

KARL LeRAY Jr.

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OBJECTIVE

Work where my extensive customer service and management skills will enhance overall productivity.

SUMMARY OF QUALIFICATIONS

- Sharp, innovative, decisive and self-motivated with proven ability to work independently.
- Strong interpersonal skills coupled with enthusiasm and integrity.
- Able to build an award winning team of professionals.
- Proven track record of dependability, follow through and organizational proficiency.

RELEVANT ACCOMPLISHMENTS

MANAGEMENT

- Directly conversed with corporate officers/owners on methods to improve company operations.
- Regularly authorized to negotiate contracts on behalf of and to bind the Company.
- Developed and implemented policy for management and operations.
- Generated operations documentation to include client/employee contacts.
- Served in role of General Manager when General Manager was unavailable.
- Trained other Managers in job operations.
- Scheduled and assigned duties to subordinates. Acted as supervisor for field contract personnel.
- Actively applied quality assurance measures to management and performance.

TECHNICAL

- Provided daily operations support for National Intranet system through coordinating and providing technical support to regional IT support groups and end-users across the U.S. via extensive WAN.
- Oversaw lead network integration teams in design and implementation, participating in enterprise network strategies to include the development of the network installation work plan.
- Responsible for all phases of systems development life cycle including analysis, design, development, testing, generating technical process/procedures manuals, and ongoing support.
- Responsible for planning, scheduling and status reporting. Implemented a tracking and management system of all service requests.
- Consulted on Electronic Commerce Infrastructures to include network architecture and technologies supporting intra- and inter-company business commerce, including commercial on-line services, Internet commerce, EDI and EFT.
- Achieved consensus with client staff and management up to and including the CIO.

CUSTOMER SERVICE

- Gathered and translated user requirements and business-area information into useful formats from which systems could be built, purchased, or enhanced.
- Formulated and reviewed service delivery plans, negotiated service proposals, reviewed deliverables, and insured conformity with requirements and standards.
- Organized, directed, and coordinated planning and production of all service delivery within a reasonable span of control and assigned territory.
- Provided support to services delivered to ensure to the maximum extent practical that services, software and related products satisfied the requirements and needs of client.
- Actively promoted and represented company at various functions and speaking engagements.

WORK HISTORY

2001–Present	Owner, eServices Manager	Apex logic, Anchorage
2007–2009	eCommerce Manager	Olgoonik Technical Services, Anchorage
2001–2007	SQL DBA/SAP Basis Administrator	Alaska Communications Systems, Anchorage
2001–2001	Group Manager	DataFlow/Alaska, Inc., Anchorage
1999–2001	Group Manager	TAG-DataFlow/Alaska, Anchorage
1998–1999	Business Subject Matter Specialist	TAG-DataFlow/Alaska, Anchorage
1997–1998	Senior Software Engineer	Computer Task Group, Anchorage
1995–1997	Product Specialist	MicroAge, Anchorage
1994–1995	Bid Response Specialist	ComputerLand, Anchorage
1988–1994	Information Systems Security Officer	U.S. Army, Various Locations Worldwide

EDUCATION AND AWARDS

- Covey Leadership - Seven Habits of Highly Effective People and First Things First
- Learning International - Interpersonal Managing Skills
- International Who's Who of Information Technology - Excellence Award, 1998
- Sterling Who's Who Executive Directory - Recognition Award, 1997