Steven C. Buttgereit
Senior Information Technology Professional

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➔ Steven possesses a solid depth and breadth of experience built on a career spanning professional service, management, and application development roles.

➔ His business domain expertise is focused on finding solutions for distribution, manufacturing, and retail companies. Inventory accounting, logistics, and related transaction processing are areas of special expertise.

➔ Steven's technical background includes a rich history of database and application related development and operational support. Steven has experience with RDBMS products (PostgreSQL, Oracle), application development (C++/Qt, JavaScript, Elixir, Java), and technologies typical in the enterprise including ETL/integration, reporting, and monitoring applications.

PROFESSIONAL EXPERIENCE

Muse Systems
San Francisco, CA
Founder, Consulting, & Development
2009 – Present

The boutique consultancy created by Steven for the purpose of providing consulting services. Muse Systems primarily targets clients in the distribution and manufacturing industries. For the majority of Muse System's existence, it was partnered with the small ERP developer xTuple. Muse Systems' work included other systems such as NetSuite and related business system technologies (reporting, integration, etc.).

Significant Contributions:

- Provide client subject matter experts with application training, needs/opportunity analysis, gap/fit analysis, and implementation support services.

- Work with client management to develop project plans, project budget, and organize project team staffing. Advise on broader I.T. management issues.

- Design and develop application modules, reports, integrations, and data migrations. Technologies include PostgreSQL, C++/Qt, JavaScript, Pentaho Data Integration, Node.js.

- Significant design & development projects included redesigning the average cost accounting features of the xTuple ERP system; an inventory shipping management solution for food distributors; a sales order product bundling configurator. Projects underway include developing a small ERP system using the Elixir/Phoenix Framework and PostgreSQL. Design, develop, & deploy database for healthcare related system using PostgreSQL/AWS.

- Clients have included include Richmond Wholesale Food Co., Light and Motion, Nordic Naturals, Faircare Inc., SRS Acquiom, Crave Innovations Inc., xTuple, and Ocean Direct LLC.

"Steve Buttgereit [...] is quickly gaining a reputation for the depth and breadth of his responses to questions..."

– xTuple ERP Newsletter, November 2009

SRS|Acquiom } Director of Information Architecture
San Francisco, CA 2010 – 2014

SRS Acquiom is a legal and financial services company providing post-closing merger and acquisition related products. As an early employee of the company, Steven performed a diverse set of duties across both management and individual contributor roles as the company grew.

Significant Contributions:

- Created data architectures supporting a truly unique set of information needs resulting from the nature of the business.

- Designed and developed NetSuite ERP based solutions using standard NetSuite JavaScript based customization tools. Significant projects included design and development of an integrated claims and client support system, lead to sales management tracking and reporting, letter of transmittal processing system.

- Designed, developed, and managed PostgreSQL based solutions backing non-NetSuite related client portals and services.

- Designed, developed, and maintained integrations between NetSuite and the bespoke solutions using Dell Boomi integration tools.

- Established and managed vendor relationships including NetSuite, general cloud computing providers, and other I.T. support vendors.

"Mr. Goldberg will also talk about how … innovative customers have adapted NetSuite to support complex business processes. Mergers and acquisitions services company Shareholder Representative Services (SRS) employs a SuiteFlow that provides enhanced case categorization and lifecycle management"

– NetSuite Press Release, May 2011

Design Within Reach } Director of Information Technology, Enterprise Applications
San Francisco, CA 2007 – 2009

Chief architect of the application portfolio for this international multi-channel retailer. Responsible for strategy, architecture and life-cycle management of solutions including multi-currency Point of Sale/Customer Order Management supporting over 70 stores, 7x24 e-commerce, Gift Card, Finance, Supply Chain, Warehouse Management, Distribution, Merchandise Planning and Inventory Management.

Significant Contributions:

- I.T. manager accountable for leading project, development, DBAs and business analyst teams.

- Introduction of SDLC, CMM and ITIL concepts, using reliable and repeatable methods to improve design, delivery and operations. Fostered a climate of business/I.T. partnership, ensuring focus and value realization.

- Executive accountable for technology and service vendor selection and management.

- Point of sale system project oversight, vendor selection through implementation. Capability focuses included fully integrated and transparent interactions between sales channels (cash-and-carry/web-store/direct sales), service oriented features including hand-held POS.

- Key leader hired to successfully turn around Microsoft Dynamics AX/ERP project suffering the trifecta of project failure: off-scope, late and over budget.

- Eliminated costly and unreliable ad-hoc, point-to-point integrations with a flexible, robust and cost-effective integration Microsoft BizTalk service bus.

- Accountable for ensuring Sarbanes-Oxley and PCI/DSS compliance in the application portfolio and change management processes.

"Steven is a superior leader. He is a seasoned IT professional that draws on his experience and the experience of others to achieve the organization's objectives. [...] He played a key role in renegotiating a critical business re-engineering initiative, developed a sourcing strategy for legacy applications, oversaw the implementation of application instrumentation, and fulfilled the role of mentor to IT team members outside his reporting accountabilities."

– Carole Martin, Vice President of Information Technology, Design Within Reach

Party America
Alameda, CA

Director of Information Technology, Enterprise Applications
2005 – 2007

Led the applications group for this leading party supplies retailer including accountability for store and corporate transaction processing and data warehousing systems. Originally hired to provide a vital leadership role in restructuring the I.T. organization as the business grew from 66 stores to over 200 stores and 70 franchisees through acquisition and natural expansions.

Significant Contributions:

- Manager accountable for project management, development and business analysis teams.

- Implemented a developer training program which led to improved and extended team skill-sets, higher quality outputs and increased overall group productivity and self-sufficiency.

- Increased business user trust in I.T. by replacing ad-hoc, inconsistent or non-existent I.T. operational policies into a consolidated set of ITIL inspired, end-to-end processes and communication norms covering support, new development and change management.

- Accountable for management of enterprise application sourcing, selection, outsourced services and ongoing vendor relationships.

- Established a program of continuous process improvement responsible for improved system usability, greater systems stability and greater retail customer satisfaction.

- Responsible for the expansion of I.T. capabilities to provide Party America franchisees I.T. solutions including point of sale, inventory management and I.T. operational support.

- Re-engineered point of sale pricing & promotion Oracle PL/SQL batch updates to safely run in parallel and avoid maintenance window overruns.

- Drove Oracle OLTP processing improvements by instituting a methodical performance monitoring regimen. Developed scripts to proactively identify optimization targets within PL/SQL application code and configurations using data from the running production instances.

"I was very involved in the hiring of Steve for our company and one of our best IT hires for sure. [...] He joined us in a time of rapid growth and was such a great addition to our IT team and our corporate office, as Steve was liked by everyone and was always available to help each of us. My best recommendation is to say that I would rehire Steve given the opportunity."

– Marty Allen, CEO, Party America

"Steven is very organized and strategic at leading his team, as his team member I felt very efficient and productive [...] He is trustworthy, fun to work with and a lot to learn from. He's passionate about keeping up with new technology and that makes people around him want to do the same."

– Sun Park, Application Developer, Party America

Tomax Corporation
Salt Lake City, UT/Los Angeles, CA } **Senior Retail Consultant**
2002 – 2005

Implementation consultant and project manager in the professional services group of this software developer of retail inventory and POS systems.

Significant Contributions:

- Provided consulting services across a broad range of retail segments and company types. Clients included 24 Hour Fitness, Gateway Computers, Ultimate Electronics, Health Food Associates, Kelly-Moore Paints and Ratner Companies.

- Led business users through structured needs analysis resulting in achievable software solutions and implementation plans.

- Developed functional and user interface designs for product modules. Provided business rule definitions and data design for the Tomax stock ledger.

- Successfully delivered full data mapping and conversion of POS and inventory management data in support of a retailer's acquisition of a competitor. From start to full delivery in under six months.

- Helped clients implement Oracle business intelligence tools into their point of sale and inventory management application environments.

"I worked with Steven on strategic projects at Tomax. Steven powerfully combines passion, creativity, deep retail domain knowledge, broad technical experience, and strategy. By effectively bringing all of these skills to the table, Steven provides one of the most important skills in any business: the ability to design great products and solutions."

– Kip Kreiling, VP of Product Management and Development, Tomax

SKINMARKET, Inc.
Carpinteria, CA } **Director of Information Technology**
2001 – 2002

Executive manager for I.T. in this start-up manufacturer and retailer of cosmetics and skin care products. Accountable for I.T. strategy, budget responsibilities and vendor relationships during growth period from 8 to 32 stores.

Significant Contributions:

- Reorganized I.T. staff and recruited new talent to support rapidly growing company.

- Negotiated contracts and oversaw implementation of new point of sale and inventory management systems. Increased reliability and data availability to the business via real time systems.

- Established help desk support policies, ticketing and service standards.

- Introduced wide area networking technologies to stores and distribution center.

"In the last 11 years, I worked as Director, or VP, of P&A for 6 specialty retailers […] I can say, categorically, that Steven was unmatched in the professionalism, dedication and light-hearted spirit that he brought to his position. [...] I can recommend Steve, without qualification."

– Les Goins, Director Planning & Allocation, SKINMARKET

New Media Network
Los Angeles, CA } **Director of Engineering**
2000

Managed network and systems architecture for digital music distribution, the core product of this retail start-up company.

Significant Contributions:

- Executive accountable for technical evaluation, infrastructure related budget management and vendor relationships.

- Conducted RFI processes for data center, storage systems and networking vendor selection.

- Played an active role in enterprise application implementation planning and requirements sessions.

- Wrote computer based simulations of network loading and data caching profiles for highly distributed network.

- Technical lead as principal systems administrator and DBA in a Solaris & Oracle environment.

Virgin Entertainment
Los Angeles, CA } **Manager of Computer Operations**
1996 – 1999

Manager accountable for the data center and store systems operations of this big box retailer of music, video and entertainment products; better known as the 'Virgin Megastores'.

Significant Contributions:

- Successfully managed and mentored a team of systems administrators and support staff. This team was responsible for all enterprise production systems and store systems operations.

- Developed logistical plans for new store system roll-outs and chain-wide upgrades. Managed computer operations during period of greatest growth from 7 stores to 20.

- Responsible for hardware, desktop software, data network vendor and 'infrastructure software' (firewalls, email servers, server operating systems) acquisition & support contract negotiations.

- Project manager for Y2K remediation efforts.

- Project manager for new point of sale pilot programs.

- Lead Windows server systems administrator and lead systems security engineer.

"Steven is an intelligent and creative technologist who I credit with inspiring me to get into IT in the first place. Steven engenders a sense of personal responsibility and a drive to expand your knowledge. Working for Steven I felt he challenged me to grow professionally while always maintaining a balance with the day to day."

– Benjamin Morpurgo, System Analyst, Virgin Entertainment Group

Professional Memberships {
Association for Computing Machinery
ACM SIGMIS

Education {
University of Utah, Salt Lake City, UT; Music Composition 1990-1993
Berklee College of Music, Boston, MA; Film Music Composition 1987-1988

References Available on Request

Note: Titles for quoted individuals are presented as they were of the time of their association with Mr. Buttgereit.