WILLIAM A. HEWITT

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Sales and Systems Engineer

- Effective communication skills with technical, management, and client audiences
- Reputation for detailed analysis, problem solving, and a customer focused approach.
- Skilled in managing multiple schedules, tasks, and project needs
- Strong ability to research technical issues and apply the right technical resources.
- Breadth of technical experience in telecommunications, web development, design.
- Experience in writing technical documentation for development and user communities.
- Experienced public speaker and trainer, with strong presentation skills

Relevant Employment Experience

CALABASH LLC 2017-2018
Provides data consulting services to clients

WEB APPLICATION DEVELOPER
Used TrackVia Application Platform to develop and deploy web-based business applications

- Applications used to managed business processes and data for customer management, quote generation, contract management, inventory management, and recruitment

- Client industries included government services, agriculture, and waste management

- Applications successfully deployed and upgraded on client platforms in three countries

DOAR LITIGATION CONSULTING 2014
Provides legal consulting services to clients

CASE MANAGER, EXPERT WITNESS SERVICES
Specifically sought out to help turn around low-performing Expert Witness division.

- Determined needs of client attorneys to recruit and place technical experts to assist attorneys in patent infringement lawsuits.

- Researched and analyzed complaints and patents over a wide range of technologies for nearly 600 patent infringement lawsuits, both for specific clients and as a means to increase client base.

- Created Expert Witness qualification summaries and presented proposals to 600+ attorneys in 160 law firms nationwide.

- Performed email marketing campaign to increase awareness among Chicago attorneys of DOAR Expert Witness services.

- Achieved a positive trend of attorney search requests for expert witnesses within 6 months.

ELECTRO-MOTIVE DIESEL - La Grange, IL 2010 - 2011
Global locomotive manufacturer.

DESKTOP DEPLOYMENT SPECIALIST

Led 14 month effort to deploy 400+ computers, providing seamless user migration of applications, file systems and other network resources.   Highlights include:

- Used organizational skills to transform an existing project into one that was more standardized, documented, and optimized. This resulted in an end-to-end desktop migration process ensuring users understood project scope and timing, and that every aspect of the user's environment was maintained through the move to the new hardware platform

- Executed upgrade for all computers. Obtained assistance from other IT team experts if an unusual technical issue arose. Migrated all user data and custom applications to their new machines while ensuring continued network access during upgrade. Provided 1st level troubleshooting for post migration help desk tickets.

- Defined and documented the migration process, resulting in a smoother user transition and better executive reporting metrics on deployments scheduled and completed, current inventory, assets received, etc.

Silicon Valley Expert Witness Group 2006 – 2007

Providing expert witness placement for Intellectual Property litigation

INFORMATION TECHNOLOGY SPECIALIST

- Hired to establish new office presence in Chicago. Analyzed technology issues of disputed patents to identify experts with greatest experience and credentials to address specific technical issues within lawsuit.

- Executed telephone and letter campaign to Chicago patent attorneys, increasing awareness of company services and to obtain business for expert witness searches. This campaign increased the number of active cases received from these clients.

- Integral in executing lawsuit analysis campaign that proactively reached out to patent attorneys with qualified candidates for their new cases.

WH Research Consultants 2002 - 2006

Business to consumer e-commerce development

ENTREPRENEUR/OWNER

- Researched and ramped up web design knowledge and marketing techniques to develop e-commerce web sites for several niche home improvement products.

- Performed keyword marketing and search engine optimization content achieving a top ten Google organic search placement for 5 separate keywords. This resulted in over 300 unique visits per day and the site becoming profitable within one year.

Alcatel-Lucent (Lucent Technologies) 1997 – 2001

Global telecommunications equipment provider

APPLICATION INTEGRATION ANALYST

- Learned specifications and communications protocols for Intelligent Network Services platform and became subject matter expert within 1 year of starting the position.

- Created Intelligent Network Services architecture for 40 new or enhanced services being considered for marketplace, including capacity projections, service descriptions, and development estimates.

- Established standard response to common customer questions and improved our capability to create accurate customer sales proposals.

- Awarded 3rd patent (US 6453026) for Intelligent Network utility telemetry acquisition

AT&T

Global provider of telecommunications services to businesses and consumers

APPLICATION INTERFACE ANALYST

- Designed message-waiting-indication (MWI) hardware and software architecture for potential ATT voice mail service offering using standard DTMF and ANI protocols.

- Awarded 2 patents for MWI device and software (US 5664008 and 5754628)

- Analyzed and identified 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. Highlights include:

  - Assumed project responsibilities previously performed by 2 staff members to assess OS interface changes being made in new software release of AT&T's 5ESS™ Switch. Analyzed 40+ new switch features for Operations Systems (OS) impact, wrote impact summaries, and created presentations within 6 weeks to produce an on-time delivery critical for obtaining OS product commitments to synchronize with the Switch software release, thus contributing to timely 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.

  - Customer oriented focus resulted in key customer commenting, "William is one of the best contacts we have; well prepared, knows the issues, anticipates the questions and has the answers".

SOFTWARE ENGINEER

- 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.

- Involved in quality reviews of software design and testing phases of the development cycle.

- Provided 2nd level technical support for the release management software issues.

EDUCATION

Michigan State University   Bachelor of Science; Computer Science   1978 - 1982

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