

HERBERT R. WHITACRE JR.

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QUALIFICATIONS PROFILE

Innovative problem-solver offering 15 years professional experience applying technical solutions to overcome complex problems and improve processes. Self-motivated consultant with a successful track record leading software implementations for Fortune 1000 customers. Recognized by clients and peers as a team partner with leadership, organization, and communication skills to manage projects from concept to completion, on time and on budget. Focused on high quality results from the ground up.

CORE COMPETENCIES

CONSULTING:

- Gap & Needs Analysis
- Project Management
- Training & Mentoring

ENGINEERING:

- Reporting/Business Intelligence
- Data Warehousing
- Application Development

TECHNICAL:

- Data Migration
 - Troubleshooting
 - Documentation
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TECHNOLOGIES

- SQL Server 2000, 2005
 - Oracle 9i, 10g
 - T-SQL, PL/SQL
 - VB.Net, VB 6, VBA
 - C#, ASP.Net, JavaScript
 - Microsoft SSRS, SSIS
 - Crystal Reports
 - Visual Studio, BIDS
 - Microsoft IIS 6.0
 - Windows 2000/2003/XP/7
 - HTML, CSS, XML
 - Fiddler HTTP Trace
 - MS Office (Project, Access, Excel, PowerPoint, Word)
 - VMware
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PROFESSIONAL EXPERIENCE

SUMTOTAL SYSTEMS, INC. – MOUNTAIN VIEW, CA (REMOTE POSITION)

2006 – 2010

A leading provider of talent development software that automates and integrates learning, performance, and compensation management. Enterprise and SaaS offerings drive business results for Fortune 1000 companies and SMB.

SR. IMPLEMENTATION CONSULTANT – PROFESSIONAL SERVICES

- Conducted business requirements analysis, eliciting and interpreting customer needs. Recommended best practice solutions for configuration of features and data elements.
- Designed customizations to fill gaps where needed. Authored detailed functional specifications to define requirements, business logic, architecture, and mock-ups of graphical interfaces.
- Installed and configured SumTotal Enterprise Suite for large corporate customers on multi-tier DB and web farm environments with Windows Server 2003, SQL Server, Oracle, and IIS.
- Established data migration/upgrade strategies. Wrote custom T-SQL and PL/SQL scripts and VB applications, executing tools to extract and populate legacy and HRIS data to new systems.
- Developed C# client applications to demonstrate and test interaction with Web Services API.
- Developed custom reports using Microsoft Business Intelligence Development Studio (BIDS) and Crystal Reports to meet specific customer requirements.
- Trained customers and peers on Data Warehouse setup, DB schema, query writing, and authoring techniques using parameters, aggregates, subreports, and matrix layout.
- Authored customer-facing and internal white papers on technical topics such as MD5 Silent Authentication, Organization Hierarchy, Branding, and Report Manager/SSRS.
- Spot Award Recipient 2009 for outstanding customer commitment. Frequently received unsolicited positive feedback from clients for superior service and dedication.
- Chosen to represent all Services Consultants as member of TotalIntegration Tools Team. Worked with Engineering to plan new features and enhance import tool functionality.

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- Contributed to planning sessions to draft Professional Services offerings for new SaaS model, providing expertise to predict technical needs, recommend solutions and selling points.
- Scoped and estimated technical effort for Sales teams for new Services contracts.
- Performed troubleshooting of application errors, varying techniques to suit the issue. Reviewed app and server error logs. Analyzed and modified ASP, JavaScript, and VB source code. Traced HTTP requests with FiddlerTool and IETrace, and DB processes with SQL Profiler.

BRIDGESTONE AMERICAS, INC.**1996 - 2006**

A subsidiary of Bridgestone Corporation, a world leader in tire and rubber manufacturing. The Akron Tech Center is the North American R&D headquarters. Bridgestone Argentina is a tire production facility located in Buenos Aires.

PROJECT ENGINEER - TIRE TEST ENGINEERING, AKRON TECH CENTER (2001-2006)

- Managed large-scale project to upgrade hardware, software, database, and components for 6 tire test machines. Implemented new Windows 2000 computers on corporate LAN, replacing legacy network and servers. Managed project plans, budgets, timing and responsibilities across multiple departments.
- Developed GUI and Data Acquisition software for tire test machines using VB.Net. Software components included machine control, test setup, data acquisition, statistics, graphical display, charting, and DB. Collaborated with operators to improve usability and prevent sources of error.
- Invented innovative tire footprint analysis software for processing graphical image and matrix data from new Tactilus® tactile pressure measurement system. Managed project and budget, directed work of engineering co-op, presented results and recommendations to Management.
- First engineer nationwide among General Motors suppliers to successfully implement GM's proprietary LDP test procedure and curve fit algorithm, raising BSA's scorecard to "A" rating.
- Managed multiple concurrent projects for internal and OEM customers to improve repeatability, establish correlation, reduce cycle time, and implement new testing methods.
- Maintained quality requirements including GM-TIP, ISO9000, industry standards, government regulations, and internal policies. Performed Gage R&R, control charting, and Corrective & Preventive Action.
- Authored training manuals, procedure and quality documents, and department website.

ENGINEER - SCIENTIFIC SYSTEMS DEVELOPMENT, AKRON TECH CENTER (2001)

- Engineered analysis and reporting applications to process test data for engineers and customers. Retrieved raw data from DB2 and SQL Server. Applied statistical calculation, curve fits, scientific equations and algorithms. Output formatted results to VB.Net client apps, GDI+ graphics, Excel.
- Eliminated 20 lbs of paper and printing weekly, while providing wear test results on-demand.

TECHNICAL LIAISON - BRIDGESTONE ARGENTINA S.A.I.C. (1999-2000)

- Expatriate assignment in Buenos Aires, Argentina. Gained fluency in Spanish language.
- Developed and implemented electronic tire spec system. Automated computations for component lengths, widths, and output of printable report for tire builders.

ENGINEER - LATIN AMERICA TIRE DEVELOPMENT, AKRON TECH CENTER (1996-1999)

- Managed new tire design projects serving OEM customers and Retail market in South America.

EDUCATION

BACHELOR OF SCIENCE IN MECHANICAL ENGINEERING
The University of Akron - Akron, Ohio - 1996
Presidential Scholarship, Honors Student

References are available upon request