Gary J. Haubert

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Vice President of Information Technology

Senior executive with over 27 years experience in technology, data architecture, infrastructure development and telecommunications.

Professional Experience

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| American Customer Care– bristol CT | 1998 to Present |

Vice President, Information Technology

Key Results:

* Full responsibility over information technology, telecommunications infrastructure and operations with decision making authority. Directly managed three managers and team of 25 personnel while reporting to CEO.
* Manage from planning through completion – multi-million dollar Customer Interaction Center system including inbound/outbound capabilities, skills based routing, IVR, call recording and automated dialer.
* Manage staffing, budgeting, development, design and integration of software and hardware systems for 11 multi-site operations and call centers for 1000+ users throughout the country.
* Develop standard software and hardware platforms (Windows, UNIX, and Linux) and training programs. Work with the teams to ensure that the systems provided the most effective and comprehensive services possible to the users.
* Recruited, hired and motivated staff of 25 cutting edge senior professionals in the development and enhancements of the corporate systems.
* Reduced number of software bugs by improving software quality through comprehensive testing, code inspections and standardizing the development process.
* Attained consistent 99% uptime by implementing disaster recovery and fault tolerance plans. Instituted a highly reliable corporate-wide centralized backup system.
* Manage the implementation of social media tools and technologies, with a track record of creating successful social media programs. Keep up-to-date with the technologies in online social networking while integrating 3rd party applications into the current environment.
* Championed the process to support **PCI/HIPAA compliance a**cross multiple locations.

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| Fosdick corporation – Wallingford, CT | 1987 to 1998 |

Director of IS

Key Results:

* Helped introduce a new, reproducible software development methodology that contributed to higher-quality product releases and a 27% reduction in errors.
* Served on team that ported MS-DOS environment to a Windows-based, client/server solution. Efforts averted the threatened loss of customers who were transitioning to Windows and provided a more user-friendly GUI.
* Championed the implementation of coding reviews that detected programming errors early in the development process, accelerating product go-to-market time by more than 15%.

Manager of Client Planning Services 1989 to 1992

* Managed department of six professionals responsible for planning the future information needs of functional clients.
* Reviewed clients' strategic and operating plans to determine management information needs necessary for meeting plan objectives.
* Identified computer systems applications and developed long-range information systems plans by client.

**Fosdick Corporation – Wallingford, CT (continued)**

* Assisted the President in establishing corporate priorities.
* Completed long-range plans for 4 functional areas including on-line order processing, batch credit card processing, inventory control, and client reporting.

Senior Systems Analyst 1987 to 1989

* Directed the activities of analysts and programmers in the development of numerous systems and programs covering a wide range of client information requirements.

**CVCS, INC. – Hartford, CT** 1984 to 1987

Key Results:

Computer Consultant

* Developed systems and enhancements to meet the information requirements of several clients across New England.

**FIRST NATIONAL COMPUTER CORP. – Waterbury, CT** 1983 to 1984

Key Results:

Programmer Analyst

* Enhanced numerous accounting modules for all active clients.

Education

Morse School of Business 1983

Hartford, CT

High Honors (GPA 4.0)

New London High School 1978

New London, CT

*ADDITIONAL COURSES/SEMINARS*

Hartford Graduate Center

Hartford, CT

C Programming, IS Project Management, Client Server Management.

Worcester Polytechnic Institute

Project Management Certificate Program

CBIA

Violence in the workplace, Terminations, Performance Evaluation, Managing Multiple Priorities.