

KARL LeRAY JR.
200 W. 34th Ave., PMB418
Anchorage, AK 99503
(907) 230-8210
karl@leray.org
www.karlleray.com

OBJECTIVE

Work where my extensive management, training, natural leadership, network, hardware, and software troubleshooting skills will enhance overall organizational productivity. Become the leader of a highly motivated team that will give 110% to all projects.

SUMMARY OF QUALIFICATIONS

Over twenty years' management and staff experience with all types of computer systems. Broad knowledge of information technology including instructing others in its proper productive use. Sharp, innovative, decisive and self-motivated with proven ability to work independently. Strong interpersonal skills coupled with enthusiasm and integrity. Proven track record of dependability, follow through and organizational proficiency. Work well under pressure. A staunch perfectionist. Able to build an award winning team of professionals. Strong interpersonal and communication skills developed through close working relationships with clients, associates and direct management of personnel allow others to regularly rely on me to bridge the gap between those in the purely technical and non-technical realms.

EXPERIENCE
(most recent)

eServices Manager
Apex Logic, LLC.

February 2001 – Present

- Strategic consulting, including business plan & sales strategy development.
- Proven record as a manager in both project and people management on all levels from team leader to executive.
- IT and software development management, customer support and operation management.
- Systems design and development.
- Worked with various clients to get their products online through various e-commerce initiatives including customized storefronts and online catalogs for a wide assortment of products.
- Developed processes for client web sites so that SEO/SEM best practices were followed from the start.
- Managed client engagement services and solution implementations.
- Provided business consulting, knowledge expertise in strategic performance management methodologies, process assessment work, and the application of technologies to business.
- Fostered customer loyalty by ensuring that our customers fully utilize the value of our solutions and services.
- Direct the coordination of all implementation tasks involving third party vendors as well as provide consultation to clients on system implementation.
- Manage transition of client from solution implementation to client support.
- Manage the development and maintenance of implementation portions of project.
- Experience with the full life cycle of the product development from the requirements gathering through design, development, QA, rollout, operation, customer integration and support.
- Project and people management, budgeting, risk management, team building, and hiring.
- Extensive experience in managing people in remote and international locations.
- Extensive technical and innovation experience across wide range of industries such as finance, biotech and telecommunication.
- Actively applied quality assurance measures to the management and performance of multiple contracts.
- Actively promote and represent Apex Logic to multiple organizations, various functions and speaking engagements.

OTHER EXPERIENCEeCommerce Specialist

May 2007 – December 2009

Olgoonik Technical Services, LLC.

- Strategic consulting, including business plan & sales strategy development.
- Proven record as a manager in both project and people management on all levels from team leader to executive.
- IT and software development management, customer support and operation management.
- System design and development. Experience with the full life cycle of the product development from the requirements gathering through design, development, QA, rollout, operation, customer integration and support.
- Project and people management, budgeting, risk management, team building, and hiring.
- Extensive experience in managing people in remote and international locations.
- Extensive technical and innovation experience across wide range of industries such as finance, biotech and telecommunication.
- Actively applied quality assurance measures to the management and performance of multiple contracts.
- Actively promote and represent Olgoonik Technical Services to multiple organizations, various functions and speaking engagements.

Database Administrator

August 2001 – May 2007

Alaska Communications Systems, Inc.

- Responsible for the implementation and support of complex Relational Database Management Systems (RDMS) environments.
- Monitors the DB2 and Microsoft SQL systems (7.0, 2000 and 2005) for performance optimization.
- Provides stable and functional database instances but rapidly changing development/testing environment; and ensuring a stable and functional production environment.
- Proactively monitors for new service packs released and installs as required. While providing support services design and perform activities such as system performance and capacity planning.
- Provided assistance to developers through supervision, leading code walk-throughs' for programs and SQL review, tuning, and directing and analyzing stress test cycles.
- Analyze complex issues and identify root causes regardless of whether it is a, application, database, network or an operating system issue.
- Provide technical foundation (ability to understand the relationship/impact) between database components and applications.
- Provide technical, operational design and analysis regarding upgrades of databases and offers recommendations.
- Analyzes database checks on a periodic basis to monitor tablespace growth, tablespace/table fragmentation, corrupt or missing indexes, DB alert files and traces.
- Database Design including data requirements, data classification, and logical and physical model creation.
- Design specifics included creating/maintaining Entity Relationship Diagrams (ERD), data dictionaries, and physical data structures such as tables, primary/foreign keys and indexes.
- Install, configure, tune, monitor, administer, and oversee databases. Designs and administers security guidelines to control and protect both server and data structure level authentication and authorization.

OTHER EXPERIENCE (Cont.)Database Administrator

August 2001 – May 2007

Alaska Communications Systems, Inc.

- Develops, maintains, and enforces database standards. Supports other IT departments with their database requirements by providing expertise on projects that require database design and implementation.
- Works with Application Developers to design, implement and organize required databases and performs logical/physical design.
- Confers with the development staff to determine access and storage requirements for feasibility and design of projects.
- Recommends and evaluates monitoring and analysis tools.
- Recommended mission critical software.
- Responsible for management reporting and database security.
- Develops database backup and recovery strategies, sets up an infrastructure and ensure proper database backup procedures are followed.
- Perform recovery of databases, datafiles, and tables.
- Safeguards data and administers security guidelines to control and protect both server and data structure level authentication and authorization.
- Maintains database standards.
- Creates and maintains corporate database written processes and procedures to include database diagrams and layouts.
- Performs database object creation and modifications.
- Performs database capacity planning.
- Analyzes database corruption issues and develops appropriate plans of action to correct.
- Systems Analyst experience: project plans, creation of standards, policies, procedures, requirements definition, extensive security analysis, functional analysis, data exchange frequency, process flow diagrams, data reliability determination.
- Mastered infrastructure/procedures while meeting the daily demands of users.
- Communicated with users having a wide range of backgrounds and experience.
- Successfully manage multiple projects at the same time.
- Recognized opportunities to reuse components from previous projects.
- Prepares management reports.

Group Manager

February 2001 – August 2001

Dataflow/Alaska, Inc.

- Direct manager for company's multi-year, multi-million dollar federal contract for GSA.
- Serves in role of Program Manager when Program Manager is unavailable.
- Develop and implement policy for contract management and operations.
- Trained other Group Manager in job operations.
- Facilitates executive leadership team meetings.
- Manages multiple projects at diverse locations.
- Organizes, directs, and coordinates planning and production of all the Contractor's task order service delivery within a reasonable span of control and assigned territory.
- Completes task orders within estimated time frames and budget constraints.
- Schedules and assigns duties to subordinates. Acts as supervisor for task order personnel.
- Meets with GSA personnel, Contractor task leaders, and client representatives.
- Formulates and reviews task order plans, negotiates the Contractor's task proposal, reviews deliverables, and insures conformity with requirements and standards.
- Assigns, schedules and reviews work of subordinates.
- Regularly authorized to negotiate on behalf of and to bind the Contractor.

OTHER EXPERIENCE (Cont.)Group Manager

February 2001 – August 2001

Dataflow/Alaska, Inc.

- Provides support to services delivered under this contract to ensure to the maximum extent practical that services, software and related products satisfy the requirements and needs of GSA's client.
- Actively applies quality assurance measures to the management and performance of the contract.
- Actively promoted and represented DataFlow/Alaska at various functions and speaking engagements throughout Alaska.

Group Manager

December 1999 – February 2001

TAG-Dataflow/Alaska

- Direct manager for company's multi-year, multi-million dollar federal contract for GSA.
- Organized, directed, and coordinated planning and production of all the Contractor's task order service delivery within a reasonable span of control and assigned territory.
- Authorized to negotiate on behalf of and bind the Contractor.
- Provided support to services delivered under this contract to ensure to the maximum extent practical that services, software and related products satisfied the requirements and needs of GSA's client.
- Formulated and reviewed task order plans, negotiated the Contractor's task proposal, reviewed deliverables, and insured conformity with requirements and standards.
- Managed multiple projects at diverse locations.
- Completed task orders within estimated time frames and budget constraints.
- Conducted candidate selection and termination, and acted as supervisor for task order personnel.
- Scheduled and assigned duties to subordinates.
- Assigned, scheduled, and reviewed work of subordinates.
- Actively applied quality assurance measures to the management and performance of the contract.

Business Subject Matter Specialist

August 1998 – December 1999

TAG-Dataflow/Alaska

- As the Maintenance Task Lead provided daily operations support for the FAA National Intranet Finance systems through coordinating and providing technical support to 14 regional IT support groups and end-users across the United States.
- Provided daily operations support for 27 production Microsoft SQL web Servers connecting to Oracle databases and Mainframe host via extensive WAN.
- Oversaw lead network integration teams in design or implementation, participating in enterprise network strategies to include the development of the network installation work plan.
- Implemented a tracking and management system of all service requests.
- Consulted on Electronic Commerce Infrastructures including network architecture and technologies supporting intra- and inter-company business commerce, including commercial on-line services, Internet commerce, EDI and EFT.
- Responsible for all phases of the systems development life cycle including analysis, design, development, testing and ongoing support.
- Responsible for planning, scheduling and status reporting.
- Management of high visibility national finance system.

OTHER EXPERIENCE (Cont.)Web Developer

March 1998 – August 1998

Computer Task Group

- Designed, created, tested and managed corporate Intranet web site.
- Provided global access for remote users worldwide.
- Provided technical assistance to marketing, sales and production groups.
- Coordinated with other departments to obtain content, incorporate graphics and analyze web page usage.
- Performed development as necessary using PERL, CGI Scripting, JAVA, Shockwave and other Internet development tools.
- Highly successfully managed multiple projects at the same time.
- Developed internet/intranet standards and policies; built and maintained hardware, software and facilities needed to successfully sustain policies.

Senior Desktop Analyst

February 1997 – March 1998

Computer Task Group

- Responsible for the overall management of the Client project and to provide (build, buy, enhance, or hybrid) a system that addressed the business requirements within the cost, time frame, and quality standards defined by the project.
- Provided a “vision” to the project team and kept it in focus.
- Responsible for the physical design and eventual integration of the proposed systems components.
- Worked with the database analyst and developers to design and build architecture for the distribution of business logic and data access components.
- Coordinated GUI designer(s), developer(s), and test analyst(s) in the physical system design.
- Gathered and translated user requirements and business-area information into business models or other useful formats from which systems could be built, purchased, or enhanced.
- Mastered desktop infrastructure/procedures while meeting the daily demands of clients.
- Recognized opportunities to reuse components from previous projects.
- Created/evaluated design alternatives to include routers, multiplexors, switches, Telco services, network protocols, and network management tools.
- Achieved consensus with client technical staff and client management up to and including the CIO.
- As team lead, responsible for supervising and mentoring subordinate team members.
- Prepared, delivered and reviewed personnel performance documents.
- Interviewed, hired and trained new team members. Worked directly with project manager(s) to develop a project plan and ensure successful project completion.
- Communicated with customers who have a wide range of backgrounds and experience.
- Successfully managed multiple projects at the same time.
- Provided applications support, hardware implementation, Wide/Local Area Network design and integration, multiple operating system platforms, product specialization and training.
- Assisted customers and staff with desktop/help desk issues.
- Set Customer expectations of future service by adhering to company operational excellence directives.

OTHER EXPERIENCE (Cont.)Product Specialist

April 1995 – February 1997

MicroAge Infosystem Services

- Maintained and improved Product Research and Quotation services, online inventory and quotation system.
- Mastered corporate information systems while meeting the daily demands of clients.
- Communicated with customers who have a wide range of backgrounds and experience.
- Successfully managed multiple projects at the same time.
- Provided applications support, hardware implementation, Wide/Local Area Network design and integration, multiple operating system platforms, product specialization and training.
- Assisted sales, marketing and technical staff by preparing pricing documents and performing product research issues.

Bid Response Representative

August 1994 – March 1995

ComputerLand of Anchorage

- Senior sales associate, responsible for maintaining ComputerLand's telephone sales and bid response business.
- Answered incoming phone calls and addressed customer needs to maintain high customer service standards.
- Assisted staff by preparing price quotes, performing product research and investigating product availability issues.
- Performed routine inventory control and merchandising tasks to include processing sales orders, participating in periodic inventories and correctly processing all inventory transactions.
- Assisted with retail sales, service and training when necessary.
- Set Customer expectations of future service by describing, in a positive manner, sales and support policies.

RELEVANT SKILLS

- Contract proposal, negotiation and management (financial modeling, service and price analysis)
- Business development, marketing and relationship building
- Project Management from inception through closure
- Sales/Marketing and strategic planning
- Supervisor 1-45 employees and supervisors
- Budget preparation and execution
- Computer literate
 - Windows (3.X-WINDOWS 7)
 - INTERNET
 - Web development
 - Word processors
 - Spread sheets
 - Database programs
 - Utility programs
 - Research
 - Data entry
- Computer hardware troubleshooting/maintenance and upgrading
- Typing - 50 WPM
- Instructor
- Business operations
 - Warehousing
 - Inventory control
 - Purchasing/receiving

EDUCATION

| | |
|--|--------------|
| Microsoft Implementing a Database on MS SQL Server 7.0 | 1999 |
| System Administration for Microsoft SQL Server | 1999 |
| Interpersonal Managing Skills | 1998 |
| First Things First (Advanced Seven Habits) | 1998 |
| Microsoft Install and Configure NT Server | 1997 |
| Microsoft Web Site Essentials | 1997 |
| Covey Leadership - Seven Habits of Highly Effective People | 1997 |
| CTG Assignment Quality Assessment Facilitator's Course | 1997 |
| Hewlett Packard Product Line Certification Training | 1996 |
| Compaq Product Line Certification Training | 1996 |
| Windows '95 Migration Training | 1995 |
| NRI Continuing Education Studies | 1993 |
| <i>Computer Programmers Course</i> | |
| Army Maintenance Supervisor Course | 1993 |
| Standard Army Training System Course | 1993 |
| University of Alaska | 1992-Present |
| <i>Nursing, Computer Office Information Systems</i> | |
| Beach Channel High School | 1981 |

AWARDS

Certificate of Appreciation (Best Teamwork and Performance), 1999, TAG-Dataflow/Alaska
 Excellence Award, 1998, International Who's Who of Information Technology
 Recognition Award, 1997, Sterling Who's Who Executive Directory
 Employee of the Quarter, Q4 1995, MicroAge Infosystem Services
 Employee of the Quarter, Q3 1994, ComputerLand of Anchorage