

RMCP® Spotlight



Name, Job Title, Company

Frank Craven
Director RMO
Kearney & Company, P.C.

What is one of your favorite hobbies?

Working out in my basement gym. This helps me stay focused and helps relieve any stress that builds during the day. On occasion, my wife has asked me if I worked out yet today as she notices the difference in my mood. It amazes me how fast my mood changes once I start my routine.

Why did you choose to work in resource management?

Taking care of people. There is nothing more satisfying than matching someone to the right project or helping them realize what they want to do with their career. The data is also a big part of what I enjoy. We work with an enormous amount of data that allows us to make Just-in-Time resourcing decisions and it's always encouraging when the data you need to make a sound decision is accurate.

What characteristics do you think make a good resource manager?

Integrity, Trustworthiness, Respectfulness, Collaborative and Accountable.

You can't fake the passion required in Resource Management. This is all in, all the time. We work with leaders in our company all the way down to our interns and need to quickly adjust to their changing requirements and needs. You can't do this with people that are just there to collect a paycheck.

What has been your biggest resource management challenge to date; and if you have overcome it, how?

Our biggest challenge has been the lack of collaboration with the RMO for all things Resource Management. We are the one department in the company that collaborates with everyone in the company at some point in their career. We know and track information that allows us to make sound staffing decisions. Recently this has started to improve. We are finalizing our charter and hope this helps drive better collaboration.

Second is real time utilization that doesn't come via spreadsheets and data manipulation. We are weeks away from real time utilization in our PSA and expect it will be a game changer for the company. Managers don't always see the big picture with staffing on their team. Dashboards with real time data should solve this for them.

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