

Steve B. Wilusz

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Summary of Qualifications

- Nine years of progressive experience in leadership, communication and management with a strong technical foundation and background.
- Innovative, results-oriented problem solver with a strong commitment to excellence and client satisfaction.
- Successful history of working with individual and group engagements of diverse backgrounds.

Relevant Experience

Organizational Development

- Provided guidance and consultation to in-house consultants to promote and aid in their career and professional development within Software Architects.
- Evaluated consultants and performed annual performance/salary reviews.
- Created and maintained successful business relationships with clientele by interaction with client managers on a weekly basis. This also enabled me to stay fully aware of the project focus and goals during the length of the engagement.
- Assisted consultants with the necessary means to meet and exceed the expectations of the client throughout the project life cycle by mentoring, coaching, reviewing the quality of their work and making sure they are on target based on project focus.
- Participated in the sales cycle, which included sales meetings, assisting/organizing technical proposals and coordinating the right match between available consultants and new projects.
- Created and standardized a means for tracking a consultant's progress, commitment and growth within the organization by monitoring their performance, company involvement, extra-curricular activity and professional certifications.
- Coordinated, monitored and participated in a sponsor program, which assigned a senior consultant to a newly hired member of the organization. This allowed the new hire to learn about the organization and common practices from a mentor and gave them someone to turn to in times of need.
- Managed consultants in between client engagements by assigning tasks and monitoring progress of their self-study, preparation for certifications or ramping up for an upcoming project.
- The proven success of being a Supervisor of Consulting Services was representative of our high employee retention rate.

Project Management and Leadership

- Worked directly with end users to gather user/system requirements.
- Successfully planned, created, prioritized and estimated project tasks in numerous client engagements, working either alone or as a project lead managing developers in a team environment.
- Developed migration plans once a project end date was determined to allow the correct amount of time and the appropriate individuals to be available for proper turnover and knowledge transfer to occur to allow for successful and uninterrupted continuation of either support or development of an application or system.
- Led a team of consultants on an e-commerce re-engineering project which provided a single interface for Innotrac's customer service representatives to perform such tasks as order inquiry, order entry, and returns processing. By using a single interface, Innotrac was able to minimize costs, improve overall efficiency and customer satisfaction.
- As a team-lead working with Ameritech's production support group for the state of Indiana CABS (Carrier Access Billing System) system, I was responsible for identifying and following up on all

production issues with other business units within Ameritech. Responsibilities also included scheduling and coordinating software upgrade/ installs, identifying system cycle bottlenecks and improving system performance. Successfully reduced the system cycle time by 4-6 hours per night.

- Led a 3-day training session on Crystal Report 8.0 at a client site for future users responsible for creating adhoc reports.

Systems Development/Design/Support

- Responsible for software and network setup, maintenance, and support for in-house training and development environments.
- Experienced in performing the planning / development / testing / implementation and maintenance of mainframe, client server and web based applications.
- Assisted in the testing/debugging and build versioning of the Atlanta Lawn Tennis Association (ALTA) Enterprise System.
- Designed and oversaw the development of a web based application that allowed users to create adhoc billing usage reports for KMC Telecom customers as well as automated the process of creating 60 special billing usage reports each month. The automation of these reports saved the client 120 man-hours per month.
- Led a conversion effort to migrate a Notes Domino server to a newer version. Tasks included installing and configuring the new server, converting 40 databases, training administrators and users and adding new functionality to existing Notes applications.
- Converted 11 database applications contained in an “off the shelf” product used for managing accounts, consolidating forecasts, and tracking commitments to a new release of the product. Added new functionality that allowed it to track sales opportunities and the amount of time in each level of the opportunity. This allowed the sales team and managers to track which clients needed more resources and allowed for closing more business faster.
- Developed and implemented a knowledge base of problems and common solutions for Motorola’s Sales force using disconnected applications in the field.
- Designed and developed the Renewals Contract Management System for Motorola and provided technical field support to over 100 users across the U.S. and Canada.
- Designed and developed user-friendly internet-based reports to display dynamic data stored in a relational database for internal company use.
- Created user and system documentation at most of my client engagements to allow new users of the system to understand how it works as well as allowing the applications support team to have a reference of what was created and/or changed in their organization.
- Implemented backup and recovery procedures for in-house development environments.

Work History

Software Architects Inc - Chicago IL, Atlanta GA

February 1994 – January 2003

<u>Client List</u>	<u>Location</u>	<u>Dates</u>
Atlanta Lawn Tennis Association (ALTA)	Atlanta, GA	10/02 - 12/02
KMC Telecom	Duluth, GA	04/02 - 09/02
Vinings Industries/Kemira	Marietta, GA	04/02 - 04/02
Innotrac	Duluth, GA	11/00 - 04/01
Broadcast Spots	Chicago, IL	04/00 - 07/00
Sara Lee Corporation	Chicago, IL	10/97 - 11/97
Motorola	Schaumburg, IL	02/97 - 03/00
Midas Inc	Chicago, IL	10/96 - 02/97
Ameritech	Chicago, IL	09/94 - 10/96
Commonwealth Edison	Chicago, IL	03/94 - 08/94
Allstate	Chicago, IL	02/94 - 03/94

Technologies

LANGUAGES: Visual Basic 6, PowerBuilder, C, C++, COBOL VS, COBOL II, JCL, FOCUS, MicroFocus COBOL Workbench, PC Focus, CICS
INTERNET: Lotus Notes Domino, Microsoft FrontPage98, Microsoft Visual InterDev, VBScript, HTML, JavaScript, Active Server Pages (ASP)
DATABASE: SQL Server, Access, Lotus Notes, Oracle 7.0, DB2, IMS, VSAM
OPERATING SYSTEMS: Windows 98/NT/2000/XP, MS/PC DOS, DEC Alpha-server, OS/2
OTHER: MS Project , SourceSafe 6.0, Crystal Reports 8.0, Solutions Development Framework

Education / Certifications

DeVry Institute of Technology – Chicago, IL February 1994
Bachelor of Science in Computer Information Systems - GPA 3.82 / 4.0 - Deans List

Professional Certifications

Microsoft Certified Professional
 Designing and Implementing Web Solutions with Microsoft Visual InterDev® 6.0
Certified Lotus Specialist
 Notes R4 Application Development 1

Post-Graduate Training

Planning Collaborative Solutions with MS Office XP Technologies (2381)
Intensive MS .NET Development Training with ASP.NET and Visual Basic .NET (2373/3210)