STEPHEN B. KENT

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Objective

Seeking a fulfilling position that utilizes my broad range of Customer Service, management and exceptional interpersonal skills.

Experience

Manager – Information Technologies/Programmer-Analyst/Network Support

March 2007 – September 2011   Document Fulfillment Services, West Sacramento, CA

- Responsible for requirements planning, justification, creation of RFPs and negotiations for IT services
- Successfully managed audit conducted by Sonoma County. Worked closely with the audit staff to create policies and procedures resulting from the audit process. Audit passed successfully
- Defined, implemented and enforced corporate standards and policies and procedures
- Successfully implemented, maintained and operated an automated Help Desk package for the company. Sole responsibility for the support of the computer, network and printer environment for DFS
- Worked closely with customers to analyze requirements to develop, test and produce printed output for customer statements, invoices and other financial documents
- Successfully resolved customer 'data issues'. Developed new or modify existing programs to achieve desired results under extremely critical time frames

Manager – Information Technologies

March 2005 – November 2006 Arcadia Biosciences, LLC, Davis, CA

- Managed 4 employees in all aspects of computer and network-related hardware and software support for 150+ users across 4 geographically diverse locations
- Reduced overall IT expenditures by $170K/year by designing and implementing a proprietary network infrastructure. Managed migration from parent company's network
- Managed project to replace an aging and 'at capacity' corporate phone system
- Managed implementation of full voice and data solution for greenhouse location
- Implemented data backup solution for reliable backups, reducing potential for user error
- Responsible for annual operating and capital budgeting

Independent Consultant/Contractor

2003 - 2005 Self employed, Davis, CA

- Website development – Get Tutored, Inc. – Falmouth, MA
- Educational program development – KLEIN Educational Systems – Davis, CA
- Web-based newsletter development – SACTO – Sacramento, CA
- Helpdesk technician – UC Davis – Department of Architects & Engineers – Davis, CA

Manager – Information Technologies

1994 – 2002 Calgene, LLC – a Monsanto Company, Davis, CA

- Managed 7 employees in all aspects of computer and network-related hardware and software support for 400+ users across 5 geographically

diverse locations

- Successfully implemented and managed helpdesk. Implementation of ticket tracking system as well as complete set of procedures. Prioritized team projects and helpdesk requests
- Responsible for annual operating budget in excess of $2M as well as a $200k capital budget
- Realized an annual cost savings to parent company of $1M+ by successfully leading an effort to obtain company-wide adoption of a Research and Greenhouse Inventory Management System developed in Davis
- Improved internal communications, access to information and efficiencies through design, development and maintenance of Calgene's internal company website
- Successfully managed project team to develop and test Calgene's DRP. Selected to participate on Monsanto's Global Disaster Recovery Project Team

Programmer Analyst/Software Release Analyst
1988 - 1993 Ross Systems, LLC – Redwood City, CA

- Worked with all departments and levels of the company to coordinate all aspects of the software release function for software including maintenance releases as well as new functionality releases
- Worked as a COBOL programmer/analyst on various financial applications development teams
- Member of the development team responsible for successfully writing a General Ledger Allocations module funded by Microsoft Corporation

Programmer Analyst/Computer Operator
1982 - 1988 Avantek, Inc – a subsidiary of Hewlett-Packard Company, Santa Clara, CA

- Worked closely with users performing maintenance analysis and programming on existing systems as well as provided customized solutions based on the needs of the business on a Process Manufacturing software package. Program development was in COBOL
- Lead Operator on a Sperry-UNIVAC 1100/70 mainframe computer in a 24/7 operations department. Responsible for batch submission, tracking, troubleshooting and report distribution to all areas of the company. Also performed nightly, weekly, monthly, year-end and archive backups to offline storage

Education

Alfred University, Alfred, New York
- BS – Business Administration
- Member – American Marketing Association
- Member – Alfred University Varsity Football Team
- President – Lambda Chi Alpha – National Fraternity

Interests and accomplishments

Hiking, bicycling, mountain climbing, working with people, reading, wood carving, Napa Valley Marathon – March 2002

References

References are available on request.