

# Russell Duckworth

Russell Duckworth  
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Confident, strategic leader with extensive experience managing projects and staff in corporate and non-profit environments across diverse industries. Excels in identifying client expectations, collaborating with decision makers and subject knowledge leaders, conceptualizing, and leading teams to solutions-oriented deliverables. Demonstrates strong commitment to service and brings value to all stakeholders.

## BACKGROUND SUMMARY

Operations Management	Practice Management	Project Management
Sales Management	Process/Systems Analysis & Design	Human Resources Management
Strategic Planning	Policies & Procedures Development	Personnel Management
Operational Planning	Logistics & Warehousing	Manufacturing Systems
Customer Service Programs	Facilities Management	Audio/Visual Management
Organizational Effectiveness	Marketing Strategies & Programs	Public Speaking
Corporate Budgeting	Database Design & Development	Account Management

**Technical Experience Includes:** MS Windows Server/SBS, MS IIS, MS SQL Administration, MS Project, MS Office Suite and Expression Web, MS SharePoint, MS Dynamics CRM, Pick/UniVerse/Unidata, PowerBuilder, System Builder, Symantec Backup/Protection suites, Shelby Systems, QuickBooks, HTML, DotNetNuke, Joomla, HTML/XML/RSS

## PROFESSIONAL ACCOMPLISHMENTS

### Process and Systems Analysis, Design & Implementation

**Consolidation of business units for improved performance.** Planned, designed, estimated, budgeted, and orchestrated the merger of four insurance-related systems for third party administrators of a major credit card services company. **Results:** Overall operational costs for all consolidated programs were reduced by over 70%. Revenues for the project exceeded budgeted revenues by 60%.

**Innovation and creation of new business systems.** Analysis, design, and implementation of software systems for national corporations with international reach, including physician scheduling and placement for Merritt Hawkins & Associates, claims processing for both The Manville Settlement Trust and National Gypsum Settlement Trust, time and billing systems for Adjustco and Preferred Works, custom rental/inventory control systems for Victor Duncan, custom payroll and HR systems for North Texas Rehabilitation Services, production control systems for Fort Dearborn Company, and many more.

### Operations and Practice Management

**Expanded and managed private technology consulting practice.** Initiated strategic initiatives to grow consulting practice beyond partnerships original business scope and service offerings. Transition from partnership to corporation, business development and sales initiatives, contract negotiations, staff planning and hiring, budgeting, real estate acquisition, equipment planning and implementation, HR management, business process and technical consulting. **Results:** Overall 600+% increase in revenue over seven years, and annual profitability exceeding annual budgeted profits for each year.

**Improved client communications and access to project information.** Designed and managed system implementation to provide real-time client access to development and maintenance project information, allowed online client submission of project requests, online status reporting, automated notifications, and centralized projects database and knowledgebase for staff. **Results:** Reduced client and staff paperwork by over 95%, and improved request response times by 300%.

### **Personnel Management and Human Resources**

**Implemented HR policies and procedures.** Full development of HR department, including policies and procedures documentation, payroll and benefits implementation and administration, and custom payroll solutions. **Results:** Improved procedures and accuracy which resulted in a five-year period of flawless payroll production.

**Developed HR preview process.** Implemented process to transform negatively perceived personnel review meetings into a forward-looking, success-focused personnel planning process.

**Results:** Employees reported 100% improvement over traditional annual performance review, and managers reported an overall improvement in ongoing supervision of individual goals and objectives.

**Payroll processing improvements.** Analysis and development of payroll-related solutions, including integration of biometric timecard systems and integration with Ceridian and QuickBooks Online Payroll.

**Results:** Reduced payroll production time by 66% and increased hourly payroll fidelity by 8%.

### **EMPLOYMENT HISTORY**

**Russell Duckworth Consulting**

**2001-present**

**Owner**

Responsible for developing new business opportunities, advising and consulting with customers, developing and implementing technical solutions and documentation, and ongoing supervision of production environments.

**Unity Church of Dallas**

**2004-2009**

**Project Manager/IT Manager/AV Manager**

Responsible for the organization's network and telephony systems, membership database administration, directing communications, managing AV team, bookstore systems administration, capital campaign management, and public speaking/presentations . Executive team member.

**InfoQuest, Inc.**

**1989-2001**

**President/Chief Operating Officer**

Responsible for daily operation of the consulting practice, business development, technical consulting with clients and mentoring of staff, manage HR, manage projects, oversee sales staff/support staff/contractors/consultants, strategic planning, compliance elements, and manage real estate interests.

### **EDUCATION**

Bachelor of Business Administration, Baylor University, Waco, Texas