

STEVEN E. FITCH MBA

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SENIOR INFORMATION TECHNOLOGY PROFESSIONAL

Over 16 Years of IT Experience and a Proven Track Record of Success Delivering Profit-Driven Technical Solutions

Results-driven IT professional with an impressive, fast track management career marked by demonstrated ability to build peak-performing teams and achieve cross-functional business objectives with dynamic leadership skills. Valued member of senior executive team, contributing a seasoned, broad-based perspective to create pragmatic IT strategy and implementation plan designed for maximum return at the lowest possible costs while initiating solid economic growth.

HIGHLIGHTS OF EXPERIENCE

Design, develop, manage and maintain corporate IT systems; design / oversee modifications to existing systems using system lifecycle and standards methodology; develop and recommend corporate systems policies and established procedures; provide and design user training, manual, and education sessions; develop and maintain technically oriented documentation including printed documentation, online help system, web documents (Intranet), and white papers; supervise and train operation staff in multi-vendor, multi-platform environment to ensure information is processed accurately and on-time; adept at consensus building, crisis management, problem-solving and negotiating; and a resourceful, solution-focused professional with excellent interpersonal and rapport-building skills.

AREAS OF EXPERTISE

Networks: PCs, Windows 2003 Server, Windows NT Workstation / Server, Windows 2000 Professional / Server, Windows XP, Exchange, SQL, Novell Netware, Linux, Solaris, T1/T3, VPN, web services, Fluke Network Inspector, Checkpoint, DSL, Cable Modem

Systems: Exchange, Firewalls / Gateways, IIS, Communication / Fax Servers, Terminal Server, Financial systems (Bloomberg, First call, StockVal, Holt, Thomson, IDC, NASDAQ intrafeed), Netscreen VPN, Wireless routers, Data Warehousing (CRM), MAC OS (Panther & Tiger)

Applications: MS Office Suite, Outlook (OWA), Visual Basic (and Access), MS Project, Visio, FrontPage, Publisher, dBase, JavaScript, Advent Axyis, Adobe Acrobat, TrackIT, RoboHELP, pcAnywhere, Crystal Reports, WebEx, FileMaker Pro

PROFESSIONAL EXPERTISE

Gofen and Glossberg, LLC, Chicago, IL, 1994 – present

Information Technology Manager

Provide executive leadership as head of IT services for a financial firm. Actively direct technology initiatives including hardware and software development, maintenance of data networks, as well as contingency planning. Supervise eight staff members and several contracted consultants which included data entry, computer operations, project managers, systems analysts, and software developers.

Key Results:

- Improved production efficiency 25% (equivalent to \$2 million annually) through creation and implementation of wholesaler allotment forecasting and distribution system with accompanying data warehouse.
- Delivered significant savings, improved services levels, and reduce hardware/software complexity by standardizing HP (Compaq) and Microsoft products.
- Launched new portfolio management system (Advent Axyis) that promoted revenue growth and efficiencies
- Cut production cost \$400K annually while increasing reliability by redesigning portfolio management systems to leverage advantages of new and emerging technologies.
- Solid ability to prepare a technical budget, which may include capital purchases, outsourcing, and leasing.
- Reduced annual IT cost 20% by restructuring to ensure project prioritization based on quantified, fact-based business cases through a portfolio approach to project selection and management.
- Renegotiated many of our vendor contracts reducing spending upwards to 25% annually.
- Designed and implemented company's first e-mail system and remote system access via VPN systems
- Successfully expedited implementation of a document management system
- Improved staff and team morale by initiating regular meetings and developing formal training plans, including "Learn-at-Lunch" meetings
- Designed and prepared contingencies plan within the guidelines of the SEC.

Steven E. Fitch MBA, Dolton, IL, 2002 - present

Independent Consultant

Launched a start-up to assist small businesses and individual's use of technology as a more effective business tool by providing a wide range of unbiased services and products.

Key Results

- Designed and maintained personal web sites (StevenEFitch.com, Imagine2morrow.com, e-marketplacemall.biz).
- Assist in the creation of an IT budget including staffing, hardware / software, and capacity plans.
- Created a working Technical Audit template to provide assistance in identifying IT weaknesses and develop standards in all areas of IT emphasizing the global infrastructure today and well into the future.

- Partnered with business to identify, develop and implement IT opportunities to improve the operation effectiveness and financial performance of the organization.
- Driving force for enhancements to IT services, processes and organization effectiveness: apply deep insight and best practices gleaned from million dollar system upgrade
- Launched an e-Commerce solution for personal use as well as assisted small businesses to sell their product lines globally (e-marketplacemall.biz).
- Assist with the preparation of a technical budget, which may include capital purchases, outsourcing, and leasing.
- Create and assist small businesses and individuals with their creation of a web presence from start to finish.
- Created an online education solutions, which provides people the opportunity to learn the technical skills necessary to become comfortable with computer skills (imagine2morrow.com).
- Create an online newsletter geared toward small business community. Newsletter included tips, secrets and detailed how-to's to assist novice computer users with day-to-day tasks.
- Assist with recruiting and retaining diverse staff structuring them in teams that deliver results and savings.

City of Chicago (Budget Dept), Chicago, IL, 1992 – 1994

Systems Administrator

Developed and maintained computing operations for this department, which included integrity and security of all desktops, as well as technical support in order to keep our systems current with changing technologies.

Key Results:

- Direct Technical Support to end-users by reducing backlog to 90% within the same day
- Assisted first IT budget for City of Chicago
- Headed cross-functional team that developed business-to-business strategies.
- Manage novice system administrators or operators and evaluate and/or recommends purchases.
- Mentored 2 project teams that introduced key Knowledge Management strategies
- Piloted successful system-wide inventory application
- Created a plan to standardize on Microsoft suite products
- Developed knowledge transfer initiatives including "Brown Bag" lunch meetings
- Implemented batch fax systems to replace manual system faxing saving approximately \$8K annually

Arthur Andersen & Company, Chicago, IL, 1989 – 1992

Database Administrator

Assisted in strategic IT planning, systems development, and maintenance of central database systems.

Key Results

- Assistant in the creation of an in-house, PC-based Inventory system that subsequently slashed labor cost
- Selected and assisted in the rollout of new in-house application including training and documentation
- Provided technical and business support for various company-wide applications.
- Ensure data integrity and security, as well as the ability retrieve data in lieu of an emergency recovery
- Team member of an information technology task force, which effectively improved relationships between business and technology areas while delivering, improved productivity.

EDUCATION & PROFESSIONAL CREDENTIALS

Masters in Business Administration, Keller Graduate School of Management, Chicago, IL, June 2003

Bachelor of Science, Chicago State University, Chicago, IL, January 1994

- Microsoft Certification System Engineer plus Internet 4
- Certified Checkpoint Systems Administrator
- Who's Who of Information Technology (2000)
- Black Data Processing Association (BDPA)
- Keller Graduate School of Management Alumni
- Microsoft Association (Midwest region)
- Distinguished member of Kappa Alpha Psi Fraternity, Inc.
- Independent Sports Photographer (offshots.com)
- Certified NetWare Administrator
- Disney Institute Management Training (2002)
- National Black MBA Association
- Investment Counsel Association of America (member)
- Chicago State University Alumni
- Upsilon Pi Epsilon – National Honor Society for Computing & Information Disciplines

REFERENCES

Furnished upon request