

William Hewitt

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Apply my technical skills to provide a superior customer experience

EXPERIENCE

Calabash, LLC, Naperville, IL — *Web Application Developer*
July, 2017 – December, 2017

- Created and executed data migration plans to successfully transition 4 domestic and international companies from Version 1 of Trackvia to version 2 to prevent downtime for data issues in the transition
- Successfully transitioned data, formulas, and reports for approximately 70 tables, 180k data records, 40 data reports, and 10 UI dashboards within the stated deadlines. This allowed the companies to verify the work and complete the transition without experiencing any data issues

DOAR Litigation Consulting, New York City (remote) – *Case Manager, Expert Witness Services*
May, 2014 – January, 2015

- Recruited specifically by division President to join the team to help bring more cases to the low-performing Expert Witness division
- Worked directly with patent attorneys to understand their case needs to find the right Expert for their patent infringement lawsuits
- Researched over 600 patents and court Complaints covering a range of technologies to place Experts for specific clients and to create bid proposals to 600+ attorneys in 160 law firms nationwide
- Executed a cold-email marketing campaign to increase awareness of DOAR Expert Witness services for over 300 Chicago patent attorneys
- These efforts resulted in ~ 10% increase in contracted cases within 6 months

Electro-Motive Diesel, La Grange, IL – *Desktop Deployment Specialist*
February 2010 – April, 2011

- Led 14 month effort to deploy 400+ computers to the user community and migrate their personal user environment and data as part of that deployment
- Developed a standard process for the deployment, which gave users a clearer understanding of the project scope and timing they might expect for the process to be complete
- Developed tools to improve the tracking process for returning the old leased machines and distributing the new machines, which improved the ability to manage the inventory

Silicon Valley Expert Witness Group, Chicago, IL – *Information Technology Specialist*
September, 2006 – October, 2007

- Hired to establish new office in Chicago

SKILLS

Customer focused approach

Organized and detailed approach resulting in better quality output

Over 25 years as a public speaker to audiences ranging from 5 to 300 people

AWARDS

US Patent 5754628 – Method of Providing Telecommunications Network base Message Services
May 6, 1997

US Patent 5664008 – Message Waiting Adjunct Device
September 2, 1997

US Patent 6453026 – Telecommunications Network Architecture for Accessing Customer Premises
September 17, 2002

- Executed telephone and letter campaign to Chicago patent attorneys to increase their awareness the company services. This effort increased the number of active cases from these clients by over 15%.
- Researched over 800 patents and court Complaints to create bid proposals to 500+ attorneys in over 200 law firms nationwide

WH Research Consultants, Oswego, IL - *Owner*

March, 2003 – December, 2008

- Learned web design and marketing practices to develop e-commerce web sites for three niche consumer product lines
- Implemented keyword marketing and SEO guidelines to achieve top ten Google organic search placement for 5 separate keywords. This led to over 300 unique visits per day and the site becoming profitable within 1 year.

Lucent Technologies, Naperville, IL – *Member of Technical Staff*

July, 1997 – September, 2001

- Learned specifications and communications protocols for the Intelligent Network Services platform and became a subject matter expert within 1 year
- Created Intelligent Network Services architecture specifications for 40 new or enhanced services, which included capacity projections, service descriptions, and development estimates. This allowed Product Managers a larger suite of services to offer to clients
- Developed FAQ and estimator tools for Product Managers, giving them quicker and more accurate responses to customer inquiries.

AT&T, Indianapolis, IN - *Member of Technical Staff*

June, 1995 – July, 1997

- Worked on a team that designed message waiting indicator hardware and software requirements for a potential AT&T direct-to-consumer service offering

AT&T, Naperville, IL - *Member of Technical Staff*

June, 1982 – June, 1995

- Analyzed 100+ planned interface changes to AT&T 5ESS™ Switch Operations Systems (OS) interface code, providing detailed interface analysis for key third party applications interfacing with the switch code.
- Analyzed 40+ new switch features for Operations Systems (OS) impact, wrote impact summaries, and created presentations within 6 weeks of assignment to produce an on-time delivery critical for obtaining OS product commitments to synchronize with the Switch software release, which prevented delay release of new Switch software.
- Restructured OS Impact process to create a standard set of procedures and tools. This improvement resulted in 40% reduction in staffing requirements, raised quality of support, and produced shorter turn-around times for obtaining OS partners' commitment to synchronize software releases with

Switch software release.

- C Programmer responsible for creating and enhancing release management software to optimize AT&T Switch software development. Software improvements led to \$500,000+ in documented savings.
- Provided Tier 2 technical support for release management software and working within the development team, reduced the outstanding change requests from over 200 to 0 within a year.

EDUCATION

Michigan State University, East Lansing, MI – *B.S. Computer Science*

GPA: 3.04/4.00

CERTIFICATIONS

- **IT Infrastructure Library** (ITIL®) V3 Foundation Certificate in IT Service Management, 2012
- **Mobile Web Development** – 280 hour program through Ed2go (formerly Gatlin Education), 2013 – 2014
- **OnDelta.io** – Introduction to Internet Growth Marketing, 12 week course, 5/1/2020 expected completion date.