HANS·ECKMAN

Simplify, Automate, Educate

Hans Eckman provides leadership for rapidly changing companies by creating team optimization solutions across diverse industries.

SunTrust Bank - http://suntrust.com, March 2008 - Present
Group Vice President, Enterprise Innovation Programs, March 2015 - Present

SunTrust Banks, Inc., with total assets of $198 billion as of June 30, 2016, is one of the nation's largest and strongest financial holding companies.

Group Vice President, Enterprise Innovation Programs, March 2015 - Present
- Facilitated the delivery of *RISE* and *Gauntlet* contest winning projects, which resulted in a projected $5 million cost savings and $60 million net new revenue over 5 years.
- Mentored 10 teammates on a recurring basis (10+ ad-hoc), coach for *Innovation Friday* 10-week sprint, and coach for *Insights* leadership development program group project.
- Grew EIS Internship program from 22 to 37 positions (2016), converted over 50% to full-time employees (2015), and hosted group projects under Enterprise Innovation.

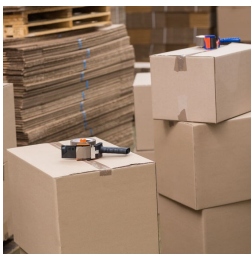**Group Vice President, Security Services Workstream Manager**, July 2012 - March 2015
- Built a new Security Services Workstream which delivered $16 million in projects supporting Technology Risk and Compliance. (IAM, Archer, Client SSO, and Audit Remediation)
- Developed Archer practice which included Shared Services delivery team, governance model, Center of Excellence (Leads), and Community of Practice (Practitioners).
- Developed workstream capability model with role and domain leads/peer coaches, a disaster recovery/business continuity model, and succession planning.

Vice President, Enterprise Business Analyst, March 2008 - July 2012
- Redesigned interface and established baseline requirements for Online Banking, which resulted in a first ever top usability ranking (2009 Change Sciences Group usability study).
- Co-founded the SunTrust Business Analyst Center of Excellence, and replicated demand management model for the EPMO, Architecture Innovations, and Salesforce teams.
- Implemented a custom SharePoint project collaboration system with self-help site which included a user guide, training videos, FAQ WIKI, and automated site provisioning.

S&K Ventures - http://sandkventures.com
Vice President Product Development, Sept. 2006 - Dec. 2007

S&K Ventures is a business applications consultancy and development firm serving mid-sized companies and non-profits.
- Developed a B2B ordering and warehouse management system for Spiderwear which resulted in an 800% increase in productivity.
- Developed an online compliance and training management system for Life & Safety Consultants as the foundation for a new software business.
- Re-positioned S&K services to provide a more stable and scalable business, contributing to significant revenue growth.

Market Velocity, Inc. - http://marketvelocity.com
Director Product Management, Jan. 2006 - Sept. 2006

Market Velocity provides fully managed trade-in programs for computer, printer, wireless, and electronics companies.
- Defined and managed a platform migration to move clients from custom software sites to one configurable web application.
- Reduced development time for new client sites by 80% and new client promotions by 90%.
- Decreased client startup costs by 40% while increasing profit by 135%.
- Product and business enhancements helped contribute to desired acquisition of the company in 2007.

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xpanxion, LLC. - http://xpanxion.com
Principal (Senior Consultant), May - June 2004 (Contract), Aug. 2004 - Jan. 2006
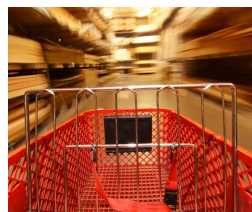
xpanxion provides growing companies with offshore applications development, quality assurance testing, and domestic business consulting/management.
- Developed a hybrid SDLC for domestic staff needed to work with diverse client methodologies and xpanxion's CMM Level 4/ISO 9001:2000 processes in India.
- Defined and managed user interface development for a near real-time financial ERP auditing, monitoring, and warning system (SOX compliance).
- Completed requirements and feasibility study for a home healthcare medical records system which warned that the planned approach would run $2 million over budget.

Outweb Technologies, Inc.
Delivery Manager/Senior Consultant, Sept. 2002 - Aug. 2004
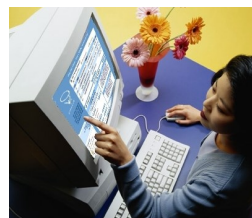
Outweb was a leading provider of business consulting and application development.
- Defined and managed development of a safety reporting and compliance system that replaced 80% of paperwork for The Home Depot's 2,000+ US and Canada stores.
- Developed international, mixed-mode pricing and transportation models for emergency water distribution for Lipsey Mountain Water, leading to the award of a FEMA contract.
- Defined requirements and co-wrote business plan for an international supply chain transportation tracking and management service.

Voicecom Telecommunications, LLC.
Director of Strategic Partnerships and E-Commerce, Aug. 2000 - July 2002

Voicecom was a leading provider of voice messaging and communications services.
- Launched national strategic partnerships with HQ Global Offices, Handtech, and Success Industries International.
- Implemented private label products from legacy platform, and reduced launch time for partner e-Commerce sites from 3 weeks to 3 days.
- Developed an affiliate marketing program with over 4,500 participating sites, 1 million ad displays, and 10,000 referral visitors.

The Catapult Group, Inc. (formerly i2o e-Commerce Solutions and Idea Engineering)
Director of Consulting Services, Oct. 1999 - Aug. 2000, Feb. 1998 - June 1999

The Catapult Group developed e-Business strategies and systems for mid-sized companies and start-ups.
- Created and managed the Consulting Services Group with highest company profit margin.
- Developed a billable solution blueprint service resulting in a 50% decrease in development time and a new revenue stream.
- Helped create project lifecycle processes, SDLC and support for consulting services.

Other Positions

- RDEA - Research, Development, Evaluation Associates - Senior Technical Analyst, Aug. 1996 - Feb.1998
- MCI WorldCom - Senior Project Manager, North American Business Markets, Aug. 1999 - Oct. 1999
- MidKnight Interactive - Co-Founder/Web Consulting, May 1996 - Feb. 1998
- Athens Tech Continuing Education - Program Specialist, Apr. 1996 - Aug. 1996
- University of Georgia Police Department - Police Officer - Patrol and Bike Patrol, Jan. 1994 - Mar. 1996
- DialAmerica Inbound Marketing - Supervisor/Trainer - BellSouth inbound marketing, Jan. 1993 - Dec. 1993
- University of Georgia Department of Entomology - Ecology Research Assistant, Sept. 1990 - Dec. 1992
- Oak Ridge National Lab, Department of Energy - Research Intern, - Ecology, June - Sept. 1990, 1991
- SciTrek Science Museum - Exhibit Floor Supervisor, June 1989 - Dec. 1990

Education

- Masters of Science Education, focus on multimedia instruction, 1996 - University of Georgia
- Bachelor of Science in Zoology, Honors Thesis in Ecology, 1993 - University of Georgia