

Robert P. Reil

Cell# 404-406-3452

Email: robreil@robreil.com

Linked In: www.linkedin.com/in/robreil

EXECUTIVE SUMMARY:

A highly motivated problem solver that cannot pass up an opportunity to find out why. Entrepreneurial minded and aligned with integrity and passionate in finding a win/win in every scenario. Built two small successful companies by implementing business analysis tasks and techniques to plan the work to be done in order to reach a goal. This natural mindset and behavior has assisted many companies and projects in their successful completion.

EXPERIENCE SUMMARY:

- Very much a process and technology generalist with a strong natural mindset towards lean. Possesses decades of experience in engineering disciplines including Business Processes, Software, Network, Computer, Mechanical and Robotics, with a heavy exposure to Manufacturing and E-Commerce.
- Continually delivering Business Solutions by seeing the Big Picture, breaking down current Business Processes through Business Process Analysis, Implementing solutions through Gap Analysis and Identifying Risks and developing a Strategic Plan into an efficient process while seeing it through using the SDLC process.
- Experienced with constant analysis and process improvement in the E-Commerce, Client-Server, Supply Chain, Customer Service areas while working with the front and back end of Manufacturing, Supply Chain Management, Customer Relations Management, Access Control, Knowledge Management, Data Service and Accounting Software in both design, and integration realms.

ACCOMPLISHMENTS:

- Delivered a total business process redesign for a small E-Commerce company that suffered a supply chain cut off due to the 2010 Japan Tsunami. The end result moved the company with no budget and a back log of Credit Card charge backs in 6 weeks to finding new vendors, reducing the labor of the purchasing, receiving, shipping process by 70% while increasing its process and documentation quality and reducing complexity.
- Two plus years' experience developing a business case for off-shoring labor, vendors and administration.
- Ten years supply chain management from resourcing, to account management to technology coordination.
- Managed and delivered business intelligence from a COTS (Commercial off the Shelf) Shopping Cart to assist sales and marketing with forecasting with a very small budget. This resulted in increased sales and gap analysis or missed target markets.
- Managed, and delivered the implementation of international shipping, real time currency conversion, and international payment processing management and anti-fraud processes into a COTS Shopping Cart to support international online customers while using real time currency valuation which increased sales by 50%.
- Delivered an in house metal fabrication department and integrated it into the current business process which provided better pricing, timing, inventory and quality control. Much complexity was involved including a reengineered QA process, part number schema redesign, automation of packaging and crating methods, job cost data/metrics collection, inventory systems, Computer Aided Drafting (CAD) drawings, tool room inventory management and Just In Time (JIT) material management. The amount of savings in processing time, and quality was approximately 20% and staged the company for more automated sales, cross application of parts in future designs, and cross reference of many to one to many parts application.

WORK HISTORY:

Solution Consultant, Denver, Co. (Contract)

August 2015 – October 2015

Horizontal Integration – Onsite support for Xcel Energy's Account Management – Core department's new security focused team focused on supporting the Technology Delivery department's IT-Security initiatives.

- Worked in a team environment to assist with key Cyber Security projects by identifying compliance solutions driven by business needs for significant business critical applications, infrastructure and services.
- Participated in the development of projects that protect the company against risks of data loss and vulnerability management initiatives to ensure compliance.

- Managed key customer relationships by identifying IT or infrastructure solutions to support business needs for business critical applications.
- Managed demand by collaborating with customers, Business Systems partners, outside vendors and other stakeholders to identify customer requirements, assess impact to other data systems, consider available alternatives, compare costs and recommend solutions.

Infrastructure Business System Analyst, Alpharetta, Ga. (Contract)

December 2014 – February 2015

NetPolarity – Onsite support for Ernst & Young's Fraud Investigation and Dispute Services. EY's Fraud Investigation & Dispute Services (FIDS) helps its clients deal with the complex issues of fraud, regulatory compliance and business disputes that could otherwise detract from client efforts to achieve their company's goals.

- Gathered requirements on multiple Waterfall projects.
- Provided infrastructure and security based nonfunctional requirements documents.
- Provided requirements traceability.
- Facilitated JAD Sessions.

Business Systems Analyst (BSA II), Atlanta, Ga. Employee

August 2013 – July 2014

DB Consulting - Private Government Contractor for the Centers for Disease Control and Prevention (CDC). Partnered with:

Center for Global Health (CGH), and Office of the Director (OD)'s IT - Informatics and Information Resources Office (IIR) to develop their newly established department in various tasks. Almost entirely my key project was Country Epi-Profiles (CEP), a Word Press based application that is being developed in the pilot stages using Waterfall best practices by following the Enterprise Performance Life Cycle (EPLC)

Office of Surveillance, Epidemiology, and Laboratory Services (OSELS), and Public Health Surveillance and Informatics Program Office (PHSIPO) to develop the Reportable Conditions Knowledge Management System (RCKMS), a Java web based application that is being developed in the pilot stages using Agile best practices.

- Supported the business as a Subject Matter Expert for the applications and standards.
- Developed Process and Use Case models and gathered Functional Requirements in order to drive customer requirements and manage risk during project ownership transition.
- Provide leadership for a team of developers regarding project requirements by collaborating with developers to fulfill their project roles.
- Collaborate with the User Interface/Experience, DBA and Quality Assurance teams to fulfill their project roles.
- Ensure compliance with CDC and HHS security and systems development and deployment standards.

Business Analyst (BA)/Quality Assurance (QA)/Process Improvement, Atlanta, GA (contract) May 2013-July 2013

Symbioun Technologies. – Onsite, and remote support for Ga. Dept. of Transportation Environmental Division document scanning initiative.

- Business Analysis
 - Coordinate with vendors and the stakeholders while at the same time gathering, and analyzing requirements.
 - Create org chart, contact list, glossary of terms, & requirements documentation to set the stage for effective and efficient communication for the project.
- Quality Assurance
 - QA with scanning vendor the functionality of their software designed for the project, and suggest features to assist in productivity and quality.
 - QA document scanning from third party vendor and metadata assignment.
- Process Improvement
 - Championed the development of a system for efficiently scanning GDOT Environmental Division's thirty year library of records after the process was roughed in with no requirements specified before my arrival.

Business Analyst (BA II), Alpharetta, GA (contract)

December 2012-February 2013

The BA Mentor. - Onsite support for Scientific Games; (Manufacturer of Lottery products)

- Business Analysis
 - Assisted in creating a client facing document library that was a hybrid between a Use Case, Wireframe and a Functional Requirements document by using Functional Decomposition, Interface Analysis and Requirements Gathering of live and under development Lottery websites in a pseudo Agile environment.

BA/Process Improvement/Quality Assurance (QA)/Programmer, Kennesaw, GA (contract)

June 2011-June 2012

MicroKinetics Corp - Manufacturer of robotic manufacturing machinery

- BA/Process Improvement Engineer
 - Recorded User Stories for process reengineering
 - Designed business processes to increase quality, reduce costs, and manage variables across departments
 - Reengineered Processes of QA, part number schema, packaging methods, crating, job cost data/metrics collection, inventory systems, Computer Aided Drafting (CAD) drawings, tool room inventory management and Just In Time (JIT) material management
 - Modified bill of materials, inventory control and process control for assembly manuals
 - Created customer assembly manual with diagram
- Programmer
 - Implemented Reverse Lookup solution and change management in software and engineering departments
 - Programmed in proprietary language all programs needed for production of parts and documented setup notes, drawings, and photos so than anyone could make these parts
- QA
 - Tested machinery after product design which in turn set up a feedback loop for continuous product, software, process and documentation improvement
 - Revised the details and dimensions of engineering drawings including tolerancing
 - Qualified parts to drawings; in other words QA of engineering drawings against the parts
 - Analyzed usability of company's CNC software
 - Provided testing / debugging of proprietary CNC software after features were implemented or modified
- Production Manager / Fabricator / Mechanical Engineer

Business Analyst / I.T. Production Support Kennesaw, GA (co-owner)

May 2001-October 2011

Motorcyclecarbs.com – A motorcycle parts E-Commerce Company. Overviewed growth and direction of the company as a principle partner responsible for everything IT, Service, R&D, Process Improvement, Documentation, Management, Marketing, Purchasing, Supply Chain, Customer Support, Corporate growth and direction

- BA / Process Improvement / Documentation
 - Implemented continuous feedback loop for business process improvement, documentation and software enhancement
 - Developed, implemented and documented systems for departmentalization, standardization, efficiency and training of seasonal staff based on use case
 - Designed, using use case and Unified Markup Language (UML) documentation, and implemented Voice Over Internet Protocol (VOIP), call handling and routing server for paid tech support with scripted, recorded solution delivery (paid for tech support recordings)
 - Designed and documented Business Processes using BPMN v2.0
- Infrastructure Manager
 - Designed and implemented .com business by implementing a server rack, Exchange server, web servers, MySQL server, ColdFusion server, AbleCommerce server, development server, firewall, router, set up web and firewall security, configured file, email and other necessary services
 - Designed, developed, documented and implemented migration to cloud based paperless office in preparation to run company overseas
 - Designed and documented disaster recovery plan
 - Managed version upgrades of server and Personal Computer (PC) operating systems
 - Kept all things IT running and tuned
- Programmer / Data Base Administrator (DBA)

- Administered MySQL 4.1 Database, managed backups, added fields, and changed schema to fit needs of business.
- Created Business Intelligence (BI) reports ad hoc
- Administered ColdFusion 6 server, upgraded to version 7
- Administered Able Commerce (CFMX5.5 Version) shopping cart
 - Built and implemented proprietary code within AbleCommerce cart to add functionality
 - Built web pages to support product line, technical info, and other information within the AbleCommerce cart using HTML and on rare occasion ColdFusion
 - Managed company brand including color scheme, font, logos and animated images across website
 - Built form letter emails for customers, vendors, etc and configured software triggers using Velocity and ColdFusion
 - Designed using relational diagrams, developed and implemented custom data fields to support improved process flow
 - Digitized product catalog for shopping cart
- Customer Service
- Purchasing Agent
- Manager

I.T. Service and Support Business Owner Atlanta, GA (owner)

February 1999-September 2002

Reilcorp.com - Provide I.T. solutions for small business in Atlanta, focused on small networks, servers, and PC clients.

Client: *Reilcorp.com (Corporate office)*

- Built processes and procedures for an IT service and support provider
- Designed, developed and documented business processes for staff support at client sites
- Managed commercial accounts payable and receivable

Client: *U.S. Franchise Systems Inc., a subsidiary of Wyndham Worldwide Corp., providing international hotel development planning and construction*

- Provided IT support for US headquarters and call center including: Training of IT staff in MCSE 4.0 track. Local Area Network (LAN) wiring, T1 architecture, Hardware maintenance and standardization along with imaging and implementation, Tier 2&3 Desktop and Server support
- Created standardized processes and procedures for Operating System (OS), application, network, and IT asset management
- Implemented and configured asset management software (Track It!)
- Implemented and configured corporate wide antivirus server solution (Trend Micro)
- Created corporate wide network diagram using Visio

Client: *Sigman & Sigman Gutters, An Atlanta area gutter installation company*

- Provided setup, maintenance and disaster planning of network and client-server IT solutions
- Provided training, upgrade, configuration and debugging service of Peachtree Accounting hosted on Microsoft (MS) SQL server. Created "how to" documentation and educated difficult comptroller. Nurtured and established friendly relationship regardless

Client: *In-Zone Brands / Bubba Brands., A manufacturer of consumer beverage containers and products*

- Assisted with and directed corporate wide operating system rollout / upgrade
- Provided miscellaneous server maintenance of software and hardware
- Facilitated server restoration

Client: *Microcenter, a computer retail superstore and training provider*

- Delivered instructor led training for the MCSE 4.0 track. Included: SQL 6.0, TCP/IP, NT4.0 Server, NT4.0 Workstation, NT4.0 Server in the Enterprise, IIS, Windows 95 & 98
- Built and established a Ghosting image server and batch menu for networked imaging for clients after classes were over to improve process efficiency

Client: *Other smaller companies*

- Provided setup and maintenance and disaster planning of network and client-server IT solutions for small business in Atlanta
- Provided personalized customer service via phone and on-site visits
- Delivered customized onsite Outlook training to C level executives

Tier II Desktop Support Technician Norcross, GA

January 1997-February 1999

Third party Contract Support at Lucent Technologies with IBM Global Support

- Worked with the customer face to face to gather information about their needs while maintaining professionalism and decorum for the reputation of IBM Global Services
- Designed solution and trained tier 2 support staff on TCP/IP anomaly saving the company at least 4 hours labor and client down time per stack and 1-3 network cards per episode by eliminating wasted time reinstalling service packs on client machines
- Diagnosed recurring network-wide problems with failing network cards identifying a corrupted TCP/IP stack that was undocumented by Microsoft
- Provided desktop support of 2000 users in an NT Server multi-domain mixed OS environment using Windows 95, 98, NT4.0 Workstation clients on desktop and laptop PCs
- Coordinated with job ticket queues and server managers for IP assignments, logon script assignments, and other domain variables
- Set up multiple complex configurations for C level executives including roaming profiles, multiple domains, Remote Access Service (RAS) configurations, etc.
- Addressed all user software problems, diagnosed and resolved hardware problems as back-up support for infrastructure support team
- Worked on MS SMS implementation. The beginning of network client push technology

TECHNOLOGIES:

- **Methodologies:** Waterfall, Agile, Agilefall, Build and Fix

Software:

- **Client Programs:** Adobe Acrobat (Full Version), Microsoft Office (including Access, Excel, Outlook, Power Point, Project, Visio and Word)
- **Server Programs:** Internet Information Server, Able Commerce CFMX, Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Active Directory, Group Policy and NTFS Security

Programming Skills and Tools:

- **Technologies:** Extract, Transform, Load (ETL)
- **Web Programming:** Object Oriented (OO) methodologies, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), Velocity, SEO (Search Engine Optimization)
- **Programming Tools:** JIRA AGILE, Dreamweaver
- **Database:** MySQL 4.1
- **Database Management tools:** Navicat, Toad

IT Network Management and tools:

- **Server Operating Systems:** Microsoft Clients: Windows 2003, 2000, NT 4.0, NT 3.51
- **Backup Software:** VERITAS, NT Backup, Backup Exec, Retrospect.
- **Network Tools:** WireShark, Track It, Software Management System (SMS)
- **Remote Access:** Windows Remote Desktop Protocol (RDP), Logmein
- **Firewall:** Kerio/WinRoute
- **Desktop Support Utilities:** Ghost, Acronis, Partition Magic, Antivirus (many brands), Malware removers (many brands), Windows Diagnostic Tools
- **Hardware:** Build PC's from scratch, laptop, desktop & laser jet printer repair, NAS, SAN, RAID, Servers, Rack installation and design, Data Center, Power Management, UPS, Backups, Network Cabling

CERTIFICATIONS:

Microsoft MCSE NT 4.0, Cisco CCNA, CompTIA A+ Hardware, CompTIA A+ Windows, CompTIA Networks+, Multiple Hewlett Packard Desktops, Laptops, Laser Jet Printers.

MILITARY:

- US NAVY Veteran: USS Nimitz CVN 68 (Nuclear Aircraft Carrier), USS Simon Lake AS33 (Nuclear Submarine Tender)
- Two Years – Leader of the Underway Duty Fire Response Team - USS Nimitz CVN 68
- Two Years - Machine Shop Supervisor - USS Nimitz CVN 68