

G. Stanley Broadway

6660 Freeman Road
Westerville, Ohio 43082
(614) 899 6660 broadways@core.com
www.standi.com

POTENTIAL

Well-rounded experience to put together a successful support operation with website and web based support, and to create a training curriculum. Always customer-oriented, a productive team leader and coach.

SKILLSET

WINDOWS / WEB PLATFORM SKILLS

Website and Web design, administration and management including ASP, Visual Interdev
Windows NT Server and Web serving applications including IIS site analysis
Windows NT/2000 on laptop computers and desktop workstations
Microsoft Supporting Windows NT / Desktop course graduate
Microsoft Supporting Windows 95 / 98 courses
Microsoft Certified Windows Professional
Advanced troubleshooting & Upgrade techniques for the IBM PC
E-commerce and EDI practices and applications
Helpdesk Manager - lead support for 1500 - user campuses in several technically-advanced environments
Trouble Case reporting system – creation, development, administration, statistical analysis
Senior Instructor - Microsoft products, Graphic Design software, Desktop publishing, E-mail
Medium and large scale project management history and training (Michael Greer)
Consulted and practiced “Work at Home” technologies
Managed purchasing, setup, image development, deployment and communications with vendors
Coordinated vendor-provided training and in-house training facilities
Relational Database design: Access, SQL, Sybase, Foxpro, Crystal Reports, Clear Access

UNIX PLATFORM SKILLS

Managed help desk for UNIX distributed-processor system with 1500 users (150 processors statewide)
SGI UNIX System Administrator, SGI Power Challenge
HP9000 System Administrator (User builds, printing)
Administered Ohio Bell UNIX systems, network, and remote access (including ISDN)
Informix-SQL relational database design and instruction
Numerous Ohio Bell/AT&T UNIX and telephony courses
In projects, consulted with users to configure and apply UNIX application solutions
Liaison for Computer Center technical support
Achieved Ameritech’s “CALL TO EXCELLENCE” award in 1992 for user satisfaction (database implementation)
Skilled as “interpreter” between users and technical/programming communities

EXPERIENCE

STERLING COMMERCE

(March, 1998 – Mar, 2001)

Technical Support - Webmaster

Assumed web management responsibilities for one of the company's three fledgling technical support sites. Duties include policy and direction of the entire site based on research into best practices for customer relationship and website navigation. Work daily in MS Visual Interdev to create ASP pages, and add content and graphics in HTML. Led web developers for more complex aspects of the site. One project was a complete site redesign with an interface for on-line Vantive customer support. Regularly use IIS and MS Website Usage Analyst to study the habits and activities of users on the site and monitor the servers. Intensive student of the "User Experience."

During my first year there, I saw that there was no measurement of performance in the division. I developed statistical and performance analysis of the Technical Support division. I managed the support of our 35 overseas offices. I developed automated database systems for several work groups, working in Access, SQL, and Sybase databases. Special projects include major version upgrade for the Vantive case management system. Managed product evaluation program with sales department (doubled sales to \$2M). Training included Gentran NT product training, MS SQL Server training. I was able to absorb information on the entire customer support experience, and to work in the EDI E-Commerce environment. I trained in Project Management under noted author Michael Greer.

ENRON CAPITAL & TRADE RESOURCES

(March 1996 – September 1997)

Senior Specialist, I.T. Support

Began as supervisor charged with creating a user support function for the Dublin office, and with expanding and developing the "server room" capabilities. Launched a project increasing the number of servers and changing to NT and Ethernet. This involved physical facilities, UPS, hardware and networking considerations. The next step was to start a user support function for users on site, and for 250 sales personnel nationwide using NT on portables for remote connectivity. During this period headed a project team to change Windows versions on the desktop. Set up a classroom and wrote several courses to start a training program for company employees.

PRODUCTIVITY POINT INT'L (Mentor Technologies)

(September 1993 – March 1996)

Senior Instructor for leading corporate software education firm. Taught 28 courses, including all of Microsoft Office and Project, many other specialized applications. For the last two years, was permanently assigned to Owens- Corning Science & Technology Center to start up and lead Helpdesk and Customer Support functions for the 1,500 member campus. This involved working as Administrator for the HP9000 and SGI Power Challenge systems, and the NT server farm alongside other consultants. Developed a support policy book, and worked in FoxPro to develop tracking measures and statistics. Set up a classroom capable of "instant" changeover for different platforms. Achieved a very customer-conscious support operation. I became a Microsoft Certified Product Specialist. I also completed the MS NT support courses, and NT server courses.

BROADWAY GRAPHICS

(September 1993 – November 1995)

Owned and operated graphic design company specializing in desktop publishing and graphic layout. I developed a few small websites for customers and published brochures, presentations, and one full-length book. Although my teaching activity above used up all my time, I still maintain an interest in the graphic arts.

AMERITECH SERVICES

(February 1982 – September 1993)

Managed helpdesk and customer support center for PC/MAC/UNIX environment, supporting nearly 2,000 users and 150 UNIX machines. As a part of this support, I worked as a business analyst to determine automation needs and apply Informix database and other applications to modernize the workgroups' processes. I am a good interpreter, taking customers' needs and translating them to technical requirements. Received a corporate award "Ameritech Call to Excellence" for excellent customer service. Worked from home for three years, advancing the practice within the company and appearing several times on television and as a speaker to discuss the subject .

Prior to my involvement with the IS department, I was in Marketing. I am a graduate of the AT&T National Sales School and was a successful Account Executive. I was number two on the account team for MCI, which at the time was \$75M per year customer in the difficult startup times of Long Distance Access. I also handled the difficult technical requirements of the broadcast industry.

RADIO BROADCASTING AND JOURNALISM

Including WBNS, WNCI Columbus

Built a strong reputation for integrity in the Central Ohio political, business and leadership communities. Received the prestigious "SILVER GAVEL" award from the American Bar Association (regarded as the electronic counterpart to a Pulitzer.) Scored in the top 95% nationwide on Hanford management ability exam. Supervised department employees, salary, training, and operating budgets. Developed one, five and ten year plans.

EDUCATION

TAYLOR UNIVERSITY, Upland, Indiana

Two years completed toward English/Speech major with music minor

AT&T NATIONAL SALES SCHOOL, Denver, Colorado

Numerous technical courses from AT&T and Ohio Bell

MICROSOFT, PPI, MARK MINASI TRAINING, OHIO BELL

Numerous courses including:

Microsoft Supporting Windows NT / Desktop

Microsoft Supporting Windows 95

Project Management - Michael Greer

Numerous Ohio Bell/AT&T UNIX courses

Advanced troubleshooting & Upgrade techniques for the IBM PC

Numerous application and support courses

SILICON GRAPHICS, INCORPORATED

System administration course, UNIX-based Power Challenge, Indigo, Indigo II systems, 1995

ACTIVITIES

Northgate Community Church - musician, computer-projection engineer, Group leader

Volunteer Firefighter / EMT with Genoa Township Volunteer Fire Department

Devoted to family, active in my 6 children's activities and school events