

Experience

2002 – Current Globalquest Solutions Inc.

Project Control Officer / Integration Manager

- Started and Ran Project Management Office (PMO) for SAP consulting and implementation project for Public Sector Government utilizing methodologies and tools (mySAP Enterprise 4.7). Managed PMO and technical resources for the duration of the project.
- Responsible for all project documentation acceptance and logging within the methodology toolset used (Ascendant). Included process and business documentation, issues, meetings and minutes, system and development documentation.
- Responsible for all technical resources used within the project including Basis and ABAP resources.
- Responsible for all project plans within the SAP project as well as interfacing with other customer sponsored projects and analyzing their effects and influences.
- Responsible for managing the Integration Test Cycles within the SAP project and coordinating the parallel testing. Additionally responsible for the Go-Live prep script and its execution.
- Assisted with the execution and management of the project budget.

2000 – Current Globalquest Solutions Inc.

Director of Consulting

- Managed Sales and Marketing teams for Upstate New York and Western Pennsylvania
- Established and Manage the SAP Business One Practice including 3rd party relationships, marketing, sales and consulting.
- Responsible for fiscal planning, business planning, resource staffing and systems selections and service delivery.
- Responsible for all Engineering and Consultative services in Upstate New York. Managed technical, project management and consulting personnel.
- Responsible for account development and all phases of contract negotiations including pricing, KPI's and staffing through execution of the project.
- Effectively developed partner relationships to provide additional services. Partnerships included SAP, HP, Ingram Micro, Microsoft, Citrix, and Cisco.
- Mentored and deployed project methodologies and best practices into my groups which resulted in an understanding of business drivers for technology change and consequently higher customer and end users' satisfaction.
- Frequently presented to groups during sales and marketing events
- Sat on SAP panel of experts for expertise in implementation methodologies (TechEd 2005)

1998 – 2000 Inacom Information Systems

District Director Professional Services

- Responsible for all Professional and Consultative services in Upstate New York. Managed over 50 technical people as well as project management and consulting personnel.
- Achieved successful integration of Vanstar and Inacom Professional Services while increasing profitability and employee retention by moving from a branch centric model to a district model that greater leveraged a person strengths and abilities across the geography.
- Effectively partnered with sales and service delivery organizations to deliver scalable robust projects, which were on time, on budget, and to design specification.
- Mentored and deployed project methodologies and best practices into my groups which resulted in an understanding of business drivers for technology change and consequently higher customer and

end users' satisfaction.

1996 - 1998 Vanstar Corporation

Account Manager

- Responsible for on-site engagements including all personnel, processes, projects and the overall account strategies.
- Returned multiple accounts to profitability while increasing customer satisfaction.
- Helped Account Managers discover and pursue Professional Services Opportunities in a consultative way by applying methods and practices to the sales process.
- Presented to customers and subsequently generated Statement of Work that were handed off to delivery for implementation. Additionally managed customer expectations during project implementation.

Experience Cont.

1990 - 1996 Vanstar Corporation

System Engineer

- Achieved Certified Netware Engineer and numerous other certifications
- Managed several large SFA and deployment projects that were national in scope.
- Increased personal system awareness of Unix, Windows NT, Win 95 and their inter-operation
- Developed training plans for service manager deployment to the Field Engineers
- Provided Subject Matter Expertise for several internal enterprise initiatives.

1989 - 1990 State University of New York at Buffalo

Assistant Programmer Analyst

- Maintained phone support line
- Application research and testing. Additionally worked on deployment processes and implementation for new technologies within the University.
- Developed and executed system and application strategies
- Responsible for maintenance of multiple computer labs including both Macintosh and IBM PC.

Education

1984 – 1990 State University of New York at Buffalo

Public Service

Erie County Disaster Preparedness Advisory Board (ECDPAB) – The ECDPAB is chartered by the County legislative branch and reports to the Commissioner of Emergency Services for Erie County. The Advisory board is chartered to advise the County on disaster planning, disaster coordination and disaster mitigation. I held a voting seat on the board from 1998 to 2002.

Sponsor and maintain the Packet Radio to Internet gateway in Western New York. Current system provides for Radio Frequency to Internet communications for recreational as well as emergency and disaster use.

<http://www.hamgate.net>

Amateur Radio Emergency Service (ARES) District Emergency Coordinator for Western New York (2000 - 2005) – Responsible for coordinating 10 Western New York counties and their auxiliary communications through radio.

Amateur Radio Emergency Service (ARES) Emergency Coordinator for Erie County (1998- 2002) – Responsible for developing, maintaining and executing disaster emergency plans that involve supplemental communications for agencies including, County and Local Governments, Red Cross, Salvation Army, and the National Weather Service. For more information please visit, <http://races.hamgate.net> .

Erie County Radio Amateur Civil Emergency Service (RACES) Officer – (1998 – 2004) Responsible for developing, maintaining and executing disaster emergency plans which involve supplemental communications

for agencies including, County and Local Governments as a division of FEMA.

In addition to the above, frequency am asked to provide training sessions and demonstrations to various local clubs and organizations. The topics of discussion have included ARES / RACES, Public Service, Packet Radio, TCP/IP, Automatic Position Reporting System (APRS), Internet and Internet Access, and Web Server Technologies. I have written and maintain several lengthy manuals for the amateur radio community as well as developed several software "kits" which were sold by one of the local clubs as a fundraiser.

Other Experiences

1989 – 1990 Sub Board One, INC.

Treasurer

- Responsible for all monetary aspects of Sub Board One, Inc. Managed and prepared a \$2.2 million budget and reported to the Board of Directors.
- Responsible for helping with club and organization direction and planning.
- Responsible for approval of all monetary expenditures within the organization.
- Responsible for strategic planning with University Union Activities Board (UUAB), Generation Magazine, Sexual Education Center, Baird Point Ambulance Corp, WRUB Radio.
- Worked with Baird Point Ambulance Corp to secure funding for replacement ambulance.

1988 – 1989 WRUB 640AM

General Manager

- Responsible for staff and operations of University Radio station of 120 personnel including Music, Program and Activities Directors as well as the DJs.
- Secured \$22,000 in grant monies for FM station and frequency search

FCC Licensed Amateur Radio Operator, General Class – FCC Callsign N2NJH

Past Chairman of Ontario Western New York Packet Advisory Group – Responsible for frequency coordination as well as strategic direction of Amateur Radio digital communications in Western New York and Southern Ontario.

Past President – Packet Association of Western New York,

Camping/Hiking/Fishing – My wife and I maintain a clearing house of places for outdoor recreation in Western New York on my web server (<http://www.wnyhikes.com>)

Beer and Wine Making and Woodworking

Interests