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# Jack Garay

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Chicago, Illinois ♦ (847) 344-4470 ♦ [JackGaray@yahoo.com](mailto:JackGaray@yahoo.com) ♦ [www.geocities.com/JackGaray](http://www.geocities.com/JackGaray)

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## *Career Profile*

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**PROGRAM MANAGER** with proven expertise in improving business processes and supporting business strategies by directing the development, implementation, and maintenance of enterprise business systems. Skilled in managing multiple concurrent full life cycle projects, process analysis and design, systems architecture, resource management, delivering solutions on-time and within budget, and team management in IT Services and Offshore Outsourcing.

Functional Areas: Supply Chain Management, Financials, and Customer Relationship Management (CRM) - Marketing, Sales, and Customer Service.

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## *Professional Experience*

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### **TEK Systems**, Schaumburg, IL (2008 – Present)

*One of the nation's largest single source providers of information technology and communications staffing and services with more than 20,000 professionals.*

#### **IT Project Manager at Motorola** (07/2008 – Present)

- Implemented Oracle Service Contracts Module for Motorola business unit, which created new sources of revenue by generating visibility to contracts expiration dates and new orders not under contract. The system also allowed to link orders and service contracts creating automated entry into the system as well as automated renewal notices for Customer Contracts. Benefits include prorated billings and cycle time reduction for contract renewals. Total budget amount to \$186,000.00 and expected cost will be \$152,000.00. Total planned benefit comes to \$3,254,000.00 in three years. Expected delivery date is January 30, 2009.
- Enhanced Repair Data Warehouse by adding controls to data collection, improving data transmission, expanding data validation, and automating ETL processes using Oracle 9i for database and Cognos for Reporting to accurately report metrics, improve business confidence, and enhance system response time. Total budget amount to \$271,000.00 and expected cost will be \$248,000.00. Total planned benefit comes to \$2,554,000.00 in three years. Expected delivery date is April 17, 2009.

### **EMPIRE TODAY LLC.**, Northlake, IL (2002 – 2008)

*A Chicago based company in the home improvement industry with over 60 regional offices, \$1 billion in revenues and over 1,800 employees.*

#### **IT Program Manager** (11/2003 – 03/2008)

- Directed a portfolio of 25+ projects with a \$15 million budget to implement enterprise wide systems solutions.
- Designed scalable systems enabling 40% annual growth and expansion to 55 new locations in 5 years.
- Ensured high availability for business systems, attained 99.94% uptime in 2006 and 99.97% uptime in 2007.
- Established a Program Management Office to manage all Information Technology initiatives by implementing project management methodology based on PMBOK, improving senior management's project portfolio visibility.
- Implemented Microsoft Enterprise Project Management Solution to capture and control project progress, resource, and budget, allowing finance team to track and adjust capital assets from \$130,000 in 2006 to \$532,000 in 2007.
- Structured the business systems group by creating five teams, project management, business analysis, quality assurance, development, and business intelligence—37 resources focusing on delivering solution driven results.
- Established off-shore development teams in 2007 to supplement development efforts, resulting in reduced consulting expenditures by approximately \$300,000 annually.
- Designed and lead the implementation of custom .NET based Inventory Management System, improving inventory controls, work flow efficiency, materials management and utilization, and reduced shrinkage by 30%.
- Managed the designed and implementation of a CRM system to manage call center, sales, and service functions for the organization (Siebel 7.5, Call Center, eService, and Order Management; and Siebel Analytics 7.8.5.1).
- Led contract and legal negotiations with IT vendors for hardware, software, and services.
- Managed all systems implementation as part of the New Products/New Locations team, resulting in launch of 6 new products and 55 new locations.

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- Formed two groups (business systems helpdesk and product configuration) by establishing mission statement, processes, goals, service level agreements, performance metrics, and FTE calculations to improve quality of service for the company.
- Automated and streamlined key business processes by enhancing financial application in the areas of accounts receivable, accounts payable, general ledger, cash management, and payroll, achieved productivity gains and governance to best practices.
- Implemented Agile methodology to accommodate need for high priority fast paced projects.

## **Implementation Manager** (08/2002 – 11/2003)

- Reengineered business processes in the areas of call center, order management, cash management, and installation by designing and implementing policies and procedures, which resulted in generating an extra \$2 million per year in sales, by streamlining operations, and increasing high level customer satisfaction.
- Reorganized and consolidated skill sets by centralizing the cash management function in 17 business locations across the US, achieving increased productivity, and reducing headcount by 22%.
- Designed and implemented financial business metrics reports by working with the Accounting Group, resulted in improving strategic planning by executives.
- Coordinated and implemented the conversion of a legacy system in the areas of lead entry, order management, scheduling, and incentive compensation enhancing data integrity and improving quality and application reliability.

## **MOTOROLA, INC.**, Schaumburg, IL (2000 – 2002)

*A global leader in wireless, automotive and broadband communications with \$35 billion in revenues.*

## **Project Manager** (10/2000 – 02/2002)

- Architected and deployed CIO Portal to improve employee relations and communications.
- Improved automated processes of delivering new projects achieving SEI CMM Level II.
- Selected as Project Manager to handle PCS Failure Mode System for requirements gathering, design, and implementation.
- Managed development of three-tier web survey application capable of handling multiple languages for internal and global customers, resulting in cost savings over \$1M for Motorola-CGISS group.
- Designed and implemented URL registration application for entire Motorola employees to provide complete inventory of over 100,000 intranet URLs.
- Managed five Software Engineers to convert and incorporate internal websites to a portal environment, improving functionality and content management for corporation.

## **Business Analyst** (03/2000- 10/2000)

- Coordinated project, analyzed software requirements, designed and implemented help system, promoted customer relations, and tested user acceptance for Product Description Database Application.
- Devised user-friendly interface, and managed user acceptance testing to verify requirements and improve functionality for Teaming For Excellence Application, which captured all Motorola's projects information in order to increase reusability and knowledge sharing, while preventing duplication of effort.

## **UNITED STATES ARMY**, Kaiserslautern, Germany (1996 – 2000)

*Provides the Joint Force with the campaign-quality combat, combat support, and combat service support capabilities necessary to conduct sustained land warfare.*

## **Food Service Operation Sergeant** (03/1996-03/2000)

- Served as Non-Commissioned Officer in charge of eight soldiers to install, implement, and support UNIX based computer systems to organize administration and financial aspects of large food service program, resulting in improved strategic planning.
- Established and coordinated three computer training programs, resulting in increased productivity and efficiency.
- Configured wide variety of computer systems for the logistics of food service operations, resulting in increased inventory accuracies.

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## Education

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**Master of Business Administration**, Keller Graduate School of Management DeVry University, Dec 2009 (Expected)

**PMP Certification**, Project Management Institute, December 2008 (Expected)

**Six Sigma Green Belt Training**, Chicago Deming Association-Six Sigma Masters Program, Naperville, IL

**Associate Certificate in Project Management**, George Washington University, May 2001

**Bachelor of Science in Information Systems Management**, University of Maryland, December 1999

### Additional Training:

**Siebel Fundamentals for Business Analysts**, Siebel University, June 2005

**.NET Developer Program**, The Institute for Professional Development, DePaul University, March 2004

Managing Information Technology Projects; Project Leadership, Management and Communications; Scheduling and Cost Control; Software Risk Management; Software Testing: Unit and Integration, ESI International, May 2001

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## Other information

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Fluent in Spanish.

Member of the Hispanic Alliance for Career Enhancement, Toastmasters, and Project Management Institute.

Enjoy soccer, tennis, rock climbing, and culinary arts.