

JAMES P. HISON

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Pursuing a position as **INFORMATION TECHNOLOGY DIRECTOR**

Dynamic results-driven manager applying a unique blend of teambuilding and leadership skills to drive development and support projects to success throughout a multifaceted career in the customer service, development, support, and management aspects of information technology (I.T.). Expert at cultivating effective customer relationships, developing team members, timely attainment of organization goals, and effective communication with all organizational levels.

KEY COMPETENCIES:

- cross-functional team training
- disaster recovery
- strategic planning
- global systems support
- network development/support
- help desk management/support
- end-user escalation management
- end-user support
- system design and analysis
- application programming
- multimedia technology
- systems configuration
- project life cycle
- technology rightsizing
- multi-platform architecture

TECHNOLOGY SUMMARY

Networking – LAN/WAN, Windows 2000/N.T. 4.0 Server, TCP/IP, SQL Server, FTP

Operating Systems – Windows 2000/N.T. 4.0/XP/Vista, MVS-OS, TSO/ISPF, MS-DOS

Applications – MS Office Suite 97-2003, 2007 (Excel, Access, Word, PowerPoint, Outlook), Macromedia Dream Weaver 7.0, MS Front Page 2002, Adobe Acrobat 8, Flash 5.0, Internet Explorer, Mozilla Firefox, FileZilla

Programming – Java, C++, Visual Basic, Perl, COBOL, IMS DB/DC, CICS, Focus, WebFocus, HTML, XML, JavaScript, CGI, PHP, CSS

Database – MS SQL, Teradata, MS Access, MySQL, DB2, IMS, VSAM

EMPLOYMENT CHRONOLOGY

Whirlpool Corporation

1993-Present

\$19B company, providing a variety of household appliances to consumers.

Solid track record of rapid career advancement from front line technical support and customer service to technical and people management of large scale I.T. infrastructures. Achieved substantial cost savings and excellent end-user satisfaction ratings for I.T. support.

Call Center Technology Manager 2003-Present
Team Leader 1996-1998

Project Manager..... 1998-2003
Technical/end-user Support 1993-1996

Experience Amplified

Call Center Technology Manager

Promoted for consistent outstanding performance as a project manager to manage all information technology aspects of customer call center. Managed department budget; personnel training, development, and compensation; strategic planning; end-user relationships; systems support; project life cycles; and disaster recovery. Initially challenged with high I.T. costs, unacceptable end-user satisfaction ratings, and high support staff turnover.

- Reduced department I.T. delivery costs an average of 10% annually for five consecutive years through effective cross-training of support staff, substantial reductions in overtime and turnover of staff, and implementing right-sized technology solutions.
- Improved end-user satisfaction ratings by 95% over five years by cultivating relationships with end-user departments, effectively cross-training staff to eliminate support lag times, training staff to efficiently manage end-user escalations, and implementing strategic planning focused on present and future end-user needs.
- Cut annual support staff turnover by 75% by implementing professional training programs; cross-training to reduce employee job stress; delegating effective and appropriate duties and authority to staff; fair administration of staff compensation; and clear communication of direction, goals, and expectations.

Project Manager

Promoted for consistent application of effective team leadership skills. Charged with defining and initiating team projects, delegating assignments, reducing project development timelines, and increasing end-user satisfaction

- Net reduction in project definition and development time of 30% through improved communication process with end-user staff.
- Increased project development completion rate by 50% over five year period through proper training of support staff, appropriate delegation of assignments and duties, and institution of cross-training of support staff to upgrade maintenance of multi-platform system architectures.
- Improved end-user satisfaction rating by 65% through improved communications, assignment of staff interfaces with individual end-user groups, and heavier emphasis on maintenance phase of project life cycle.

Team Leader

Promoted for demonstrated high level of performance with minimal supervision as well as ability to work effectively as a team member. Charged with improving overall team performance and morale, end-user satisfaction, and professional development of team members

- Achieved 95% increase in end-user satisfaction in first year and maintained this level forward due to improved training and morale of team members and establishment of help-desk support.
- Improved team performance through creation of comprehensive technical training, cross-training, and provision of timely and consistent performance feedback to team members.
- Improved team morale by providing clear direction, expectations, mentoring to team members, and instituting team-level performance recognition programs, including both peer and next-level recognition.

Technical/End-User Support

Successfully supported various user-groups on client/server, mainframe, and web-based platforms. Employed various technologies to meet the immediate needs and long term goals of end-user community.

- Achieved highest end-user satisfaction rating (99%) of support team members by establishing effective relationships with end-users, persistently improving skills, providing lead help-desk support, and cross-training.
- Successfully integrated technologies into seamless multi-platform (mainframe, web, client/server) applications that met or exceeded end-user expectations.

EDUCATION

Bachelor of Science (Computer Science), University of Michigan. Graduated with high honors.

Master of Business Administration (emphasis on Information Systems), Western Michigan University.