

Consultant Bio

SUMMARY:

Knowledgeable and experienced in all phases of computer systems and software design, development and integration; all aspects of programming, information access and utilization for business operational development. Possess an outstanding record of achievement, characterized by insight and knowledge into technological growth in the field. Overall strengths complemented by a professional demeanor and appearance, and accentuated through punctuality, motivation and achievement.

PROFESSIONAL EXPERIENCE:

1994 to Present

AUTOMATED SOLUTIONS, INC., Coconut Creek, FL

President. Providing computer, networking, and telecommunications expertise to medium to large sized corporations. Projects are as follows:

- *1996 to Present – Gold Coast Telecom, Inc., Pompano Beach, FL.* Design unique added value telecom service to track and document telephone calls for professionals. This product was so unique that a U.S. Patent was issued in December of 1999. This system allows users, while placing and receiving phone calls, at a touch of a button document the call by just speaking information about the call. The system automatically transcribes the data into text and posts the fully documented calls (including Client, Purpose for the call, Billable Hours, Billable Costs and Billing comments) to a web site for users to retrieve. This allows busy Attorneys (Professionals) to document calls while placing the call when the information is fresh in their minds. This also removes the burden of having to make notes on calls and data enter them later.
- *1999 to 2002 – FuelNation, Inc., Davie, FL.* Designed and implemented technology that integrates data devices such as POS, Time Clocks, Drop Safes, Tank Monitors, Web Cameras and RF equipment at convenient store and gas stations. A satellite TCP/IP network was designed and software was written to communicate to these devices from a central server. All data was collected and integrated to meaningful web reports. The system also allowed for real-time data polling to any device via the web. Database was designed on Microsoft SQL server.
- *1995 to 1999 – Oce Printing, Inc., Boca Raton, FL.* Designed database and software for the existing 80+ sales people in the field that would automatically configure their product and produce all necessary paperwork to complete the sale. This software also interfaced with legacy systems to populate sales order fields, thus eliminating extra data entry. GUI was written in VB.
- *1995 to 1999 – Oce Printing, Inc., Boca Raton, FL.* Responsible to design and implement software for tracking sales orders. Database was designed on Microsoft SQL server with GUI written in Microsoft Access for Phase I and later ported over to Microsoft Visual Basic for Phase II. This system interfaced with existing legacy systems including IBM Mainframe, Metrix System and later SAP.
- *1994 to 1995 – Phone Interactive Communications Corp., Boca Raton, FL.* Responsible to design and successfully implement a computer-based telecommunications switch (IVR) that is scalable to 1,000 simultaneous voice ports. Design included all aspects of database and software coding.

1993 to 1994

PEOPLES TELEPHONE COMPANY, INC., Miami, FL

Computer Operations Coordinator. Function encompasses direction and supervision of 6 programmers in new systems / software development and integration for the firm, currently operating more than 44,000 pay telephones nationwide. Initially coordinated a team effort in integration and replacement of all systems into a new database structure utilizing pre-existing Ascom systems. Systems recently developed include:

- *A Complex, Multi-Port System,* allowing up to 32 simultaneous activations for the purpose of accountability in debit card security.
- *A Functional Utility* by interfacing with manufacturers' engineers to allow utilization of custom software to edit proprietary programming of telephones to avoid off-the-shelf software use, while maintaining the integrity of proprietary information.

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1991 to 1993

ASCOM COMMUNICATIONS, INC., Boca Raton, FL

Vice President of Management Information Systems. As member of the management team, contributed directly to the increase in numbers of pay telephones installed and operational from 7,500 to 12,000 during the two-year period. Assumed responsibility for interactive computer systems design, development and implementation, placing emphasis on a more streamlined, efficient and cost-effective operation, until corporate buyout by People's Telephone Company in November 1993. Developed, wrote and integrated new software, including remote software for information transfer across the country, which controlled every operational aspect of the company. Developed Tech Track, significantly enhancing functional capabilities of telephone operations, service and repair for technicians. Software programs developed include:

- *Service Information Processing*, allowing technicians to correct problems and more readily clear service from any area; part code punch-in that identified new parts, as well as the telephone unit and location; diagnostic information processing for testing telephone functions; service page scanning with phone number, nature of trouble and origination of service call; automatic technician and in-progress service tracking.
- *Telephone Manufacturers' Data Scanning*, allowing daily access to and scanning of data from three phone manufacturers for the purpose of systems automation and integration to more quickly identify the nature of service calls.
- *Operators' Customer Service Software*, allowing operators instant cash refund, call transfer and credit card acceptance capabilities; integrated with a Billing Inquiry System, providing operators with instant data on billing inquiries and quick payment refund authorization.
- *Payment Calculation, Preparation, Disbursal and Tracking*, allowing for payment and tracking of sales and property owners' commissions, telephone bills and other payables, with appropriate check identification features, including number and date.

1987 to 1991

U.S. COMMUNICATIONS, INC., White Plains, NY

Vice President of Operations for the firm, engaged in the location and placement of public pay telephones, of which there were initially only five. Responsible for location and assessment of potentially viable locations; lease term negotiations with property owners; procurement of phone lines and materials with secured right-of-way from city and county municipalities; direction and coordination of installation, service and repair. Function required extensive computer data input and tracking. Instrumental in the dramatic rise in numbers of pay phones installed and operational from 5 to 7,500. Initially employed as a Computer Operations Coordinator. Developed expertise in all areas of field installation, operations and service, in addition to capabilities in telephone computer programming and circuit board modifications using off-the-shelf software. Ultimately recruited, trained and supervised staff in software customization, which led to the Ascom Communications buyout of January 1991.

EDUCATION:

1985 to 1987

BROCKPORT STATE COLLEGE, Brockport, NY
Computer Science: G.P.A. - 3.6.

1983 to 1985

ALFRED STATE COLLEGE, Alfred, NY
Associate of Science: G.P.A. - 3.72.

SPECIALIZED TRAINING:

Computers/Systems: Hardware – PC; Networks – WAN/LAN Wired/Wireless; Cisco Voice/Data Routers; Avaya IVR/Speech Recognition. Software – Microsoft Office; Excel; Access Database; SQL Server; PC Networks; Languages – Clipper; VB; SQL.