

JAMES COKE

P.O. Box 1605
Gig Harbor, WA 98335

253-851-7200
james @jamescoke.com

Experience Summary:

Organizational transition consultant and program manager. Typical roles include clarifying strategic vision, developing operational plans, building and mentoring teams, and managing initiatives to completion. A history of successfully navigating complex diplomatic, cross-cultural, and collaborative relationships. An asset to organizations exploiting new opportunities and managing organizational transition. A unique combination of competencies in health & social service, supply chain operations, and emerging market economic development.

- Thirty years' business experience (Consultant, Entrepreneur, Line Manager)
- Global engagements (EU, Mongolia, Nigeria, USA / Canada, Vietnam)
- Variety of functional roles (Finance, IT, Marketing, Operations)
- Multiple industries (Banking & Finance, Healthcare, Manufacturing, Raw Materials, Biotechnology)

Education:

- BSc double major in Finance and Operations Management – University of Oregon 1985
- Continuing education in project management and Web 2.0 development since 2002

Professional Affiliations:

- Certified Production and Inventory Control Manager (CPIM)

Technical Skills:

- General Management: Strategic planning, personnel management
- Project Management: Scoping, scheduling & planning, budgeting / cost tracking, risk management
- Supply Chain: Logistics network design, forecasting, S&OP, inventory optimization
- Procurement: Competitive evaluations, proposal preparation, negotiation, contracting
- Finance: Commodity futures trading, capital budgeting, investment financial analysis
- Marketing & Sales: Market research, promotion planning, sales
- Process Analysis: LEAN, 6-Sigma, TOC, BPR/BPM
- Language: Native English and conversational French
- Software: MS-Office, MySQL Workbench, Alpha Five (web)

Volunteer Work:

- Bridges of Love NW (formerly LoveINC of Pierce County) (2011-2017)
Designed, developed, and presently supporting a case management system used in vetting, referring, and tracking services for clients in need. This multi-tenant system is used by a churches and church networks across the US.

Websites:

- <http://www.jamescoke.com>
- <https://www.linkedin.com/in/jamesscoke/>

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Employment History:

01/1988 – Present Pacific Business Ventures, Gig Harbor, Washington State
Title: **Owner**

PBV is James' personal vehicle for freelance consulting work. All project experience profiles on request.

- Change management practitioner in the healthcare industry. Sound Physicians (2016-2017).
- Project developer and manager in emerging markets. Hospital privatization in Nigeria (2012), biotechnology in Vietnam (2007-2013), agro-husbandry in Mongolia (2015).
- Project manager and lead functional designer of Health and Social Service projects. Yukon and Northwest Territories, Canada.
- Management consultant to the finance industry. Russell Investment Group, Evergreen Bank, Portland Teachers Credit Union, and Que Datawest.
- Operational improvement and process optimization practitioner at Sysco Foods, Hollywood Video, Pemco Insurance, and Purolator Courier.

05/2001 – 10/2005 Weyerhaeuser Company, Federal Way, Washington State
Title: **Project Manager & Internal Supply Chain Consultant**

- Contracted to lead the company's supply chain technology initiatives and subsequently employed.
- Managed a project team responsible for designing and deploying enterprise supply chain inventory management planning practices in the Wood Products division. This included the selection and implementation of the Logility Voyager inventory planning software. Generated \$20 million inventory reduction benefit. Managed all aspects of project scope, budget, and schedule based on PMBOK standards.
- Conducted several internal consulting projects in support of the company's SAP deployment including root cause analysis of internal SAP Materials Management implementation, and feasibility assessment of using SAP's APO for inventory planning.
- Implemented Business Process Management (BPM) practices in support of SAP deployment including tool selection, methodology development, and resource acquisition. Trained and supervised 20 process analysts. Developed a comprehensive process reference model based on VCOR.
- Performed several internal studies for business units as a supply chain design subject matter expert.
- Contributed to the international Supply Chain Council workgroup on methodology convergence among SCOR, Six Sigma, and Lean.

01/1997 – 01/2001 Enterprise Automation Technologies, Calgary, Alberta
Title: **Chief Executive Officer**

- Formed and grew this software development and professional services company. Responsible for most aspects of corporate management, product design, project management, and general consulting.
- Performed a variety of workflow automation engagements in partnership with Documax Enterprises.
- Directly supervised development, sale, customization, and implementation of enterprise social service software to Canadian territorial governments in the Yukon and Northwest Territories.
- Designed and prototyped peer-to-peer market-making software for the resource extraction industry.
- Technology assets sold to TradeRadius, Inc., requiring merger support for several months.

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03/1989 – 10/1996 Medipay, Portland, Oregon
Title: **Chief Executive Officer**

- CEO for a software development company providing enterprise healthcare applications to behavioral health providers and payers. Founded and grew the firm to 25 employees with full internal product development and support. Client/server software written in C++ and SQL.
- Responsible for all aspects of executive management and strategy development, product design, project management, and general consulting.
- Responsible for the design of a statewide data collection and reporting system for the State of Washington Department of Social and Health Services (DSHS) Mental Health Division in support of legislation creating County-based Regional Support Networks (RSNs). This was an extremely political and complex project.
- Directly supervised product sale, customization, and implementation for over 100 customers throughout North America. These included the behavioral health subsidiaries of United Healthcare, Travelers Insurance, and Blue Cross; and large providers such as Charter Medical Corporation.
- Sold the firm and related assets to a larger competitor.

02/1988 – 02/1989 Management Technology Associates, Seattle, Washington State
Title: **Senior Associate**

- Employee consultant at a regional Northwest consulting firm until its Seattle office was closed.
- Assisted in the development of a new consulting practice based on improving service management. Reviewed academic literature on service blueprinting, service execution best practices in various industries, and market research methodologies to design new consulting products.
- Participated in, or led consulting engagements in service and manufacturing operations at such Northwest firms as Paccar Parts, Bekins Storage, and Muzak. Wrote bar coding application prototype for Bekins.
- Served as interim general manager for small companies in turnaround situations. This required staff adjustments, implementation of cash and other financial controls, and negotiation with creditors.

09/1985 – 02/1988 Executive Consulting Group, Bellevue, Washington State
Title: **Senior Associate**

- Employee consultant at a regional Northwest consulting firm.
- Participated in a variety of engagements for governmental entities including the State of Washington Office of Financial Management, Employment Security Department, and Washington State Patrol. Projects included strategic technology planning, software competitive selection, systems design, and technology implementation services.
- Coordinated financing for Washington State Patrol acquisition of a multi-million dollar automated fingerprint recognition technology. This represented a breakthrough method that allowed the state to make a non-collateralized acquisition that spanned biennial budget authority.

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Presentations:

Coke, J. (2005) Convergence of Process Improvement Methodologies, *Presentation, Supply Chain Council, Subcommittee on Methodology Convergence*, Feb 2005.

Coke, J. (2003) Supply Chain Management Initiative at Weyerhaeuser Wood Products – A Case Study, *Presentation, APICS, Tacoma, WA*, Feb 2003.

Coke, J. (1998) Automating Integrated Case Management in Health and Social Service Ministries, *Poster Session, International Medical Informatics Association 9th World Congress on Medical Informatics*, Seoul, South Korea, Aug 1998.

Coke, J. (1995) Integrating Behavioral health into the Medical/Surgical Information System, *Presentation, International Medical Informatics Association 8th World Congress on Medical Informatics*, Vancouver, BC Canada, Jul 1995.

Coke, J. (1992) The Information Requirements of Managed Care, *Presentation, Behavioral Healthcare Tomorrow Annual Conference*, 1992.

Coke, J. (1988) International Consumer Behavior, *Guest lecture, Seattle University*, 1988.

Publications:

Coke, J. (2007) Enterprise Process Improvement: A Business Process Management Framework, *White Paper, Pacific Business Ventures*, 32 pages.

Coke, J. (1996) Integrating Behavioral and Medical/Surgical Data, *Journal article, Behavioral Healthcare Tomorrow*, Oct 1996, 5:5, pp. 73-76.

Coke, J. (1996) James Coke's View – Electronic Medical Records, *Journal article, InfoConsultNews*, Jul/Aug 1996, 1:2, pp. 1-2.

Coke, J. (1995) Integrating Behavioral Health Data into Medical/Surgical Care, *Journal article, The Gamut, Spectrum Health*, Nov 1995, 1:4, pp. 3-6.

Coke, J. (1993) Automating Behavioral Health Stakeholder Linkages, *White Paper, Medipay Inc.*, Nov 1993.

Coke, J. (1993) Government Reforms, Market Mandates and Trends in Behavioral Technology, *Journal article, Behavioral Healthcare Tomorrow*, Sep/Oct 1993, 2:5, pp. 21-26.

Coke, J. (1992) Behavioral Health, Government Reforms and Contingency Planning, *Journal article, AAPPO Journal*, Dec. 1992 / Jan 1993, 2:6, pp. 13-17.

Coke, J. (1991) A Vision for Information Flow in American Health Care, *White Paper, Medipay Inc.*, 11 pages.