

IT EXECUTIVE

JOB REQUIREMENTS	RELATED QUALIFICATIONS
Program Management	<ul style="list-style-type: none">• Accepted responsibility as project manager for a major customer account installing large Unisys BNAv2 network. Project was in disarray and in jeopardy of becoming a major disaster. Achieved customer satisfaction and overall system acceptance, plus won additional orders and contracts for my company worth in total over \$ 25 000 000.• Created the company Roadmap project plan, allowing company to now make informed decisions about strategic goals and investments. The Roadmap allowed proper forecast and resource requirements for current and future products and what-if analysis.• Defined and ensured new product lines were on track. In the past, additional features were often entered without proper design and review. New product achieved all requirements, winning major customers with multimillion contracts.• Facilitated consensus and agreement on plan and action items; dealing also with critical and unforeseen events. All hands on the “same page”, no surprises, and no uncoordinated changes to action plan.• Coordinated and negotiated with ASIC manufacturers Tapeout schedules for projects, ensured libraries were in place for in-house simulation, verification and netlist generation; DSP programming ready and tested, ensured PCB for testboard was laid out, stuffed and available for Fuze3’s first custom-built chip.
Quality Assurance	<ul style="list-style-type: none">• Explored the market and procured test automation tools allowing reliable, repeatable, documented test methods. What took at least two weeks before QA test engineers could now run full set of test procedures within a day. The quality of work increased, overall quality of product release increased from 30 to 40% up to almost 100%.• Reviewed problem escalated from a customer Beta site, determined concurrent events as culprit. QA team created test scripts and reproduced incident. Engineering was able to identify a flaw in the database transactions processing. Delivered fix and customer was pleased situation had been successfully resolved.
Architect / Engineering and Product Support	<ul style="list-style-type: none">• Supervised time management of key developers. Trained Customer Service representatives become self efficient, and engineers could focus on their tasks achieving milestones, as they are now freed up of non-essential tasks by 70%.

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<p>Architect / Engineering and Product Support <i>continued</i></p>	<ul style="list-style-type: none">• Reviewed large customer account where the initial product rollout was hampered by frequent stops of the delivered PCs. Analyzed situation and provided immediate remedies, then necessary HW and SW corrections. Unisys then achieved full customer acceptance of the first contract and won the next round of orders valued over \$ 60 000 000.• Investigated a problem escalated by Customer service where an important Unisys customer endured frequent stops during peak production with their Unisys servers running SCO operating system. SCO accepted the analysis and soon were able to release a hotfix successfully addressing the incident. Customer was pleased to receive professional solution with such short turnaround and decided to place larger order of servers and support with Unisys.• Installed latest internal version of A Series email system (just to become publicly available) at Unisys Germany, enabling email communication between Unisys support and A Series development organizations. Efforts handling critical customer accounts drastically improved. And our sales and customer services folks could demonstrate this new email system to A Series customers in Germany, which resulted in additional, unanticipated orders.• Assembled team and designed as architect and programmer creating sophisticated installation utility for Unisys A-Series software, menu-driven, could be run in batch-mode as well, identifying licensed products users were authorized to use, determining interdependencies and executing special initialization commands. This addressed a longtime customer complaint that installation of System Software Releases (every quarter a support release, every year a new main release) were quite some major efforts for users. Customers were thrilled when the <i>SimpleInstall</i> utility was released; what before took at least three days of preparations, then many hours manual copy and entering install commands deploying new support or main releases, was now completely done in one hour.• Designed and wrote a small program to preprocess the original Test procedures file for the Interleaf desktop publishing product. The ASCII textfiles were too large and could not even be imported into the Interleaf editor for processing. The utility was scanning and identifying the headings and levels, then setting the proper Interleaf attributes in the output file; it would also split very large files into smaller fragments. The resulting output files had been then easily imported into Interleaf, and per 95% ready to be printed, thus saving over three weeks of manual, error prone labor.

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Pre and Post Sales / Marketing	<ul style="list-style-type: none">• With the goal to replace existing BiSync terminals with ISDN PCs, provided to an important customer turn-key solution of a fast and effective development to. Customer accepted offer and we were able to sell additional professional service and support for a year worth about \$ 5 000 000.• Negotiated with software company new support contract that included free training plus free upgrade to Interleaf 6, thus addressing dilemma of documentation group to import drawings that were in a format not supported by current license of Interleaf 5. The support contract was already a saving of 50% compared we had purchased the extra graphics filters. Including the extra training plus the new product version we had saved well over 80%.• Compiled input from various departments for quote of multimillion dollar proposal. Various departments could not see how to accommodate price limits set fixed by the (potential) customer. Provided solution addressing both, customer's requirements and budgetary concerns of departments. Achieved deadline of request for quotes of multimillion dollar contract.• Gathered bids from in-house and external bureaus; provided customer with anticipated costs to answer the customer request for detail, localized installation and user manuals. Customer accepted offer and documentation was delivered on schedule, thus generating a stream of revenue for the company.• Assembled hardware and software engineering and marketing teams to provide ways promoting the Fuze3 technology of (inaudible) bookmark codes. The concept provided the solution the Hong Kong Tourism Bureau to add the "technical edge" to a promotion to help the heavily hit travel industry after the outbreak of SARS. The presentation went extremely well; our technology was greatly appreciated.