JOHN EDWARD JONES

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Chief Information Officer • Chief Technology Officer • Director of Technology

Senior executive with over 25 years of diversified expertise in technology infrastructure development, data architecture, and telecommunications.

Professional Experience

Chief Information Officer, Name of Company, City, ST   1999 to 2001

Managed IT Services for $750 million travel management company with locations in 40 states; supervised four managers and 42 employees.

- Recruited by CEO to remedy software and vendor issues carrying negative impact of over $1 million annually.
  Result: Produced over $2 million in annual savings through negotiation with software vendor to alleviate increase in licensing and maintenance fees.
- Championed implementation of improved testing and QC processes, leading to development of a test lab and utilization of third party analysis tools to increase quality of software.
- Improved staff and team morale by initiating regular meetings and developing formal training plans, including "Learn-at-Lunch" meetings.
- Delivered significant savings, improved service levels, and reduce hardware/software complexity by standardizing Microsoft products and reducing number of servers by 50%.
- Achieved approximately $600k annual savings through implementation of WAN and LAN and effected a 50% reduction in telecommunications costs by renegotiating telecommunications contract.

Director of Information Technology, Name of Company, City, ST   1998 to 1999

Managed IT Services for second largest crop insurer with over 2,000 agents nationwide. Actively directed technology initiatives including all hardware and software development, QC, and maintenance including data networks. Supervised seven managers and FTE staff of 41 and 31 contracted consultants, which included project managers, systems analysts, and software developers.

- Selected and implemented new applications and products that significantly improved client service and productivity of information technology services.
- Championed development of testing and QC lab that provided 65% reduction of help desk calls.
- Established ITS steering committee with representatives from major business departments and ITS to improve focus and communication for critical business and technology issues.

Chief Technology Officer, Name of Company, City, ST   1996 to 1998

Managed team that developed product and supporting infrastructure for startup of multi-million dollar web-based financial services provider. Supervised consulting firms with approximately 38 developers.

- Developed first "one stop shopping" system utilizing advanced technologies to enable client identification of financial services and accounts with "single sign-on" web capability.

VP of Information Technology Services, Name of Company, City, ST	1994 to 1996

Full responsibility over information technology, telecommunications infrastructure, and operations with overall decision-making authority. Directly managed four managers and team of 38 personnel while reporting to CEO. Responsible for vendor negotiation and selection as well as identification, hire, and management of outside consultants.

- Delivered savings of over $50k annually by facilitating transition of hardware maintenance from vendor to local company.
- Effectively selected and managed implementation of robotic/automated quality control software that reduced staffing needs 80% and provided savings of approximately $320k annually.
- Eliminated $250k in further unproductive development costs by terminating already past due, over-budget project handled by outside consulting firm.
- Implemented batch fax system to replace outsourced service saving approximately $15k annually.

General Manager, Name of Company, City, ST	1984 to 1994

Promoted three times during ten-year term; held multi-faceted management authority over computer operations, development, and support in addition to client services and pre-sales activity. Supervised groups of up to 40 personnel including data entry, graphic design, computer operations, software development, and client support.

- Delivered $500k in expense reductions by replacing mainframes with client server technology.
- Introduced new Oracle, Unix and WAN technologies that enhanced productivity and access to data.
- Created information technology task force, which effectively improved relationships between business and technology areas while delivering improved productivity.

Technical Expertise

Hardware:	PCs; AS/400; RS/6000; DEC VAX; Modems (dial-up, direct line and cable);Routers; Bridges; Switches; Aspect ACD; Rolm PBX; IBM, HP, Compaq and Dell Servers.
Software:	Platinum's Aion; AIX; Heat; Sales Logix; MS SQL Server; Sybase; MS Visual Interdev; IBI's Focus and WebFocus; Cisco Director; Crystal Reports
Networks:	Novell Netware; Microsoft; Dec; DSL; VOIP; ISDN; Frame-Relay; TCP/IP
Languages:	C; C++; Visual Basic; HTML; XML; Java; Delphi; Pearl; CGI

Education

MA in Management with Distinction; Name of University
B.S., Business Administration — Emphasis Technical Services, Name of University