

John Armour
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Professional Summary

Twenty-five years of in-depth, senior IT leadership experience in a broad array of IT management functions. Business skills include budget and cost control, team-building, leading global and local IT and non-IT teams and full life-cycle project and systems management. Five years in the field of Teaching English to Speakers of Other Languages aimed at adult and university-aged students and other widely varied teaching experience including:

- 2010-Present Northeastern Illinois University (NEIU) – Full-time instructor teaching undergraduate TESOL teacher training, academic/developmental writing and community adult ESL education courses
- 2012 (Summer) BIR Training Centers, Chicago – Adult ESL (Level 1 and Advanced Conversation)
- 2010-2011 Illinois Institute of Technology – ESL academic conversation and listening to international graduate students in the Stuart School of Business
- 2010 St. Augustine College, Chicago, IL – ESL academic writing
- 2009 NEIU – ESL academic writing as a graduate teaching assistant
- 2008-10 NEIU – Tutored students in the English Language Program’s Writing Lab
- 2004-08 Nielsen – Taught several corporate training classes in project management
- 1985-03 Motorola – Taught several corporate training classes in various areas
- 1986-87 Nova University – Adjunct faculty teaching Management Information Systems
- 1981-82 Northern Illinois University – Taught Introduction to Business Data Processing as a graduate Teaching Assistant
- 1976-78 US Army – Full-time instructor of basic medical subjects

Professional Experience

Northeastern Illinois University August 2008 – Present

Coordinator of the English Language Program – Jan 2013 – Present

- Responsible for the administration and operational management of the ELP (Developmental Reading and Writing, and Academic English as a Second Language)
 - Interface with university administration
 - Manage scheduling, budgeting and general operations.
 - Staff of 10 full-time instructors plus several adjunct instructors
 - Implement new operational procedures, courses and administrative policies
 - Oversaw implementation of Accuplacer for placement testing in English and Mathematics
 - Member of the Instructor Excellence Award selection committee (2013)

Instructor – Aug 2010 – Present

- Currently teaching or have taught:
 - Beginner and basic levels of adult ESL in a new Latino community-focused program.
Texts: Bitterlin, et.al., *Ventures Basic* and Foley and Neblett *English in Action 1*, 2nd edition.
 - Developmental and ESL Writing focusing on academic essay writing and the writing process.
Text: Clouse, *Progressions with Readings: Paragraph to Essay*, 8th edition.
 - Undergraduate Practices and Procedures of Teaching English as a Second Language
Text: Harmer, *How to Teach English*, new edition.
 - Undergraduate Principles of Language Teaching.
Texts: Brown, *Principles of Language Learning and Teaching*, 5th edition.
Larsen-Freeman, *Techniques and Principles in Language Teaching*, 3rd edition.
 - Undergraduate English Grammar: Description and Instruction
Text: Parrott, *Grammar for English Language Teachers*, 2nd edition.

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Writing Specialist / Tutor – Aug 2008 – Dec 2010

- As a Writing Specialist (previously Writing Tutor) in the English Language Program's Writing Lab, I worked with native speakers, immigrants, international and generation 1.5 students at the undergraduate and graduate levels to develop and improve skills in academic writing. By focusing on the writing process, I supported students in organizing their thoughts, analyzing their output for improvement opportunities and revising their written work. I also led workshops preparing students for the English Competency Exam.
- Programmed and maintained a Microsoft Access-based application for scheduling student appointments and capturing tutor notes. This replaced a largely paper-based system, increased data accuracy, automated many previously manual processes and stored all records (including session notes) online for easy reference.

Graduate Teaching Assistant – Jan 2009 – Dec 2009

- Independently taught 2 sections of the entry-level ESL course in academic writing. Course focused on the writing process, producing academic essays, reviewing basic grammar and building vocabulary.
Text: Davis and Liss, *Effective Academic Writing 3: The Essay*.

Illinois Institute of Technology August 2010 – May 2011

ESL Adjunct Faculty – Aug 2010 – Present

- Taught graduate-level courses to international to graduate business students.
 - English Pronunciation - Text: Grant, *Well Said: Pronunciation for Clear Communication*, 3rd ed.
 - Business Writing - Text: Mackey, *Send Me an Update*.
 - Academic- and business-focused Listening, Speaking, Conversation and Presentations. Loosely based on texts: Smith, *Business Communication Strategies* and Henninger-Chiang and Reel, *Professional Presentations: How to Succeed in International Business*.

St. Augustine College January 2010 – May 2010

ESL Adjunct Faculty – Spring 2010

- Taught ESL Academic Writing in this bilingual college by focusing on proper sentence and paragraph structure, vocabulary, academic reading and basic grammar of written English grammar.
Text: Kirsznner and Mandell, *Foundations First: Sentences and Paragraphs with Readings*, 3rd edition.

ACNielsen August 2004 – August 2008

Director of Software Development– Jan 2007 – Aug 2008

- Responsible for the planning and execution of projects across a wide variety of technical platforms and the leadership of a staff of Project Managers and Technical Business Analysts ranging in size from 12 to 24.
- Typically oversaw 25 to 30 concurrent projects that ranged in size from \$20,000 to \$1.3 million and from 2 to 12 months in duration.

Director of the Program Management Office – Sep 2004 – Dec 2006

- Established, implemented and managed a suite of standardized System Development Life Cycle and Project Management processes, procedures, documentation standards and status reviews.
- Developed and oversaw the collection and reporting of Project Management and compliance metrics. Increased process compliance from 40% in 2005 to 86% in 2006. Implemented both Microsoft's Project Server and Clarity's Project Portfolio Management applications.

Director of Management Information Systems (6-month Consulting Position) – 2004 – 2005

- Led the MIS group through its transition from internally driven operations to an offshore, outsourced development model. Reduced associate headcount by 50%, budget by 15% and maintained service levels.

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Motorola, Inc. 1983 – 2003

Project Director, Next Generation Supply Chain Planning – Aug 2002 – May 2003

- Teamed with several other program leaders to reevaluate the scope and reorganize a global Supply Chain re-engineering project, reducing the 2003 project budget by 70% (reduced by \$46 million).

Director of Financial Shared Services, Americas Region – Mar 2000 – Aug 2002

- Reduced headcount by 12 (30%) and overall cost by \$1.2M (17%) between 1999 and 2001 actual expenditures while maintaining service levels, consolidating 6 business units into the centralized Americas financial systems environment and completing 4 acquisition and divestiture conversions.
- Created and tested disaster recovery plans for the Americas (and later global) financial systems allowing full offsite recovery in 33 hours (48 hours estimated for global) compared to a 5- to 7-day goal.
- Proposed, planned and executed a global project that consolidated regional Oracle financial systems from Asia, Europe and the Americas into a single global environment. This reduced global financial IT headcount by 20% (20 people) and IT expenses by 30% (\$6 million).
- Appointed "acting" Director of Global Shared IT Services (Financials, HRIS, Ariba, Motorola University, Corporate IT, Brazil operations) while continuing direct leadership of Americas Financial Shared Services.

Project Director, Global ERP Program Planning – Oct 1998 – Feb 2000

- Developed an implementation strategy for a global ERP rollout supporting a \$10 billion sector of the corporation and achieved a funding appropriation of \$101 million and approval to launch.

Director of IT – Advanced Messaging Group – Jun 1995 – Sep 1998

- Proposed and gained approval to implement Oracle ERP in order to replace existing legacy systems and resolve Y2K issues; reviewed, selected and negotiated contracts with suppliers; built and led the combined IT and functional team to finish \$2.5M (20%) under budget and 2 months (15%) ahead of schedule.

Early Motorola Career

Director of IT – Paging Products Group

Responsible for all site-level IT activity for a \$1 billion segment of the corporation.

Materials Manager – CT2 Telephony Division

Responsible for managing and acquiring component inventories, scheduling assembly operations and shipment.

Production and Inventory Control Manager – Paging Division

Responsible for managing acquisition of components and foreign-sourced subassemblies, and inventory levels..

Project Manager MRPII Implementation and Later MIS Manager Paging Division

Programmer/Analyst – Communication Sector MRPII Systems

Other Academic/Teaching Experience

Teaching

- July 1976 – June 1978 – Instructor, US Army, Basic Medical Topics (First Aid, Hygiene, etc.)
- Fall 1986 and Spring 1988 - Adjunct Faculty, Nova University, Ft. Lauderdale, Florida
Text: McLeod, *Management Information Systems*, 3rd edition.
- March 2010 – Present - Private tutor of ESL / academic writing for 4 Korean elementary and middle school students
- February 2011 – Present – Private tutor of ESL (Pronunciation) for a Brazilian executive

Presentations

- Northeastern Illinois University, Chicago, IL – Eighteenth Annual Student Research Symposium (April 2010) “Do Internet Language-Sharing Chat Rooms Foster Communicative Competence”

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Education and Certifications

Northeastern Illinois University – **MA** Teaching English as a Second/Foreign Language
Northern Illinois University – **MS** Management Information Systems, **BS** Management
Center for Applied Linguistics – Certified Best Plus Oral Proficiency Test Administrator
Villanova University – Master Certificate in Applied Project Management
Project Management Institute – Certified as Project Management Professional (PMP)
Villanova University – Six Sigma Green Belt Certificate Program
Various Colleges and Universities – 3+ years of Spanish as a foreign language

Military Service

U.S. Army, Medical Specialist, honorably discharged after 6 years active duty.