
Kenneth Gerald Shelton

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Consideration

Management Analysis, Technical Communications and Creativity;

Professional . . . who provides vision and leadership through the application of sound management principles, appropriate information technology, six-sigma for reducing variation, lean for reducing waste, to the delight of each customer;

Astute manager . . . who maximizes competitive advantage through solutions-based technology and strategic planning;

Collaborative leader . . . of projects for customers in diverse environments;

Influential . . . through reflective intuition, team building and systematic effort.

Managed IT, quality and customer support functions during growth from \$4 million to \$40 million revenue.

Performance

Management Analyst Consultant *08/09/2004 to Present*

Northwestern Mutual, Milwaukee, WI;

- Northwestern Mutual helps policy owners and clients manage financial risk and achieve financial security.

Provided management analysis and consulting services relative to PeopleSoft 8.4, Enterprise Purchasing and Travel & Expense implementation projects; pursuant to strategic implementation success;

- Performed technical discovery and management analysis of PeopleSoft, Enterprise Purchasing and Travel & Expense implementation projects; providing in depth findings and recommendations to corporate sourcing management.
- Developed corporate sourcing policy training, educational presentation materials and business process guidelines; to facilitate end user job involvement for strategic sourcing success.

Business Analyst Programmer *1999 to 2002*

Catalyst International, Inc., Milwaukee, WI;

- \$40 million global provider of supply chain and warehouse management products.

Led \$460K internal systems development and implementation projects;

- \$160K in enterprise wide integration and solutions for PeopleSoft CRM Sales & Marketing Module;
- \$300K enhancement of PeopleSoft CRM Quality & Support Modules replacing UNIX-based system.

Provided project management, application administration, network administration, server administration and programming services;

- Performed strategic planning, needs analysis, gap analysis, feature function point analysis including cost estimation;

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- Designed, coded, unit tested, integration tested and system tested software programs for software maintenance, modification, upgrade, data conversion or enhancement;
- Developed server side stored procedures, client side visual basic programs, object studio applications, shell scripts, perl scripts, command processing by hand and various compiled programming languages on a daily basis;
- Implemented iterative development methodology;
- Provided version control and configuration management consistency;
- Performed administrative monitoring functions daily including application setup, configuration and installation;
- Designed classes and provided training in US and UK locations.

Quality Assurance Analyst 1997 to 1998

Catalyst International, Inc., Milwaukee, WI;

Influential role in development of quality system resulting in company receiving Quality System Certificate of Conformity (ISO/EN29001/ANSI/ASQC Q9001 - 94);

- Certified as Quality Assurance Auditor and Trainer;
- Created methods, best practices and standards for software development, account management and technical support.

Performed multiple project management quality assessment audits on a regular basis;

- Evaluated performance metrics for trends, work records for data integrity and adherence to policies and procedures;
- Monitored document control system effectiveness.

Conducted management research concerning forward looking strategic planning initiatives;

- Conducted software selection analysis and enterprise wide organizational improvement analysis.

Manager of Customer Technical Support Response Center 1994 to 1996

Catalyst International, Inc., Milwaukee, WI;

Directed 24/7 customer service for US and partial UK operations with responsibility for maintenance revenue generation totaling \$16 million;

- Supervised staff of 10-15 telephone customer response center engineers who received up to 300 calls per day;
- Developed, implemented, and monitored high-level customer service standards and procedures;
- Responsible for training, scheduling, account management and escalation;
- Interacted with network of company departments or organization units to ensure smooth workflow.

Customer Service Representative and Software Maintenance Programmer 1988 to 1993

Catalyst International, Inc., Milwaukee, WI;

Provided remote telephone technical support, on-site hardware and software installation technical support, account management coordination and managed customer billing of services;

- Provided on-site major upgrade of hardware and software, spending 1 week at each of 15 US distribution centers for Chrysler; set up and installed software for new and existing warehouses;
- Designed, coded and tested software programs for maintenance or modification.
- Coordinated customer software upgrade installation to ensure seamless operations.

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Production Control Scheduler 1980 to 1987

Aeronautics Corporation of America, Milwaukee WI;

- \$100 million producer of flight and navigation instruments, air data computers and flight management systems.

Generated production schedules taking capacity constraints into account; improved throughput 100%+.

Material Control / Purchasing Coordinator, 1976 - 1980

Aeronautics Corporation of America, Milwaukee WI;

Developed procurement and purchasing operations guidelines and authorized material requisitions.

Technical Expertise

Adobe Systems Incorporated

- FrameMaker 6.0, WebWorks Standard Edition;
- Photoshop CS, PhotoDeluxe Home Edition 4.0, ImageReady CS.

Catalyst International Inc.

- Warehouse Management System (WMS) 8.0.

Databases

- Oracle, Microsoft SQL Server 7, MySQL, Ingres, Informix, IBM DB2, & DL1.

Flexsim Software Products, Inc.

- Flexsim 1.5 - Flexible Process Simulation Software;
- Flexsim 2.6 - Simulation Modeling.

Hardware

- Workstations; Notebook PCs, Server PCs, RF Terminals;
- LAN, WAN, Switches, Routers & Cabling.

Macromedia Incorporated

- Web Site Design, Dreamweaver MX 2004, Java Script, CSS, XML, HTML, XHTML, Color Theory.

Micrografx

- FlowCharter.

Microsoft Corporation

- Front Office 2002, Access, Excel, FrontPage, Outlook, Power Point, Project, Publisher, Visio, Word;
- Back Office, SQL Server 7, Visual Basic, .NET, SourceSafe.

Open Source

- RCS 5.7.

Operating Systems

- Microsoft Windows 95/98, NT Server, 2000 Server, XP Home, XP Professional;
- AIX, HPUX, Solaris, UNIX, IBM Series/1 EDX.

PeopleSoft Incorporated

- PeopleSoft 8.4 Enterprise Purchasing and Travel & Expense;
- Vantive Client-Server Applications, Administration, Object Studio, Visual Basic (VB) & Vantools;
- Vantive Customer Relationship Management (CRM), Support module, Quality module, Sales & Marketing modules.

Programming Languages

- C, C++, C#, XML, HTML, XHTML, Shell Scripting, Perl Scripting, Java Script, Java, J2SE, PHP3, Database Stored Procedures, IBM EDL, COBOL, RPGII.

Rational

- Configuration Management Software, Clear Case, Rational Rose.

Seagate Software

- Crystal Reports Enterprise.

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Education

MSOE Undergraduate Junior Standing 3.5 GPA 2004; Bachelor of Science; Business Administration

Milwaukee School of Engineering (MSOE), Milwaukee WI;

MSOE Rader School of Business;

42 Degree Credits, 2003-2004;

- MS4801 Project Management, A;
- EN132 Technical Composition, A;
- MS273 Website Development, A;
- MS322 Macroeconomics, A;
- MS447 Management Readings and Issues, A;
- MS382 Introduction to Java, A;
- MS340 Production Management, AB;
- EN241 Speech, AB;
- MS356 Business Finance I, B;
- MS361i Marketing, B;
- SS461 Organizational Psychology, B;
- MS344 Organizational Behavior & Leadership Development, B;
- MS221 Microeconomics, BC;
- MS331 Business Law, C.

ALMEDA UNIVERSITY 2004 DEGREE CONFERRED Bachelor of Science; Major: Computer Science

Almeda University, Boise, Idaho;

- Degree Conferred October 3, 2004.
- Hrs. Earned: 121

MBTI Certificate in Computer Science Programming 1987

Milwaukee Business Training Institute (MBTI), Milwaukee WI;

- Graduated 1987 97.5% GPA; with honors.

UWM Undergraduate 1973-1982

University of Wisconsin – Milwaukee (UWM), Milwaukee, WI;

- Completed two years engineering and business course work.

IKON Technologies Corporation 1999-2001

MCSE Course work, NT 4.0 Server, NT 4.0 Admin, Core, Enterprise, TCP/IP, Network Essentials, IKON Technology Services.

Certifications

APICS; CPIM 1982

American Production and Inventory Control Society (APICS), Milwaukee Chapter, Milwaukee, WI;

Certified in Production and Inventory Control (CPIM);

- Maintenance good through 2006.

Microsoft Corporation; MCP 2001

Microsoft Certified Professional (MCP).

Catalyst Internal Training Program

Catalyst International, Inc., Milwaukee, WI;

- Certified as quality assurance auditor; and as employee trainer;

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- Completed management training program;
- How to sharpen your business writing skills; American Management Institute (AMA).

Awards

Catalyst International, Inc. *Silver Spoke Awards; July 2000 and again in September 2001.*

Strathmore's Who's Who *Honors, 1997, 1998, 1999 and 2000.*

**America's Registry of
Outstanding Professionals** *Honors, 2001 and 2002.*