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Information Technology Executive

PROFESSIONAL PROFILE

Possesses a well-balanced skill set which includes business operations, systems analysis and information technology. This skill set is supported by strong communication skills and knowledge of numerous tools, techniques and analytical frameworks in both the financial and technical arenas. Consistently demonstrates initiative, flexibility and agility in support of financial reporting, operations, marketing and strategic diversification efforts within the particularly competitive telecommunications and data center contracting industry. Regularly leverages his programming and application design capabilities in the development of new products and maintenance and feature enhancement of legacy applications. Additionally, displays his understanding of the importance of both service and adaptability to new environments by fulfilling an overseas assignment as a member of the US Foreign Service.

CORE COMPETENCIES

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| Leadership and Human Capital Management | Process and Change Management |
| Information Resource Strategy and Management | IT Performance Assessment |
| IT Project and Program Management | Capital Planning and Investment Control |
| Acquisition | Cybersecurity/Information Assurance (IA) |
| Information and Knowledge Management | Enterprise & Software Architecture |
| Technology Management and Assessment | |

EDUCATION

University of Pittsburgh, Pittsburgh, Pennsylvania

Katz Graduate School of Business: Masters in Business Administration (MBA)

Curriculum Track: Finance / Valuation

Graduated: 2001

University of Pittsburgh, Pittsburgh, Pennsylvania

Katz Graduate School of Business: Masters in Management Information Systems (MS-MIS)

Curriculum Track: Software and Database Development

Graduated: 2001

PROFESSIONAL

Alamon, Inc., Kalispell, Montana

Chief Technology Officer: July 2018 – Present

- Work with Executive Management
 - Grow company leveraging technological resources
 - Achieve strategic goals as defined in the firm's strategic plan
 - Ensure continuity of technical operations
- Direct and Oversee Employees
 - Technology Development & Technology Support Teams
- Define and represent the firm's technological agenda
 - Identify digital marketing opportunities
 - Implement design and action plans
 - Spearhead IT projects
- Maintain firm's technical knowledge base
 - Technology Landscape and Industry Developments
 - Technical Employee Development
 - Employee Base Education
 - Security Threats and Subsequent Risk Mitigation

Alamon, Inc., Kalispell, Montana

Operations Manager – Information Technology: March 2012 – June 2018

Sept 2017: Elected Trustee of ESOP Board

May 2017: Elected Company Officer; Secretary & Treasurer

- Ensure IT support and communication capabilities of highly mobile workforce (37 States in 2017)
- Architect and Design for Enterprise Applications
- Project Management and oversight of SDLC using Agile, Kanban methodologies.
 - Full Stack Java EE Development
 - SQL Modeling and Normalization
 - Manage software development team and IT systems and support personnel
 - Accelerate knowledge base and capabilities of junior developers and administrative support teams
 - Define and Prepare Project Objectives, Design Documents and Budgets
- Prepare Specifications, NDAs and RFPs for Outsourced Development Efforts
- Achieved significant cost reduction by building in house employee Payroll and HR portal
- Reduced project analysis time --Project analysis, Real Time Revenue Recognition Estimates
- Recruiting and New Team Member Onboarding

United States Embassy, Rome, Italy

United States Department of State

Information Management Specialist: September 2010 – February 2012

- Information Management Specialists (IMS) manage and operate worldwide information technology infrastructure, including PC local and wide area networks, telecommunications systems, telephone and UHF/VHF programs, and diplomatic pouch and mail services
- Ensure proper dissemination of official classified and unclassified telegraphic traffic
- Embassy lead on dissemination rule optimization for State Messaging and Archive Retrieval Toolset (SMART)
- Perform system administration of classified local area network (ClassNet)
 - Ensure network software and hardware meet DoS baselines
 - Ensure compliance with Diplomatic Security (DS)
- Provide operational assistance and direct training to users
- Create and maintain various Information Processing Center (IPC) Standard Operating Procedures (SOPs)
- Serve, on a rotating basis, as duty officer providing 24-hour on-call availability for high precedence telegrams and integrity of post communications systems and circuits
- Maintain and test emergency communications equipment including alternate route and High Frequency (HF) radios
- Safeguard, account for, and properly dispose of classified equipment and material (including cryptographic) in conformance with all agency IRM and DS standards
- Ensure maintenance and accuracy of information technology inventory including use of the Integrated Logistics Management System (ILMS)

Alamon, Inc., Kalispell, Montana

Manager – Special Project: September 1996 – September 2010

- Developed Method of Procedure for Telecommunications (Pole) asset infrastructure and inspections based on RUS standards. Developed supporting survey collection application using GeoAge FAST (running on Microsoft ME platform) and back end file processing including record import, verification & reporting application using Java SE, Java EE and MS-SQL technologies.
- Trustee and member of company's Retirement Plan Investment Committee. Committee/team provides oversight and direction for transition of company's pooled profit sharing plan to employee self-directed plan which is 401(k) addition ready.
- Provided research and conceptual design services in support of grant application (\$25M) to FCC for construction of private medical fiber optic network. \$14M awarded to date in the pre-engineering stage.
- Implemented MS Great Plains Dynamics 6.5 & MS SQL 2000 based accounting system. Update: Deployed subsequent upgrades. Present system is at MS-Dynamics GP version 10 & MS-SQL 2008 system.
- Designed and implemented TL9000-V R3.0/R3.0 (ISO 9001:2000) Quality Management System resulting in successful certification. Project included in depth process identification, review and redesign in close coordination with top management and operational departments.
- Designed Developed web based Database and reporting system using Java technologies (J2SDK 1.4.2, JBoss 3.x J2EE Application Server, JSP, JDBC) which facilitated integrated reporting across several data sources; MS-SQL 2000, MS-Access, PostgreSQL. Update: Upgraded this system to MS-SQL 2008, Java JDK 6, Java EE 5 using JSF, Glassfish & JPA/Toplink. Enhanced application with Swing based client application launched via Java Web Start.

PROFESSIONAL ACTIVITIES

Publications

"Enter Jakarta EE: an Inoculation Against Fear, Uncertainty and Doubt in the Java Community"

Linux Journal #287 June 2018

Blog: Challenges and experiences with enterprise grade software systems and supporting components

<http://gesker.wordpress.com>

On-Going

Introducing the Culture of Free and Open Source Software to the Department of State

Internally Circulated Strategy Paper -- Department of State (SECRET/NOFORN)

Department of State

November 2010

JSPWiki/Glassfish Install-18 Part Blog Series

<http://gesker.blogspot.com>

March 2007

"Migrating to Mozilla Thunderbird"

Sys Admin Volume 14 #6 June 2005

J2EE: A Shotgun Start

Byte.Com January 2003

Alternative for Dynamic Web Development

Linux Journal #83 March 2001

Activity/Project Specific Professional Development Coursework and Skill Enhancement

- PN106 Orientation - Foreign Service Specialist
- PS380 Introduction to Information Resource Management
- YW279 Department of State Applied Systems -- MS-Active Directory & MS-Exchange
- YW119 Overseas Operations for IRM Classified Pouch Operations COMSEC and CRYPTO
- YW533 S.M.A.R.T System Admin Diplomatic Communication and Cables
- YW278 Citrix Metaframe Presentation Server Admin (Earned Citrix Administrator Certificate)
- YW302 FASTNet Post Operation and Maintenance
- YW268 UHF/VHF Emergency and Evacuation
- YW142 Basic Telephone -- Nortel/Avaya Norstar Key System Programming
- YW286 Simulated Operations
- YW497 Nortel/Avaya Meridian 61C/11C
- YW496 Nortel CallPilot
- MQ911 Security Overseas Seminar

Professional Organizations

Member -- Java Community Process (Technology Specification Organization) – jcp.org

Associate Member -- Institute of Electrical and Electronics Engineers – iee.org

Member -- Electronic Frontier Foundation – eff.org

AWARDS

U.S. Department of State: Certificate of Appreciation

Dedication to Mission 2010 - 2012

US Embassy Italy

U.S. Department of State: Extra Mile Award

Information Management Office 2011-Sept

US Embassy Italy

Alamon, Inc.: President's Award for Innovation

Annual Leadership Conference 2017-Jan

Kalispell, MT

Exceptional Effort and Accomplishment in Innovation in the areas of Information Technology, Software Architecture, Design & Development and Marketing to new Industries

FAST & HIGH IMPACT PROJECTS

Custom Employee Site: May 2015

QUICKLY built a custom site on the Java EE platform using GlassFish 4.1, JSF (PrimeFaces) and Eclipselink.

The site pulls necessary payroll data from accounting system at the MS-SQL database layer to securely issue weekly payroll information to employees. It also allows for administrative staff to publish documents by simply dropping documents into a shared Windows Domain network folder.

The site completely negates the need for ADP payroll services and its associated cost, US Postal Cost and fosters the rapid distribution of documents (policy, procedure, safety, etc.) to employees.

Enhanced Project Reporting Site: August 2015

MS-Dynamics Project Reporting site built on the Java EE platform using GlassFish 4.1, JSF (PrimeFaces) and Eclipselink.

The site pulls necessary project data from accounting system at the MS-SQL database layer to securely issue project information, performance, trending and charts to leadership, managers and supervisors.

The site negates the cost associated with adding additional MS-Dynamics licenses and enables real time distribution of information to managers and supervisors not physically located at our company HQ.

MS-Access Marketing Database: November 2015

As a team built a MS-Access 2013 database that provides an efficient system for customer contact interaction tracking & follow up on bid opportunity tracking and revenue projection.

The team's design had specific goals of increasing initial entry customer and contact speed, reducing need to enter duplicate data and reducing update time required by end users. Hence, the database schema is highly normalized and screen navigation is minimized to the point of being austere.

The system has a (somewhat) novel functionality built in where, based on team defined business procedure triggers, the application sends email calendar events/notification using standards compliant "ics" attachments. This functionality is completely independent of the email client installed on the user's PC so compatibility across mail client versions are not an issue on this project. Only the appropriate team members -- and their administrative staff -- on any specific customer interaction or bid opportunity follow-up are notified reducing "noise" often associated with many cloud solutions.

Tracking and revenue projection reports have already been outlined/designed by the team and are pending automation. Application behavior, events, automation and reporting are of course written using Visual Basic for Applications (VBA.)

Custom VBA code written for this project will be useful should we choose to hook to other applications within the Microsoft product line and perhaps even useful in pushing data to other custom applications within Alamon's stable of custom applications.

It has the benefit of allowing customization and little to zero recurring cost (not much maintenance is anticipated) as compared to the cloud solutions we researched.

Marketing Effort Support: April 2016

In the first quarter of this year I have been recruited by my leadership team to become more deeply involved both initiating direct customer contact and in a technical support role in the company's overall marketing effort.

This has been an enjoyable diversion from my deep diving into technical projects and it has been a learning opportunity in observing and participating in the management of customer accounts serviced by my firm and by my senior management.

Geographic Information Processing Cost Reduction: February 2017

Extended effort to reduce/avoid significant licensing fees associated with ArcGIS Desktop and associated products by introducing Open Source alternatives. Most of the company's ordinary usage and data processing of ESRI compatible (shp, gdb, csv, kml, etc.) and other GIS file formats had relied upon the proprietary and expensive software solution. Introduction and training of key organizational members and users on the alternative (e.g. QGIS, GDAL and PostGIS) Open Source products and database extensions all of which have no licensing fees but are capable of performing the same functionality as required internally by the company enabled savings equivalent to that of several full time administrative personnel.

Federal Business Opportunities Process Development: March 2017

Designed, implemented and graphically mapped and trained personnel in new business process for cross functional and cross departmental team to absorb, screen, evaluate, pursue and track both direct and subcontract opportunities (and sales contacts) as generated by the U.S. Federal Business Opportunity job and purchasing solicitation system. (<http://FBO.gov>) The system as designed not only enables but encourages effective communication between team members working on this initiative from different departments.

Restructure Technology Department: March 2018

Engaged and conferred with outside consulting and subject matter experts with regard to skill sets and technologies most appropriate for new green field software development projects. Acquired personnel to properly support ongoing technical operations needs. Optimized current software development processes to increase effectiveness of production of present and legacy development efforts. Added development personnel for go forward development efforts. Ensured that department structural changes are safely within the organization's financial constraints and are ready to support the organization's strategic growth initiatives.

REGULAR RECURRING ACTIVITIES

Regular Duties and Competencies: September 1996 - Present

Direct and manage special projects and initiatives and performs special assignments. Identifies the need for special projects and ensures appropriate representatives from various directorates/organizations and subordinate units are included.

Experience includes specialized demonstrated knowledge of, and ability to apply, policies, practices and principles of management and to effectively supervise a subordinate work force that includes subordinate supervisors or leaders. Knowledge of principles and practices of team building.

Demonstrated knowledge of, and ability to apply, extensive knowledge of software technology and project management to include software system acquisition life-cycles; software engineering disciplines; quality assurance; CM; project planning, tracking, and oversight; functional processes; and technical alternatives. Utilize IT-related experience that demonstrates each of the four competencies: Attention to Detail, Customer Service, Oral Communication, and Problem Solving.

Advise and provide counsel to employees regarding policies, procedures, directives of management and make decisions presented by subordinate personnel.

Balances workload of employees for software development.

Plan and coordinate all phases of acquisition, implementation and integration of IT assets.

Develop specifications, justifications and economic analysis in support of selection and acquisition actions.

Provide oversight and customer support for designated wireless communication equipment; design database applications accordingly to data modeling.

Develop customer support policies, procedures, standards, and customer service performance requirements.

Provide users with recommendations concerning upgrades or new equipment to improve operations.

Appoint equipment custodians, train and provide guidance to monitor the physical installation and utilization of equipment.

Conduct annual physical inventories of Information Technology (IT) equipment.

Coordinate and monitor facility preparation for IT equipment and systems.

Administers counseling sessions to employees for policy directives and procedures.

Ability to select, elect and promote candidates for vacancy positions.

Initiates appraisal feedback sessions for employees during quarterly evaluations.

Identifies developmental needs for employees for on-the-job training.

Evaluate work performance of subordinates; advise and provide funding requirements and financial guidance that is responsive to the organization's needs; such as policies, procedures, directives of management and administrative matters.

Make decisions on work issues submitted by subordinate personnel or by contractors.

Monitor, review, check and verify requests for spending of funds from approved operating budgets.

Formulate life cycle cost of IT resources and anticipated enhancement and upgrades.

Technical expert in the development of short and long-term strategic, tactical and operational plans pertinent to organization upgrade and migration programs.

Analyzes business processes and workflow procedures, gathers information from consultation with managers and individual users, studies work products, and observes work processes.

Synthesizes findings into a proposal which translates functional requirements into design specifications that include hardware, software, database, and other requirements which will meet the business needs of the organization.

Conducts feasibility studies including research of organizations' functional descriptions and objectives to determine Information Technology (IT) system requirements and applies fact finding processes to identify methods to meet those needs.

Supervise the Automated Information System (AIS) Life Cycle Support Section, providing staff and functional area representatives with high level technical expertise for System/Software Life-Cycle Management.

Supervises the Software Services Section. Prepares correspondence, documentation, reports, briefings, etc. Working independently or with a team member(s) identifies the target audience; timeliness and resources needed to complete response to various inquiries.

Coordinate on development and evaluation of acquisition plans, application software, hardware, communications and project related technical activities.

Evaluate work performance of subordinates and arranges planning, designing and carrying out objectives for coordinating on projects.

Design and develop application software prototype according to the requirements.

Test and validate application code according to quality software standards.

Modify and upgrade application code according to software change requests.

Troubleshoot software application failure to determine if problems exist in hardware or software.

Perform software control of data models, database structure, design modularity, programming languages, software pleases and technical issues.

Ensure systems meet interoperability and supportability requirements and expectations.

Monitor and review the application software development programs provided under commercial contracts, interagency support agreements or assignment.

Ensure system architecture compliance with security regulations and instructions.

Monitor IT requirements and determines the need for new or updated IT capabilities.

Attention to Detail - Review complex data from multiple sources and determine relevant information to a given situation. I draft, edit and disseminate written reports and status updates that are factual, timely and error free.

Customer Service - Develop and maintain relationships with customers with diverse needs. I provide technical and complex information about products and services. I assess the needs of customers and identify or tailor products and/or services to meet their needs. I resolve highly complex or non-routine problems, questions, or complaints and direct the most complex problems, questions, or complaints to the appropriate person.

Oral Communication - I communicate, explain, or defend moderately complex ideas or information clearly. I listen to others and recognize potential miscommunications.

Problem Solving - I use logic to identify alternatives to solve moderately difficult problems. I identify and solve problems by gathering and applying information from a variety of materials or sources that provide several alternatives.