James C. Britton

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Business Information Systems Professional with proven success in maintaining total customer satisfaction and providing outstanding leadership. Knowledgeable in a variety of system platforms with analytical and diligent research methods. Consistently assumes responsibility to complete projects within time and budget constraints, both independently and on teams. Specializes in cross functional implementations, sales, and support with a focus on future strategy and growth for the customer.

TECHNICAL PROFICIENCIES

SAP:	R/3 v. 4.6, 4.7; Netweaver: BI; Business Suite: ERP, SCM, SEM, CRM; Solution Manager; Business One versions 2004 and 2005A; WebAS and Web Dyn Pro
Platforms:	Apache Tomcat, Linux (SuSE Enterprise Server, Red Hat, Debian), Microsoft SQL Server, Oracle client/server, Windows client/server, VMWare ESX Server
Hardware:	All IBM compatible desktops and laptops; Compaq and HP servers; HP Storage works Modular SAN array [MSA 1000], HP EVA [GbE2] with BL25p servers, KX232 Dominion KVM over IP, HP Storageworks Tape Library [MSL 6000]
Networking:	Cisco, Linksys, Netgear, D-Link, HP Procurve
Tools:	Microsoft Office (Project, Visio, Access, FrontPage, Outlook), Cisco VPN, Ghost and IC3 imaging software, Eudora Mail, Norton, McAfee, and Trend Micro Anti Virus software, Visual Studio.net Professional, Sybase Data Architect and Power Designer, NetBeans v. 5.0, Dreamweaver, Linux GNU BackTrack, HP Openview and iLO
Languages:	JAVA, C++, SQL, C#, JavaScript

PROFESSIONAL EXPERIENCE

AT&T Mobility   2008 - 2010
Gresham, Oregon
Financial Sales Manager

Managed a sales team of 15 employees and served as internal auditor for business planning and budgeting, targeting monthly revenue over $150,000. Developed reconciliation reports utilizing Visual Basic macros embedded within Microsoft Excel for inventory tracking, supply chain management, and personnel resource administration. Compiled daily and monthly accounting reports to adhere to Sarbanes-Oxley corporate requirements. Ran monthly closing periods for the Pacific Northwest Regional Consolidation System and Profit Center.

Key achievements:

- Service Excellence Award Recipient
- Achieved highest regional audit score two consecutive years
- Rewarded extraordinarily for a change to an inefficient business process to lower return costs

California State University, Chico   2006 - 2008
SAP-Basis Technical/Functional Analyst, College of Business

Recruited to implement and administer enterprise-wide production systems for the SAP University Alliance Program in a Microsoft and UNIX environment with 12,500 users on 65 servers.

Key achievements:

- Installed operating systems, databases, and all versions of SAP listed above
- Provided superior BASIS support, including configuration of custom clients and exports, designing transport management systems, and implementation of CUA
- Installed, configured, and administered a PDC and BDC running Windows 2003 server

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Alameda Elder Communities   **2005 - 2006**
Alameda, California
Network Administrator and IT Consultant

Provided desk side and network support for approximately 45 users in a Microsoft environment. Administered three file and print Windows NT servers, secured and maintained the infrastructure with current encryption methods, and implemented PALs, a nursing home enterprise resource system.

Key achievements:

- Designed and implemented network connectivity for two new office locations
- Proactively ensured critical business data was backed up regularly and monitored for integrity
- Outsourced company email through hosting services, resulting in a cost savings of $10k a year

Good Work Systems   **2003 - 2005**
Berkeley, California
Technical Manager

Recruited to lead a team of 10 employees for a new startup and manage the programming operations division.

Key achievements:

- Executed successful business presentations for venture capitalists, resulting in $100,000 in investments
- Designed and executed new product implementation strategies to achieve a 30% increase in revenues
- Presented an exclusive booth at the Entertainment Electronic Expo in Los Angeles, California, 2004

EDUCATION AND CREDENTIALS

Bachelor of Science, Business Information Systems
Management Information Systems, emphasis
California State University, Chico, 2008

Business Administration
Computer Information Systems
California State University, Hayward, 2005 – 2006

Associate of Arts, General Education
Associate of Arts, Social Sciences
With high honors, 2002 – 2005
Peralta Community College
Alameda, California

Eagle Scout, 2001
Boy Scouts of America, Troop 11
Alameda, California