

Chris Palmer

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WORK EXPERIENCE:

University of San Diego (2006 – 2008)

2008 - Present University of San Diego – Information Technology Services

Independent Contractor

- Working with many University departments to plan, implement and document business processes and program changes during the Banner/Luminis (ERP) implementation.
- Designed and managed special Online Registration support desk including multiple phone, email and instant messenger channels to provide superior support to students during first registration on the new system.
- Created spreadsheets to track outstanding issues and enhancements and working to ensure that support is gracefully transitioned to normal Technical Support Center.

2007 University of San Diego – Technical Support Center

Intern

- Developed list of comparable schools based on undergraduate size, worked with USD to determine important metrics and practices to measure, created an online survey to collect the data, contacted comparable schools to gather the data and created a final report including current practices, near-future trends and specific recommendations for USD to improve their support services.
- Report presented to the Director of Desktop Support Services and the Chief Information Officer.

NSB Group – leading software solutions provider for specialty retailers (1999-2006)

2006 NSB Group

Triage Manager

- Created processes to organize Product Maintenance by adding a structured defect identification, mitigation and resolution process. In three months after I joined the division went from being named the leading cause of client dissatisfaction to being widely praised by clients and executives for rapid response, clear ETA's and reliable results.
- Formed the Triage Team to enforce and adapt organizational procedures that provided a buffer and escalation point for the development group in Product Maintenance.
- Continued role as Manager of Development Support while creating and managing a new department.

2004 – 2006 NSB Group

Manager of Development Support

- Helped guide strategy for the Development department including participating in weekly management meetings, prepare SWOT analysis of our products, and crafting policies to enable a relatively small player become a dominant player in POS software for specialty retailers.
- Managed the team responsible for internal MIS, future technology research, and test lab (including volume test lab) setup, maintenance, configuration and testing.
- Hired excellent talent and turned a small internal support team in to what the Development Director referred to as, “the best technical asset in our organization.”
- Responsible for internal MIS support of Columbus office, supporting approximately 85 people, 150 PC's and 10 servers.

2001-2004 NSB Group

Technical Team Lead, Level 3 Support

- Guided the department responsible for the highest level support for clients running NSB Connected Retailer, a retail suite for specialty retailers including JC Penny's and Staples.
- Taught several training classes for clients as well as educating our Montreal office. Reputation as a superior trainer resulted in our largest distributor requesting I lead technical training as late as 2006.
- Helped draft and improve Service Level Agreements (SLA's) for a variety of clients.

EDUCATION:

- MBA, University of San Diego (2008); 3.95 GPA
- GMAT score: 760
- B.A., Computer Science, graduated with honors from Earlham College (1999); 3.58 GPA
- Microsoft Certified Systems Engineer (MCSE) for both Windows NT4.0 and Windows 2000. MCP ID #1864292

SKILLS:

- Work effectively in multiple “emergency” situations. Reputation for calm, clear thinking under pressure. Experience managing client demands against internal issues in company with limited resources, but very large clients.
- Expert troubleshooting skills, with over seven years experience helping clients whose networks span the globe as they plan, deploy and install Windows 2003/XP/2000/NT based networks running active directory domains.
- Co-led the USD Net Impact (<http://www.netimpact.org>) student group, which seeks to improve the world through business. Arranged speakers and worked with University for curriculum change including successfully restarting the “Nonprofit emphasis” for MBA students. Created student “green building team” to work with the University building committee to ensure that the next School of Business facility includes sustainability and environmental concerns.

Skill	Experience
Windows 2003 Server, 2000 Server, Pro, XP, NT, MS SQL Server 7.0, 2000	Seven years experience installing, maintaining, and administering everything from single systems to Active Directory Domains of around 100 computers. MCSE.
Microsoft Office (Word, PowerPoint, Excel, Access) including Outlook	Over a dozen years of expert use including presentations, adding VBScript for complicated Excel forecasting spreadsheets, supporting an office of MS Office users from an MIS prospective, etc.
Programming: PHP, Perl, Javascript, (X)HTML, CGI, SQL	Maintained several dynamic websites, wrote an online knowledge base for NSB, and used various scripting languages for system administration and automation.
Siebel Help Desk	Five years experience including creating departmental processes for entering and managing tickets, and creating automated scripts to process data post-export.

REFERENCES:

- Many available upon request.