

JOHN D. JOSEPH

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PROFESSIONAL SUMMARY

<input checked="" type="checkbox"/> Development <input checked="" type="checkbox"/> Standardization <input checked="" type="checkbox"/> Upgrade <input checked="" type="checkbox"/> Deployment	Enterprise-class IT Systems & Processes	UNIX-based / WAN / LAN & Client-server Environments
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Senior Project Manager and Technical Team Leader - 12+ years' experience supporting a multibillion-dollar company's growth. Consistently tapped to manage complex, cross-functional technology initiatives and turnaround projects. Tenacious problem solver known for "making things happen" at lower cost within strict time constraints. Relationship builder skilled at achieving project buy-in from stakeholders.

Combine bottom-line business orientation with technical expertise.

- IT Operations & Process Management
- E-Business Content Management
- ERP System Implementation (SAP R/3)
- Enterprise-wide IT Desktop Support
- Budget Development
- Architecture-Standards Development
- Data Conversion
- CRM (Customer Relationship Management)
- Systems Integration & Implementation
- Data Warehouse/Reporting Management

PROFESSIONAL EXPERIENCE

SELECT LIGHTING INC., Hartford, CT 1993-Present
3rd-largest lighting manufacturer in the world with \$3.7 billion in North American annual sales.

eBusiness Manager / Data Warehouse Manager (1997-Present)

Direct corporate-enhancement projects to increase functionality of IT operations for 5 major North American divisions. Manage the Data Warehouse Department and projects in support of Enterprise Business Systems and Intranet/Extranet initiatives. Oversee application development for R&D. Direct 7 technical staff.

CHALLENGE #1: *SAP Reporting/Data Warehouse Upgrade.* Charged with solving serious reliability, reporting, and cost problems. Assumed management of a 2-terabyte, UNIX-based data warehouse including multiple NT-based datamarts to optimize reporting for North American operations at 19 sales offices, 3 distribution centers, 17 manufacturing plants, and 1 customer service center.

Actions: Enhanced data warehouse architecture. Designed and implemented a data warehouse application-development methodology. Formalized processes, procedures, and standards. Automated report delivery.

Results: Delivered a scalable, efficient warehouse reporting system. Decreased emergency-event frequency from daily to once in 3 months. Slashed costs, reduced errors, and increased reliability. Reduced report-development cycle time by 50%. Grew reporting capability while cutting staffing needs by 66%.

CHALLENGE #2: *Document Management:* Collect and consolidate information stored in various formats in multiple locations. Meet consumer requirements for a single online information source.

Actions: Implemented a Web-based corporate-document-management system and product catalog in 3 weeks. Collaborated with a business-side colleague to consolidate data and integrate it into Web systems. Provided intensive technical input into software installation, integration, and testing. Identified need for an alternate storage system, then purchased and adapted a solution using FileNET. Achieved buy-in from 3 contributing divisions. Coordinated upload to the Extranet of thousands of pages in standardized format.

Results: Automated document management. Played key role in producing a 6-fold increase in Web orders, from 5% of North American sales to 30%. Delivered a more efficient approval process for making document changes, thus ensuring conformity to brand identity. Provided e-commerce product-catalog functionality.

SAP Data Conversion Manager (1997)

Managed the SAP data-conversion effort for a division with \$1.4 billion in annual sales. Directed team of 10 programmers to convert master data from mainframe legacy systems to a SAP client-server environment.

CHALLENGE: *Conversion to ERP system.* Restore integrity of a mission-critical project that was in disarray and behind schedule. Solve communication problems between business side and IT.

Actions: Closed communication gap, bringing all stakeholders on-board with plans. Worked with programmers to extract data from the mainframe, reformat it, and upload it into SAP. Scheduled and implemented tests to establish benchmarks and correct sequencing in preparation for going live.

Results: Successfully converted to a client-server, UNIX-based SAP system within the 3-month deadline. Seamlessly transitioned to SAP over a weekend with full functionality delivered by Monday.

Technical Services Manager (1995-1997)

Managed IT desktop support and operations at headquarters, customer service center, 19 sales offices, and 3 distribution centers. Managed 10 direct reports. Hardware asset management accountability for 600+ PCs.

CHALLENGE: *Hardware asset management.* Correct inefficiencies and inaccuracies.

Actions: Established an automated materials-management system to track inventory and purchasing. Converted from a disorganized system with hundreds of personal printers to network printing.

Results: Delivered \$200,000 in cost savings over a 3-year period. Enabled more accurate planning for hardware obsolescence. Supported improved management decision making and budgeting.

EDUCATION, PROFESSIONAL DEVELOPMENT & SKILLS

TRINITY COLLEGE, Harford, MA: **Bachelor of Science**, Computer Science

Recent Technical Training - Maintain leading-edge skills in both technology and management:

Software/Hardware/Systems: Linux Systems, Server Side Web Programming in PHP, JavaScript, Visual Basic, Statistics, Apache Server, MySQL

SAP Training: Logistics Information Systems Reporting, Business Information Warehouse Analysis, Business Information Systems

Architecture: Data Warehouse Architecture, Client Server Architecture

Management Skills Coursework (selected): Process Management, Team Oriented Problem Solving, Finance, Time & Priority Management, Supervisory Management, Total Quality Management

Technology Skills:

UNIX, Linux, Windows 98/2000/XP, Oracle, MS SQL 2000

SAP R/3, FileNET Document Management

ASP.NET, VB.NET, Javascript, PHP, MySQL, Visual Basic

Microsoft Project, FrontPage, Microsoft Office, VISIO, Cognos, PowerPlay, Cognos Impromptu, MS Access