

KIMBERLY FRANCOIS

14 Norris Road ♦ Somerset, New Jersey 08873 ♦ (732) 829-8258 ♦ k1francois@aol.com

Mayoral Accomplishments

Authored and Delivered 1996 and 1997 State of the Township Addresses
Established the Council Retreat
Expanded the Historic Preservation Commission by making the Township a “certified local government”
Expanded the M1 Zone to bring in New Corporate Ratables to Stabilize Taxes
Spearheaded an Economic Summit-The Theme was Workforce Development for a Better Community
Conducted Town Hall Meetings
Opened Government to the People by holding the Council Meetings at the various sections of town
Established a Take Pride In Franklin Day
Created the Franklin Image Task Force
Spearheaded the Teen Recreation Program
Sponsored the Housing Authority Kids Cafe
Built the Senior/Community Center
Expanded the Human Relations Commission
Member of the Board of Directors for Renaissance Community Development Corporation
Planning Board member from 1996-1997
Developed the Redevelopment Plan
Established a Redevelopment Agency
Attended the Democratic National Convention in 1996 in Chicago
Traveled to the White House for a National Summit with President Clinton
Member of the Somerset County Mayors Association
Member of the US Conference of Mayors
Member of the Black Mayors Conference
Received many awards due to my leadership in the community and with the youth
Keynote Speaker at numerous functions
Attended Ground Breaking Ceremonies
Attended Ribbon Cutting Ceremonies
Attended numerous events and activities
Married over 300 couples
Mayor’s Get Out the Vote Birthday Party
Franklin Public Schools proclaimed September 3, 1998 the first day of school for the 1998-1999 School Year as the Kimberly Francois Day as recognition for my support, commitment, and dedication to children

At-Large Council Accomplishments

Spearheaded the Franklin Youth Initiative and Chairperson
Established the Franklin Youth Initiative Career Expo
Established the Franklin Youth Initiative Youth Employment Workshop
Established the Franklin Youth Initiative Job Expo
Expanding the Teen Recreation Program by Establishing a Youth Drop In Center
Finance Oversight and Administration Subcommittee Member
Member of the Somerset County Community Action Program Board of Directors
Commissioner on the Redevelopment Agency
Point person of the Township Manager Search Committee

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EDUCATION

GEORGE WASHINGTON UNIVERSITY – Washington, DC 1996
Master of Science Certification, Project Management

HARVARD UNIVERSITY – Cambridge, Massachusetts 1981
Bachelors of Science, Engineering and Applied Sciences

HIGHLIGHTS

Over ten years of Project Management, Program Management, Release Management, and experience in the following industries: Health Care, Financial Services, and Telecommunications with expertise in Network Engineering, IT Software Development Life Cycle and Systems Integration, and Process Reengineering with Lean Six Sigma Green Belt Certification.

PROFESSIONAL EXPERIENCE

PRINCETON HEALTH CARE SYSTEM – Princeton, NJ 2009 - 2011

Director, IT Project Management

- Established a new IT project management process and discipline to manage projects scope, issues, risks, costs, quality, and on time project execution. The Project Team Leader for the hospital's transition to meaningful use. Provided project leadership and management for the transition from ICD 9 to ICD-10 system conversion and complex hospital systems upgrades and installations with IT/HIM/financial interfaces. Worked with external vendors and internal resources to help develop the ICD-10 roadmap for the change and implement the portfolio, to include all activities and deliverables resulting in the hospital-wide conversion. Created and lead cross-functional teams, made up of representatives of all critical functional areas. As team leader, provided proper engagement and oversight of the projects, resulting in assignment of specific tasks to individuals and/or departments, accountability for projects work deliverables, excellent communication of projects status, and timely identification of key issues and corresponding action plans. Managed projects for the new hospital facility: hardware and server upgrades, disaster recovery rehome, applications customization development, testing, and delivery, launched new applications, and provided governance and oversight to multiple project managers and multiple implementation projects for a new hospital facility which included: QuadraMed Enterprise Document Management System for the Electronic Medical Record/EMR, QCPR Cache Upgrade/EHR, GE Centricity for Labor and Delivery, QuadraMed Enterprise Centralized Scheduling which included outpatient rehab, Cerner Laboratory Upgrade, Roche Automation Laboratory MPA and Analyzer, and the multiple projects involved with new technology to move to and implement in the new hospital facility.

BKW TRANSFORMATION GROUP – Piscataway, NJ 2006- 2009

Business Analyst Consultant ING WHOLESALE IT Development and Risk Management Group

- Analyzed the Non-personal Account Management Procedures and developed new process for new, change, and delete accounts to minimize risk.

Consultant in the PRUDENTIAL FINANCIAL Shared Services Program Management Office

- Senior Project Manager for the largest annuities remediation project Prudential has ever undertaken. Role includes project managing the outsourced application development, testing, systems integration, and implementation. Project managed team which consists of outsourced developers, Annuities Technologies software developers, Information Systems administration and management, product actuaries, testers, project managers, business analysts, product development, and the business sponsors.

ACCENTURE –Florham Park, NJ 2004-2006

Senior Manager in the Communications and High Tech Operating Group

- Consulting roles included Lead Program Manager for Cingular Wireless Network Rationalization project, Bell South Lead Program Manager, Accenture GLOBAL Direct Sales Executive, Bell South Lead Release Manager, Producer of an Accenture Learning Sales Video, Bell South Lead Resource Manager, Verizon Access Network Optimization Lead Engineer, and involvement with responding to numerous Requests For Proposals.
- Consulting qualifications included staff management, project management utilizing six sigma and proven project management methodologies, sales, contract negotiations, resource allocation, project planning and management, team building, and providing clients with sound telecommunication solutions that increase efficiency and reduce costs.

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FRANCOIS CONSULTING SERVICES, INCORPORATED – Denver, CO

2001-2003

Managing Partner

Founded consulting firm to provide clients with progressive leadership services in strategic planning, operations, new business development, project management, consulting, engineering, and network technology deployment. Productively directed CEO of Key West Services, Incorporated in all areas of sales, new business development for new products management leadership and operational development, creating a professionally marketed venture that earned lucrative bids for the client valued at over \$500,000, while reducing monthly expenses by \$5000 through implementing a comprehensive financial management plan.

QWEST COMMUNICATIONS –DENVER, CO

1998-2001

Director of Central Office Engineering

- Lead a 14 state technology deployment to engineer and install VoIP, DSL, CWAN, STP, ATM, and Frame Relay technologies with a \$1.3 billion capital budget. Developed successful project plans and provided project management expertise for the rollout of a telecommunications deployment in 14 states. Successfully restructured operations by establishing a team of field engineers that conducted site surveys on central offices and created accurate central office site plans. The site surveys efforts reduced engineering job redesigns by 35% and decreased the equipment budget for change orders by 30%, which saved over \$30 million in equipment costs.
- Directed operations for 310 central offices in Colorado and Wyoming, consisting of 205 technicians and 32 management direct reports. Operated successfully within \$5 million expense budget while providing continuous improvement of provisioning and repair results and maintaining effective switch, data, and transmission networks.

AT&T Labs – Holmdel, New Jersey

1987 – 1998

District Manager, Consulting Services

1995 – 1998

Earned competitive promotion to manage operations for a consulting practice that provided technical expertise and consulting support to various AT&T clients across the US. Chief undertakings consisted of developing marketing and sales plans to obtain new clients, negotiating and developing large platform technologies accounts, managing a staff of 25 consultants, and writing technical publications.

- Effectively assessed all of the customers' business needs, developing dynamic platform technology solutions that improved mean time to repair results for large AT&T business customers; decreased provisioning defects by 50%; increasing customers' revenues by up to 30%; and generated accounts over \$11million

Senior Consultant

1990 – 1994

Provided technical expertise in all areas, including project management, statistical process control, activity-based costing, reengineering, strategic planning, benchmarking, metrics definition, process management, policy deployment, team building and facilitation.

- Successfully consulted with United States Navy senior officials to develop discreet functions within their Navy Undersea Warfare Center in Rhode Island, saving the military over \$3 million in operating costs.

Systems Engineer

1987 – 1990

Utilized engineering expertise to build and develop marketing and manufacturing telecommunication solutions for clients. Fundamental endeavors encompassed coordinating and managing field trials and development for new software releases. Created enhanced, user-friendly software applications for clients that increased their company response time, generated accurate equipment orders and improved efficiency and productivity by over 40%.

MCI TELECOMMUNICATIONS – ATLANTA, GEORGIA

1986

Department Manager

Managed the Network Planning Department for the entire Southeast Division that consisted of a nine-state region. Eliminated blocked calls due to a lack of network planning, ensuring that no orders were on hold and that all orders were effectively placed, thereby greatly increasing revenue sources and customer satisfaction.

NEW YORK TELEPHONE – NEW YORK, NEW YORK

1981 – 1985

Senior Engineer

Engineered, planned, and designed 4ESS switch capacity and fiber optic facility utilization for New York City's primary business and residential telephone operations.