

JAMES GUNN, MCP, MCT

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PROFILE

I have proven success in IT management for multimillion dollar world leaders in manufacturing and technology businesses. Recruit and manage highly effective teams. Increase productivity, reduce costs, ensure uptime and user satisfaction, and improve accuracy, efficiency, accountability, and profits for company and customers. Provide optimal PC integration, LAN / WAN / telecommunications networks, and business / e-commerce applications by directing design, development, implementation, training, maintenance, upgrades, and repairs through managing:

- ♦ Enterprise Resource Planning (ERP)
- ♦ Systems Analysis/Compliance
- ♦ Infrastructure Architecture Design / Development
- ♦ Internet / Intranet Development
- ♦ Programming - MS.NET, C++, Java, 4GL, Visual Basic
- ♦ Telecommunications Systems Conversions (VoIP)
- ♦ Microsoft Training
- ♦ UNIX / Linux
- ♦ LAN / WAN, VPN
- ♦ Web Based Technologies
- ♦ Disaster Recovery Planning
- ♦ MS SQL/ Oracle Database Applications

CORE COMPETENCIES

- ♦ IT / Performance Management
 - ♦ Strategic Planning
 - ♦ Conversions to Leading Edge Technology
 - ♦ Enterprise-Wide Standards & Procedures
 - ♦ Organization / Administration
 - ♦ Staff Development / Training / Team Building
 - ♦ Communication / Presentation / Negotiation
 - ♦ Problem Prevention / Solving / Troubleshooting
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EXPERIENCE

DIRECTOR, INFORMATION TECHNOLOGY, FOREST SYSTEMS.,

(www.forestsystems.com), Pensacola, Florida

2007 - Present

Founded in 2000 - Forest Systems, Inc. enables clients to source innovative ideas, technologies, products and services from outside their organizations quickly and inexpensively by connecting them to the best innovators and solution providers from around the world.

- ♦ Work regularly with the Board of Directors to develop strategic business plans and serve as a technology visionary to shareholders.
- ♦ Acquired and enabled efficient and cost effective information technology solutions.
- ♦ Responsible for evaluating, recommending, developing, and executing a multi-staged technology solution, based on Microsoft server based products, to facilitate communication, collaboration, data collection, and business process automation.
- ♦ Utilized the features and synergy of Microsoft platforms and applications, including; Office SharePoint Server 2007, SQL Server 2005, Exchange 2007, Office Communication Server 2007, BizTalk Server 2006, Microsoft Dynamics Great Plains Financials 10.0 and CRM 4.0.

- ◆ Planned and executed beta testing program, employee training curriculum, and staged roll-out to company.

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- ◆ Manage the IT Department, including tactical and strategic planning, business requirements, budget forecasting, project management, vendor negotiation, coaching, and team building.
- ◆ Executed change management techniques and communication procedures to maximize user technology adoption. Also implemented information standardization plans.
- ◆ Served as an internal consultant to multiple account teams on technology issues that arose from company and client needs. Lead company-wide training initiatives in office and industry specific applications.
- ◆ Managed corporate telecommunications systems and services: Internet connectivity, voice mail system, PBX, wireless LAN and Intranet portal, telecommuters' phone and broadband services, audio and web conferencing, calling cards, mobile phones and Blackberry devices.

DIRECTOR, INFORMATION TECHNOLOGY, FREESTYLE INC.,

(www.freestyle.com), Dallas, Texas

2006 - 2007

Fully owned subsidiary of IBS (Insurance Best Service, Inc). – Freestyle, Inc. is a nationwide provider of background checks and employment screening products.

- ◆ Senior IT Manager responsible for a team of 15 professionals in a 24/7 Internet based environment.
- ◆ Increased criminal records database by 6.17% to 290 million records covering 190 million individuals.
- ◆ Preserved Web site integrity with an outstanding 99.8% online performance.
- ◆ Delivered new applications allowing customers to streamline their workflow through enhanced batch processing of criminal and new batch processing of motor vehicle search requests. The percentage of transactions handled through batches has increased by 262% since 2005.
- ◆ Significantly enhanced customer functionality with the introduction of customer defined job level product bundles.
- ◆ Project managed integration with PeopleSoft ERP Financials.
- ◆ Introduced a document management program to enhance security and reduce storage space. All customer and compliance forms are now securely stored online.
- ◆ Responsible for datacenter relocation/design in October 2006. Moved entire datacenter from Solon location to new Beachwood facility with only 6 ½ hours of downtime.
- ◆ Established new virtualized server environment utilizing EMC storage area network (SAN) technology and VMware Infrastructure 3 software.
- ◆ Created new test and development environment leveraging existing physical hardware and software made available through SAN conversion.

DIRECTOR, INFORMATION TECHNOLOGY, INNOVATIVE TECHNOLOGIES INC.,

(www.innovative.com), Dallas, Texas

1997 - 2006

\$125M fully owned subsidiary of Jasper, Inc. – leading producer of animal feed ingredients.

- ◆ Directed team of 6 with budget of \$1.6M annually in conversion to leading edge IT operations for 225 end users at 9 facilities in U.S. and U.K. (corporate HQ, manufacturing (6), and R&D (2)), including:

- Network Manager
- Database Administrator
- Programmer Analyst
- Web Developer
- IT Specialist
- IT Support Technician

- ◆ Opened new channel of Internet ordering expected to gain 3% of sales, but producing 23% (\$7M) in 12 months, by developing custom, user friendly, web based interface to BaaN ERP.

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- ◆ Created Request for Quotation System (www.innovative.com), first of kind in industry, enabling customer nutritionists to receive feed formula for dairy cattle in 2 minutes by e-mail instead of up to 7 days, ensuring competitive advantage and customer satisfaction.
- ◆ Improved performance and reliability and saved hundreds of thousands of dollars by:
 - Consolidating servers from 42 to 24 using Blade technology, conserving space and reducing cooling, electrical, and maintenance fees – saving tens of thousands of dollars
 - Converting from Frame Relay based WAN to Network VPN – saving \$65K annually
 - Developing Palatability Database using Oracle database with web based front-end interface rather than Oracle with Oracle tools – saving \$315K
 - Replacing PBX System with Voice over IP Telecommunications System – saving \$50K annually

CERTIFICATIONS / EDUCATION (partial list)

- ◆ Microsoft Certified Trainer
- ◆ Microsoft Certified Professional NT Workstation
- ◆ Microsoft Certified Professional NT Server
- ◆ Microsoft Certified Professional Exchange Server
- ◆ Microsoft Certified Professional Windows
- ◆ Novell Netware 4.1x Certification
- ◆ HP-UX System Administration 9000 Series
- ◆ Banyan Certified Engineer
- ◆ Banyan Certified Instructor
- ◆ Project Management

Dallas Community College, Dallas, Texas
 Jefferson Technical Institute, Dallas, Texas

Major: Electronic Engineering Technology
 Computer Repair Technician – Diploma

PROFESSIONAL AFFILIATION

AMERICAN STANDARD INDUSTRY ASSOCIATION (ASIA) (www.asia.org) – IT Chairperson
 Developed XML standards for bar coding and electronic business for feed industry – 2005

MILITARY HISTORY

United States Navy, San Diego, California – Sonar Technician, Second Class - Honorable Discharge
 Supervised 12 technicians; received high performance reviews throughout 6 year career.