

Kevin Schultz

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SUMMARY

- > Developed State Government Enterprise and Agency budgets for annual outsourced IT services totaling \$220 million
- > Eleven years of business process management, IT Support, and project management experience
- > Managed Sales Company IT projects, including hardware and software rollouts
- > Developed process improvements to increase service levels and streamline support for end users
- > Championed Sales by holding shared services responsible to agreed upon service levels
- > Analyzed metrics to create business cases for Sales to invest in technology for increased productivity
- > Collaborated with IT and Sales teams to drive organizational alignment and produce results

EXPERIENCE

GEORGIA TECHNOLOGY AUTHORITY (GTA)

2009 – Present

Budget/Demand Management Analyst (2009)

Developed the Amended FY10 and FY11 IT outsourcing budgets for all Georgia state agencies totaling \$220 million annually

Educated agency commissioners, IT directors, and budget and finance officers on GTA's outsourcing contracts and communicated changes in their IT budgets through regular face to face meetings

Facilitated training for GTA customers on a newly released invoice reporting system utilizing IBM's Global Systems Management Reporting Technology

Deliver monthly reporting of actual results and analyses of variances from budget

CAMPBELL SOUP COMPANY

1997 – 2009

IT Manager – Sales Support Services (2004 - 2009)

Planned and organized a hardware refresh performed on location for 350 users during a three day Sales Meeting which was completed at 96% of capital and expense budgets, saving \$25K in shipping costs

Planned and organized a simultaneous Field Sales Laptop refresh for 400 users and migration to Windows XP from Windows 2000 on a same day turnaround from a remote hardware depot which kept Sales productive with minimal business impact

Determined schedules for rollouts of new 3rd party software releases and upgrades in cooperation with the Business Systems team to minimize impact to Sales activity and meet strategic goals by providing new tools to increase user productivity

Saved \$140K and increased service levels when negotiating a new three year contract with third party helpdesk

Provided leadership for Sales with contracted helpdesk and depot team which served as First/Second Level support and depot services for 900 remote sales employees with a 95% or better customer satisfaction rating

Directed and mentored a team of three Business Analysts in project management and second Level support of 500+ Sales users where each team members performance improved which resulted in promotions for each one

Communicated with Sales Finance on the strategic future of Sales IT hardware and helpdesk investments in the annual and long term budgeting processes to insure the appropriate capital and expense dollars were provided for operations

Repaired broken communication and relationships between the Sales IT Team and IT Shared Services through open dialogs with Shared Services leaders to drive alignment which resulted in IT Shared Service's support of Sales Company hardware and software and over time Sales IT 's strategy

Senior Field Support Analyst (2004)

Worked with IT Shared Services to create and test remote install packages for Sales specific software to increase employee productivity and customer penetration and relationships to increase sales

Acted as a liaison with a contracted helpdesk which operated as First/Second Level support for 500 remote sales employees which resulted in improved call resolution rates due to improved support processes and improved communication

Field Support Analyst (2002 - 2004)

Led Second Level support for 200 remote users for the Campbell Sales Company

Researched and established printer hardware standards for remote sales which saved \$50K in Sales expense annually

Provided application rollout support for web-based promotion planning software (CAS)

Business Systems Specialist II (2000 - 2002)

Received Campbell Soup Company Merit Award for outstanding achievement recognizing the top ten percent of Sales

Developed a Visual Basic Graphical User Interface to ease navigation for Account Executives in complex Excel report

Designed, developed and administered a team intranet site with Sales to centralize reporting and communication

Created an Access database merging two software reporting systems into an executive format for an aggregated plan of 5000 customer events enabling the first bottom up plan for these customers

Business Systems Specialist (1998 - 2000)

Designed, implemented and maintained a trade promotion tracking and analysis system for over sixty customers resulting in zero growth for promotional costs over a six month time period

Cooperatively designed and facilitated Microstrategy DSSWEB database query tool client training for 360 users

Coordinated team level implementation of corporate IT field sales hardware and software upgrade projects

Supervised two support staff members

Systems Specialist (1997 - 1998)

Developed and implemented PC training for remote users resulting in increased productivity and reduced operating costs

Administered a Novell 5.0 Network consisting of 40 workstations

Purchased and configured workstations for a business operating center

DRUG EMPORIUM (NORCROSS, GA)

1990 – 1997

Warehouse Manager (1995 - 1997)

Conceptualized and implemented organizational and space efficiencies to reduce inventory costs

Supervised training of twenty new employees on standard merchandising procedures and warehouse management

POS Coordinator/ Merchandiser (1990 - 1995)

Implemented corporate merchandise layouts to streamline inventory control and category growth

EDUCATION & TRAINING

GEORGIA STATE UNIVERSITY - *CUM LAUDE* - Bachelor of Business Administration, Finance

PROJECT MANAGEMENT COLLEGE Courses toward PMP Certification

- > *Project Management Essentials Training*
- > *Advance Cost & Schedule Training*
- > *Identifying & Managing IT Requirements Training*

FACILITATOR SKILLS Training

WAVETECH MCSE Training

MSDN VISUAL BASIC Training

ADVANCED HTML AND JAVASCRIPT Training