

JAN SCITES, J.D., CLU, ChFC
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Senior Executive with over 20 years of leadership experience in multiple industries. President of a successful consulting firm working with Fortune 1000 companies. Recognized for use of leading edge technology to solve business problems and improve operating results.

PROFESSIONAL EXPERIENCE

SCITES ASSOCIATES, INC

January 2001 – Present President, Scites Associates, Inc. – Leads a business consulting firm, which provides services to the communications, financial services and energy industries. Typical engagements:

- Review of operations environment for a major US insurer addressing managing expense/revenue, systems, leadership and service/cost model.
- Create templates to assist on future “in house” reviews.
- Deliver rapid assessment of viability of major software implementation to executives of an insurance business line.
- Perform due diligence on client companies to provide assessment of strengths, weaknesses and viability of business model for product and services.
- Develop and assist in implementation of marketing and sales plans for client companies.
- Leverage executive network of contacts to produce sales for client companies.

AT&T

November 1997- January 2001 Vice President, Broadband and Corporate Strategy - Led development teams building network operating system for all cable services in support of AT&T's \$58 billion cable investment. Included development of network inventory database, cable plant provisioning and alarm visualization/sectionalization tools, and integration of commercial packages for maintenance/trouble ticketing, capacity management, provisioning, installation. Directed the business process engineering team that created the cable telephony end-to-end process models used across all broadband business units. Created operating systems review for merger/acquisitions, Time Warner, TCI, and others. Created "Net" Implementation Strategy for AT&T. Directed HR CIO in creation and implementation of systems and enterprise utilities e.g. employee authentication. Led governance of AT&T Employee and Retiree Web sites (covering communities of over 150,000 and 400,000 respectively). Delivered AT&T "Net" story to top Global customers and partnered with sales teams on six Fortune 500 accounts to build strategic relationships and grow revenue. Created strategic positions on asset restructuring and creation of subsidiary businesses. Reported to AT&T EVP/Chief Strategist.

November 1996 - October 1997 Vice President, Value-Added Services - Managed organization of 4,500 associates responsible for emerging services, i.e. Worldnet, budget of \$350M. Initiated technology partnership with major financial institution for electronic processing of transactions at a cost of under 10% of manual processing. Reengineered certain financial processes delivering millions in savings to bottom line. Reported to President of Business Services.

August 1995 - October 1996 Vice President, Business Customer Care - Managed organization of 17,000 responsible for customer care related activities for all AT&T business customers, budget of \$1.4B. Additionally, directed technology innovation through Rapid Application Development and use of utilities. Reported to President of Business Services.

CONNECTICUT MUTUAL LIFE INSURANCE COMPANY

September 1993- July 1995 President, Connecticut Mutual Customer Services Group reporting to Chairman, all operations activity; managed staff of 1,100, budget of \$90 million and corporate sponsor of re-engineering including application development, systems, computer facilities, illustrations, regulatory services, reinsurance, billing, underwriting, claims, customer services, agent compensation/recognition, H.R. benefit systems, and all facilities support. Lines of business include individual life insurance, disability income, executive life insurance, annuities, mutual funds and pensions.

June 1992- September 1993 Senior Vice President, Individual Life Insurance Line reporting to Chairman, managed staff of 650, budget of \$40 million, including Product Development, Dividend Policy, Actuarial

Services, Illustrations plus Sales Support, Reinsurance, Customer Service, Billing, Claims, Underwriting, Regulatory Services, Application Development and corporate sponsor of re-engineering.

July 1990-
June 1992

Chief Administrative Officer, Individual Life Insurance Line reporting to EVP Insurance Line, managed staff of 540, budget of \$30 million, including Customer Service, Billing, Claims, Underwriting, Regulatory Services, Application Development (Programmers, Architects, Analysts) and corporate sponsor of re-engineering. Developed and implemented enterprise-wide business process re-engineering initiatives saving \$6 million annually with 20-60% productivity improvements. Developed and implemented enterprise-wide business driven technology solutions including an integrated workstation, client/server, image processing, workflow, relational databases, product engine, all under a customer-centric model. Developed and implemented world-class customer service center contributing to persistency improvements of 100 basis points.

PHOENIX MUTUAL LIFE INSURANCE COMPANY

January 1984-
June 1990

President, Phoenix Equity Planning Corporation, Broker Dealer for Phoenix Mutual Life - return on equity 44% 1989, asset growth for in-house mutual funds \$230 million to \$2 billion (including 1987 growth of \$800 million). Managed staff of 130 people. Developed broker/dealer distribution and expanded career distribution. Developed and implemented major systems/technology for back office including image processing, voice response, networking, workstations, work-in process.

January 1983-
January 1984

Director, Phoenix Mutual Life Corporate Planning. Reviewed company financial plans, developed economic scenarios, prepared financial and budget projections for Board of Directors, managed corporate planning and budget staff.

September 1980-
January 1983

Director of Group Product Development and Group Competition Unit. Completed all group product changes and new product research/development. Developed Group LTD and Dental products, introduced products in 1981 and 1982. Managed product development and product changes staff.

September 1977-
September 1980

Assistant Counsel and Director of Law Department, Estate and Business Planning Attorney and in-house Pension and Thrift Plan Attorney. Estate and business planning in advanced marketing of ordinary life insurance. Significant client and agent contact. Conducted agent training seminars on a variety of estate planning and sales topics.

CONNECTICUT BANK AND TRUST COMPANY, Trust Department, Hartford, CT

8/74 - 9/77

Paralegal and Trust Administration Manager

OHIO GOVERNMENT POSITIONS, Columbus, OH

6/71 - 7/74

Systems and Cost Analyst, Youth Commission and Manager of Statistics Division

BOARD OF DIRECTORS

Central Vermont Public Service Corporation (CV)

Board of Directors 1998 - Present, Compensation Committee 1999 – 2003, Audit Committee –2003-Present

Venturi Partners formerly Personnel Group of America(VPTR)

Board of Directors 1999 – October 2004, Audit Committee 1999 – 2004, Compensation Committee 2003-2004, Chair and member of Governance Committee 2003 - 2004

Home Service Solutions (pre-IPO) (subsidiary of Central Vermont Public Service)

Board of Directors 2000 - Present

BOARD OF ADVISORS

RxCentric.com (2000- Aug.2003); Strategic Light, Inc (2000); CyberTel, Inc.(2000-Oct. 2001); Guidewire Software formerly Centrica Software (2001 to 2003); edocs (2002 to present); Electronic Document Systems Foundation (EDSF) (2000 to Present), Pendergast Partners LLC (2002 to present), GlasshouseTechnologies(2003 to present);ERI(marketing firm) July,2004-Present; Cerylion(enterprise software)Feb.2004-Present.

EDUCATION

UNIVERSITY OF CONNECTICUT LAW SCHOOL, West Hartford, CT

9/74 - 6/77

J.D., 6/77

OHIO UNIVERSITY, Athens, OH

9/68 - 8/71

BGS, Summa Cum Laude, Honors: Mortar Board, Dean's List, Honors College, Senior General Honors, Academic Scholarship 1968-1971, Ohio Fellows Program 1968-1971

HONORS

Personal Recognition

Achievement in Managing Information Technology, Gold Winner 1994, sponsored by American Management Systems and Carnegie Mellon University.

Named to Top 100 Women in Computing 1996

Member Business Week IT Advisory Council 1997-98

Company Recognition (Connecticut Mutual Life Insurance)

Network World Winner for Enterprise-Wide Use of Imaging, 1994.

Gold Winner BIS Strategic Decisions Imaging Excellence, 1992.

Finalist for Smithsonian/Computer World Award, 1992 and 1994.

Winner Client/Server World for Enterprise-Wide Client/Server, 1995.

PUBLICATIONS

Guest columnist for Best's Review, 1994-1995; By-lined articles in various magazines, 1992-2004;

Extensive public speaking, 1991-2004

PROFESSIONAL DESIGNATIONS

Registered Principal (Series 24), Registered Representative (Series 7), (1984-1996), Chartered Financial Consultant, 6/86 (ChFC); Chartered Life Underwriter, 10/80 (CLU).

PROFESSIONAL MEMBERSHIPS

LOMA Board of Directors 1993-1996, American Bar Association, Hartford Bar Association, Connecticut Bar Association, (Public Utilities Section), NJ Bar Association (Probate and Eldercare Law Section), NJSIM, Sponsor and Member of Venture Association of NJ (VANJ) 2002- Present, NJ Institute of Management Consultants (Program Co-Chair 2003-2004).

COMMUNITY ACTIVITIES

WORLD FOOD PROGRAM Assembled and lead a volunteer Advisory Board of top technology and business associates to assist the United Nations World Food Program in solving their communication and logistical Challenges, 2001.

Hartford, CT Salvation Army Board, December 1994-December 1997

United Way Chairperson - Phoenix Mutual Fall 1987 Campaign and Greater Hartford Arts Campaign Chairperson - Phoenix Mutual Spring 1987 Campaign.

Connecticut American Lung Association: President 1989-1991, Board of Directors and member of the Executive Committee 1983-1991, First Vice President 1987-1989, Treasurer 1985-1987, Chairwoman Personnel Practices Committee 1983-1985.

Phoenix Federal Credit Union: Chairwoman and member of the Executive Committee 1985-1990.