for the project to continue to provide the internal clients with the required data reports.

- Managed project to deliver credit card data to internal bank clients from retiring external vendor data source.
- Negotiated planning sessions with clients and completed requirements document.
- Reported directly to Vice President of Bank Card Services.
- Directed client status meetings.
- Developed project workplans to make sure deliverables were met.
- Collected project status for senior management.

Policy Management Systems Corporation Columbia, SC **1995 – 1996**
Development Manager
Policy Management Systems (PMSC), a long time software vendor for insurance companies, delivered comprehensive software solutions to property and casualty insurance companies. My role was responsible for the project to interface the printing solution, developed by an external vendor, with PMSC's package application.

- Managed project to deliver insurance print application to external client (Tennessee Farm Bureau).
- Conducted on-site planning sessions with clients and assisted in getting system requirements baselined.
- Addressed day-to-day questions, issues and concerns of team members.
- Vendor relationship management.
- Orchestrated team effort so all client deliverables were met.
- Performed performance reviews.
- Attended senior management staff meetings to report on project status and client issues.

PROFESSIONAL WORK HISTORY:

Personal Lines Underwriter: **1993 – 1995**
Vik Brothers Insurance Group:

Market Conduct Analyst: **1992- 1993**
North Carolina Department of Insurance:

Personal Lines Underwriter: **1988 -1992**
North Carolina Farm Bureau Insurance Company:

EDUCATION:

- Campbell University Buies Creek, NC
B.A., Computer Information Systems, 1987

Eric Hunt

B I O G R A P H I C A L S U M M A R Y

Eric is a Delivery Director in Product Consulting in Cognizant's TriZetto Healthcare Products Consulting Group. Cognizant is a leading provider of information technology, consulting, and business process services, dedicated to helping the world's leading companies build stronger businesses. Cognizant's suite of TriZetto Healthcare Products is a portfolio of software solutions that help healthcare organizations enhance revenue growth, drive organizational productivity, improve cost and quality of care and expand the member and patient experience.

Eric has nearly 20 years of consulting experience in financial services with 10 years specific to the healthcare industry. Additionally, Eric has 7 years of property and casualty insurance experience to include roles as both a state regulator and positions in underwriting.

Eric has extensive leadership experience across the Software Development Lifecycle (SDLC), as well as leadership roles in data services, vendor management and production support. As a direct report to the CIO for a major retail bank, Eric managed the entire suite of data services to include, analytics, database management for all branch and teller applications, and development support for enterprise data warehouse initiatives. As the Application Manager for the America's Region, Eric led all development, maintenance, and support for multiple equities applications for a global investment bank. He also established an offshore testing practice for a major Blues Plan. He has also led multiple project management offices across healthcare, banking and telecom industries.

As a Cognizant Delivery Director, Eric has accountability for issues/risk management, communications, software delivery, infrastructure delivery operations, financial management, contracting, and relationship management for assigned clients. He has established and maintained trusting and collaborative relationships with client partners at all levels and is grateful to be considered a trusted advisor by both client and peer colleagues.

Eric lives in Raleigh, NC with his wife, and 2 college student daughters. In his down time, he enjoys the outdoors. He loves hiking, fishing, hunting and power sports. He is also active in community and church volunteer initiatives.