

## Richard W. Zoerner, CCP, PMP, CBIP

phone: 559-313-4743

LinkedIn: <http://www.linkedin.com/in/rwzoerner>

e-mail: [rick@zoerner.com](mailto:rick@zoerner.com)

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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.

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### Work Experience

#### Manager, Technical Services

11/07 – 08/09

US Script, Inc., Fresno, CA

*US Script is a \$400 Million company 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.

#### 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.

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### **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.*

- Squad leader and Platoon Sergeant in a tactical unit with 5 years spent in Germany.
- Supervisor (battalion level) of Plans & Operations (S3-OPSNCO). Wrote battalion contingency plans, senior NCO with “advance party” to Saudi Arabia to coordinate arrival and care of battalion.
- Controlled logistics, supply, communications and maintenance for 20 deployed SIGINT teams in combat (Desert Storm). Led team in combat operations.
- Held Top Secret security clearance for compartmented information (TS/SCI) for 10 years.

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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