



Barb Osteen
Director, Application Management Services
Deloitte Consulting

Deloitte Consulting - Technology
Director – Tulsa Delivery Center

Present Responsible for leading Deloitte’s Tulsa Delivery Center’s 175 consultants and for positioning the team through rigorous training to be able to respond quickly to market opportunities. Grew the team from 23 to 175 associates supporting 40 clients globally. Responsible for the recruiting and hiring of 65 campus hires in 18 months. Created an Apprentice Training program for campus hires to provide an accelerated path to client-service and targeted utilization.

Responsible for new business development and relationship building within Deloitte Consulting regarding the use of the Tulsa Delivery Center. Liaised with Health Care and Life Sciences Partners to develop the Health Services Center of Excellence to provide implementation support and custom development for this practice. Coordinated with Enterprise Application’s Aerospace & Defense partners to provide an off-site resource pool for implementations. Host executives from strategic clients at the Tulsa Center to discuss and negotiate expanded service offerings.

Sabre, Inc.
Director of Midrange Coverage and Operations

1998 – 2000 Led a distributed systems organization of 140 employees providing 24x7 support of mission critical systems for a diverse customer base. The organization spanned data centers in Tulsa and Dallas. Responsible for over 4000 servers nation-wide. Critical, high-availability systems supported included Travelocity.com, USAirways.com, and American Airlines’ financial, maintenance and engineering systems. Under my leadership, Distributed Systems automated passive monitoring and other repeatable system administration tasks via CA-Unicenter tools. Through these automation efforts, we achieved a system administrator productivity improvement of 50% over a 12 month period.

1996 – 1998 Led a team of 35 technical analysts supporting the Fares Pricing product for Sabre’s Electronic Travel Distribution. In this capacity, I had direct responsibility for strategic relationships with key carriers such as AA, Delta, United and Southwest including monthly customer meetings, customer visits and negotiation of value-added services. We implemented

process improvements enabling the department to measure analyst productivity and accuracy returning \$6 million to the bottom line in 1998.

American Airlines

1986 – 1996 As the manager of aircraft warranty recovery, I led a team of commodity managers with annual recovery goals of \$32M and \$26M. These goals were exceeded by 25% year over year. I negotiated warranty settlements with major airframe, power plant and component manufacturers including Boeing, GE and Allied Signal.

As the technology purchasing manager, I was responsible for the acquisition of computer hardware, software and desktop maintenance including the negotiation of a multi-million dollar contract with Memorex Telex for Latin America desktop support in addition to contracts with Cisco, Sterling, etc.

Led the evaluation, selection and financial analysis of 3rd party purchasing and inventory control software. Managed the project effort to customize and install the software and to convert all of the data from the 20 year old legacy system being replaced. Developed and delivered customer training across AMR.

1977 – 1986 – Programmer/Analyst at various Oil & Gas companies including Cities Service, Getty Oil and Transok Pipeline

Other relevant experience:

2000 – 2001 Graduate of Leadership Oklahoma class of 2000 – 2001.

2004 – 2009 Board of Directors – Operation Aware – Drug, Alcohol and Wellness Education program for elementary and middle schools.

2008 – 2009 Mayoral Appointee to the Vision 2025 Sales Tax Oversight Committee

Education: Edwin L. Cox School of Business / Executive Development Program
Southern Methodist University
Master of Business Administration – University of Tulsa
Bachelors of Business Administration – Oklahoma State University