

Glenn Hughes

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PROFESSIONAL BIOGRAPHY

Glenn Hughes is a Senior IT resource, with a focus on the implementation of regulated electronic document management solutions for the Life Sciences Industry. Glenn is a dedicated, results-oriented team player, who is known for his ability to produce quality deliverables on time and within budget. He has a proven track record, with a demonstrated ability to coordinate multiple stakeholders while working within a highly structured systems development life cycle domain. Glenn's ability to both identify challenges and work with others in implementing solutions has helped him achieve a reputation for being a competent, reliable, and trustworthy resource. Glenn's specific areas of expertise include the following:

- Business Analysis (Requirements definition & documentation)
- Technology (Application Development, System Administration)
- Quality Assurance (Test Script Creation, providing UAT support)
- Documentation (SOPs, Validation deliverables, User Guides)
- Process Improvement (IT application support planning)

Glenn has achieved many years of success working within the Life Sciences industry. He has experience with XML authoring, implementing Documentum in a global environment, and producing computer system validation deliverables that follow GAMP 4 standards. He has worked on consulting projects in the past for Merck, Wyeth, Pfizer, Procter & Gamble, and Centocor. Additionally, he was an employee of Teva Pharmaceuticals for over 5 years. While at Teva, Glenn was part of a team that facilitated the very first electronic submission for the #1 Generic Pharmaceutical company in the world. His role on that project was as the lead US IT business analyst for implementing the document management part of the solution. Additionally, he was a co-analyst in implementing the submission solution. Initially, this was the eANDA piece, then subsequent to that it was the eCTD piece. His areas of contribution included:

- Vendor and software evaluations
- Participation in requirements workshops, and development of user requirements and functional specifications
- Coordination of IT-related project activities
- Managing IT communications between the business stakeholders, the IT infrastructure department, the software vendor, Quality Assurance, and the IT management team
- Participation in reviews of vendor software design specifications
- Participation in reviews of vendor developed software customizations
- IQ and OQ test script development and execution, and PQ test support for the end users
- Development of technical SOPs (Standard Operating Procedures)
- Maintenance release coordination and implementation post go-live
- Ongoing daily production application support

Additionally, Glenn's education, certifications, awards, and professional memberships include the following:

Education:

MBA, General Business Management, West Chester University, 1997
BBA, Computer and Information Systems, Temple University 1989

Certifications:

Documentum CMF Certified (EMC E20-120)
ITIL Foundation Certified
Six Sigma Yellow Belt Certified

Awards:

First Consulting Group QRS (Quality, Reliability, and Service) Award, Q4 2000

Memberships:

Board of Directors, Independent Computer Consultants Association (Delaware Valley Chapter)
Pharmaceutical Consulting Consortium
International Institute of Business Analysis (Greater Philadelphia Chapter)
Technology Professionals Networking Group