

Richard W. Zoerner, CCP, PMP, CBIP

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Summary of Qualifications

Director level MIS/IT professional and US Army veteran with 14 years corporate experience performing the typical functions of senior management. Hold top industry certifications for Project Management (PMP) and Business Intelligence (CBIP). Strong leader with bias including Contingency and Business Continuity planning, and the establishment of a strong, cohesive IT vision, direction and strategy. Four full commercial ERP (Enterprise Resource Planning) implementations and 12 years in-house support experience. Built two (2) IT departments completely from scratch.

Work Experience

Manager, Technical Services

05/10 – present

CCC Parts Company (an ITW company), Tulsa, OK

CCC Parts is a \$300 Million company and part of Illinois Tool Works (\$18B) operating in the Wholesale, Distribution & Retail industries. The Technical Services team has responsibility for corporate offices, 12 distribution centers and 18 retail stores.

- Architected and leading the total redesign of network infrastructure including enterprise storage, server virtualization, and increased systems redundancy increasing network capacity and responsiveness by a factor of 10.
- Authored and implemented a new, comprehensive Disaster Recovery (DR) and Business Continuity plan incorporating a remote DR site and procedures for automated and semi-automated failover, recovery, and continued operations.
- Reduced data and telephony service costs 30% company-wide by re-structuring internal service usage and configurations, saving over \$200,000 per year in recurring expense.
- Leading the selection and implementation of a new Enterprise Resource Planning (ERP) package corporate-wide, replacing and consolidating eleven (11) different finance/ERP packages previously used across various legal entities

Manager, Technical Services

11/07 – 08/09

US Script, Inc., Fresno, CA

US Script is a \$400 Million company and part of Centene Corporation (\$10B) in the Healthcare industry. The Technical Services team had responsibility for 45+ servers, 125+ internal customers, and 1,000+ external customers.

- Architected and led the redesign of network infrastructure including initial data warehouse construction and shifts to enterprise storage, server virtualization, and increased systems redundancy which reduced unplanned system downtime by over 80% in a 24x7 IT service environment with varied SLA responsibilities, HIPAA compliance, Sarbanes-Oxley (SOX) compliance, etc.
- Authored and implemented a new, comprehensive Disaster Recovery (DR) and Business Continuity plan incorporating a remote DR site and procedures for automated and semi-automated failover, recovery, and continued operations.
- Reduced annual per-page printing and printer maintenance costs 50% company-wide by reevaluating and renegotiating service provider contracts.

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Manager, Information Systems & Technology (corporate dept. head)

01/03 – 09/07

JS West and Companies, Modesto, CA

JS West is a family owned business with entities serving multiple industries including Retail w/ POS, Manufacturing, Commercial Egg production, Propane delivery and trucking.

- Led IT growth of over fifty percent (50%) while still reducing MIS overhead by approximately thirty percent (30%) through a series of server and application consolidations, renegotiation of vendor and service provider contracts, and reduced dependency on external consultants.
- Supported 4 highly specialized ERP systems (“RCCBI” – later replaced by “ADDS”, “Chilson’s”, “GERS”, and “Activant”)
- Co-led the implementation of a new ERP system from Advanced Digital Data Systems (ADDS) to replace the existing RCCBI system for the propane division.

Director, Information Systems & Technology (corporate dept. head)

10/98 – 08/02

B&H Manufacturing, Ceres, CA

(dba) B&H Labeling Systems, is a family owned manufacturer producing capital equipment engineered-to-order for the beverage and food packaging industry (roll-fed labeling equipment) with international sales and offices. Our ERP system had over 100,000 parts in its Item master, and 50,000+ BOM's and Routings.

- Corporate department head of IT, w/ full P&L responsibility. Part of corporate senior management team.
- Managed additional teams and the duties/titles of Director of Manufacturing Quality Assurance, and Director of Production Control & Scheduling.
- Project Manager and corporate champion for “re-implementing” the Made2Manage ERP which led to further IT initiatives that reduced plant inventory levels 70 percent, COGS 10 percent, and manufacturing lead times 20 percent by promoting a JIT (Just-In-Time) production environment.
- Reduced IS/IT department expenditures 30 percent and total telecom costs over 40 percent via standardization and consolidation of hardware/software, and renegotiation of contracts.
- Built IS/IT department from the ground up; initiated the corporate wellness program and chaired the wellness committee.

Manager, Information Systems & Technology (corporate dept. head)

09/95 – 10/98

The Western Tar Products Corporation, Terre Haute, IN

A family-owned manufacturing company serving multiple industries including Railroad, Oil Refining, and Automotive Parts. Five (5) business divisions spanned four (4) different manufacturing areas.

- Corporate department head of IT. Part of corporate senior management team.
- Reduced corporate communications costs by 30 percent. Engineered and implemented corporate WAN (Wide Area Network) and integrated telephony system.
- Co-authored new corporate personnel development & training program.
- Corporate lead implementing new Made2Manage ERP software at two companies (three plant sites).

U. S. Army - Military Intelligence Corps

1984 – 1994

Signals Intelligence (SIGINT) NCO and linguist in Czech and Russian. Clearance: Top Secret (TS/SI) 1984-1994

- PSG and Opns Sgt (S3-OPSNCO) in a tactical unit. Controlled logistics, supply, communications and maintenance for 20 deployed SIGINT teams in combat (Desert Storm). Led team in combat operations.

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Education & Miscellany

Education:

- Master's Certificate in Organizational Leadership, Villanova University, 2004
- Master's Certificate in IS/IT Project Management, Villanova University, 2004
- BS (Liberal Arts – business mgmt & computer sci.), University of the State of New York (Excelsior College), July 1995

Professional Certifications:

- PMP – Project Management Professional (cert # 191412)
- CBIP – Certified Business Intelligence Professional (cert# 240062)
- CCP – Certified Computing Professional (cert# 240062 – same as CBIP)
- ISP – Information Systems Professional of Canada (cert# 3980)
- Six-Sigma Green Belt
- ITIL (Foundations) certification

Technical Certifications:

- CompTIA: Security+ (all CompTIA certifications use same number: COMP001000128486)
- CompTIA: Network+
- CompTIA: A+
- CompTIA: i-Net+

Professional Memberships & Affiliations:

- IAMOT - International Association for Management Of Technology
- CIPS - Canadian Information Processing Society
- PMI - Project Management Institute

Miscellaneous:

- Trained in QRPD (Quality Rapid Product Development), 2002
- Trained in TQM and Continuous Improvement via professional military schools over 10 year period
- MIS “hands-on” experience: Windows, Linux, wireless, VPN, VoIP, Terminal Services, Web servers, Email, Antivirus, Backups, DNS, Active Directory, routers and firewalls, security, strategic planning, contingency planning, training, help desk, technical support.
- Programming languages: Python