

# JONATHAN MARK KIDWELL

MBA, MCSE, PMP

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## TOP PERFORMING INFORMATION TECHNOLOGY PROFESSIONAL

Focus: IT Project / Program Manager ▪ B2B ▪ Enterprise Application Integration

*Master of complexity, bolstered by high energy and a dedication to excellence and quality.  
Never satisfied with status quo, outperforms expectations and predetermined goals.*

Hands-on IT strategist and driving force behind the successful management and execution of complex, multimillion-dollar B2B / EAI integrations. Cross-disciplined project leader and student of emerging technologies with knack for swiftly identifying quality-centered design solutions to stamp out perplexing problems and cultivate client loyalty.

Proven track record of managing projects full-cycle, from concept, planning, implementation and maintenance. Broad range of complementary strengths: Coaching, empowering and motivating staff to improve processes and performance and enhance capabilities in managing multiple, concurrent projects; partnering with customers as their subject matter expert (SME); and delivering fluid presentations to clarify processes to staff and all levels of clients and end-users.

### TRACK RECORD OF TECHNOLOGY PERFORMANCE RESULTS:

| Company              | Result   |
|----------------------|--|
| Liaison Technologies | Led Largest Integration Project in Company History, Contributing 15% of Company's \$11M Income in 2008                           |
| Liaison Technologies | Earned Highly-Regarded Reputation as PM to Lead Multiple and Concurrent Projects, Routinely Working 5-7 Key Projects at One Time |
| CSCI                 | Drove Fivefold Reduction in Personnel Required for TII Deployment  |
| CSCI                 | Slashed Annual Development and Infrastructure Costs  |
| Madison Computer     | Enhanced Client Technologies to Generate 55% of Corporate Revenues   |

### IT PERFORMANCE HISTORY

LIAISON TECHNOLOGIES INC: [www.liaison.com](http://www.liaison.com), Alpharetta, Georgia

Oct 2007 to July 2009

#### Project Manager

**Lead multiple, concurrent projects in integration, master data management (MDM), and services** for worldwide key clients: Domtar, Xpedx, Eastman Chemical, etc. Advanced sales process by providing peripheral and direct assistance to sales in scoping projects, building and closing contracts; preparing SOWs and change orders for new and current accounts. Orchestrated processes and materials implemented throughout the \$22M, 200-employee company with global offices in Georgia, Finland, United Kingdom and the Netherlands.

**Oversaw 10 to 20 Liaison staff members during any large project** and received pertinent information from numerous employees reporting in matrix style organization (from the following Groups: Mapping, Sales, Integration, Professional Services and Development).

#### LARGE-SCALE INTEGRATION PROJECT MANAGEMENT | PERSUASIVE INFLUENCE IN LANDING CONTRACTS | REVENUE ENHANCEMENT | PRECISION IN PROJECT SCOPE AND PRICING

- **Achieved landmark \$1.2M Domtar integration, Liaison Technologies' largest such project, contributing ~15% of company's annual income, 2008.**
  - Separated integration resources from Weyerhaeuser as part of Domtar's line of business divestiture.
  - Converted IBM MQ-based architecture supporting multiple backend systems (Baan, DPS, CIMS, LIMS) to wM-based middleware with JBoss application to application (A2A) components (based in Fort Mill, SC)

- with document entry through the Montreal corporate headquarters (then distributed to paper mills and facilities throughout North America).
- **Boosted project account \$600K** by increasing scope of work to include migration of SAP traffic (both B2B and A2A), and provide additional professional services including mapping product and mapping training.
- **Instrumental in winning 2<sup>nd</sup> largest integration project of 2008/09** after pitching project management philosophy and approach to key Eastman Chemical project decision makers.
  - Moved traffic for 100+ trading partners and constructed 169+ maps for documents (including SAP IDOCX, EDIFACT, CIDX, Flat File, and proprietary xml). Conducted ongoing managed services support of client's day-to-day B2B operations.
  - **Elevated value to Liaison Technologies by simultaneously managing Eastman and Domtar projects**, the company's largest projects for 2008-2009.
- **Selected to lead MDM products and services project for one of Liaison's largest MDM customers (Xpedx).**
- **Amplified accuracy of project scoping and pricing by ~30%** for new contracts, statements of work and change orders after leading standardization of company's integration requirements gathering. Improved requirements gathering based on experience with the Domtar and Eastman Chemical integration projects.

COMPUTER SYSTEMS CENTER INCORPORATED (CSCI): [www.csci-va.com](http://www.csci-va.com), Springfield, Virginia Feb 2006 to Oct 2007

### IT Integration Engineer

**Served as Lead Architect and System Designer for Trusted Information Infrastructure (TII) Automation — a multimillion-dollar government contract and prime revenue source.** Challenged to resolve 3-year-running performance issue: cut deployment time, boosted deployment reliability and ensured infrastructure conformance to government accreditation standards. Developed automation proof-of-concept and functional product; streamlined quality assurance process; defined/developed specifications for enhanced functionality as requested by clients.

**Managed team members through delivery cycle** — directed automation framework, activities, and engaged in process engineering to facilitate seamless task, component and information flow through engineering team. Generated solutions with supporting documentation to meet accredited PL3 certified project specification.

#### OPERATIONAL TURNAROUND | PROCESS IMPROVEMENT | RISK MANAGEMENT | COST REDUCTION

- **Enhanced core revenue product TII** by solving configuration management problem. Designed automation initiatives that **accelerated TII deployment from 3 – 5 weeks to 6 – 8 hours.**
  - **Saved substantial money, time and resources** by building stable and reliable product that has undergone 5 complete iterations. As primary Architect, steered automation development in creating application to manage variability as well as generating numerous scripts to automate manual processes.
  - **Extensive Automation** using CA Unicenter Software Delivery, VBScript, VBA, VB.net, and batch script
  - **Detailed configuration management** of Computer Associates products including Unicenter Network Manager, BrightStor, and eTrust Antivirus
- **Optimized TII revenue-generating capabilities** consulting with management via presentations to primary stakeholders — CEO, CTO and government officials — resulting in widespread use of solution to deploy and manage dozens of production, Quality Assurance, testing and development environments.
- **Significantly reduced risk associated with a new deployment** as result of configuration management strategies. Facilitated TII automation by deploying all components in uniform and standardized manner.
- **Pioneered Testing and Training Committee to formalize methods to train and evaluate** employment candidates and existing employees. Led establishment of goals, metrics, material and simulations, which have been implemented company-wide by CSCI.
- **Achieved 80% system utilization and reduced annual development and infrastructure costs significantly** by replacing 10 – 20 dual process or rack servers with quad processor server.

MADISON COMPUTER CONSULTING: Blacksburg, Virginia

May 2001 to Feb 2006

**Senior Consultant / Project Manager**

Oversaw consulting operations (both inside and outside). Originated proposals and presented solutions to new and existing clients. Designed, developed, budgeted, implemented and **managed large-scale projects throughout entire life cycle** with direct supervision of up to 8 employees. Developed new technologies, processes and best practices for customer use. Provided clients with design and implementation of their WANs and SAN storage architecture as well as design and building of servers.

**Directed daily operations of company from 2002 – 2006** while CEO consulted on out-of-state projects to fuel business. Charged with final purchasing decisions regarding client projects and in-house requirements.

#### CLIENT CONSULTATION & MANAGEMENT | IT SOLUTIONS INNOVATION | REVENUE ENHANCEMENT

- **Maintained 25 key client accounts that produced 55% of corporate revenue.** Met with potential clients to gather requirements and design solutions. Directly responsible for 2005 acquisition of major client — Internet Radford Foundry.
- **Earned distinction for expertise with investigation of emerging technologies** and for recommendations of their suitability for client environments.
- **Slashed retail market and corporate costs for repair work** by implementing standards that led to decline in warranty service. Resulted in more lucrative retail operations with less overhead.
- **Created more reliable, secure and robust solutions for major clients** by implementing effective configuration management strategies.
- **Added ~10% to bottom line** per sale with rollout of business continuity product (if client purchased) after constructing disaster recovery solution, converting prior expense into profit.

#### EDUCATION

**Master of Information Technology, 5/2009 / Master of Business Administration, 12/2005**

VIRGINIA POLYTECHNIC AND STATE UNIVERSITY (Virginia Tech), Blacksburg, VA

*MBA class project:* Led process improvement consulting team. Successfully identified production line problem for local manufacturer. Problem identification allowed manufacturer to implement necessary changes that significantly increased first pass yields on assembly line producing ammunition for A-10 Warthog.

*Note:* 100% tuition for Master of IT paid by CSCI because of exceptional accomplishment on TII project. Completed 2 classes each semester and 1 summer class while working full-time. Half of MBA tuition paid by Madison Computer Consulting. Took as many as 3 classes per semester while working full-time.

**Bachelor of Science, 5/2001 — RADFORD UNIVERSITY, Radford, VA**

#### PROFESSIONAL DEVELOPMENT

**Certification:** PMP, Project Management Institute / Microsoft Certified Systems Engineer / CompTIA A+, CompTIA Network+ / Certified Information Systems Security Professional / Certified SonicWall System Administrator

**Training:** VMWorld, VMWare, Project Management Course Georgia Tech, Contivo Training

#### TECHNOLOGY SUMMARY

|                                       |  |
|---------------------------------------|--|
| <b>Platforms / Operating Systems:</b> | Windows Vista/XP/2003/2000, Windows NT/2000/2003 Servers, Unix, Linux  |
| <b>Software/Hardware/Tools:</b>       | Microsoft Office Suite, VMware (Workstation 5, 6, ESX 2.5, ESX 3), EMC AX and CLARiiON series SAN, VBA, VBScript, VB.net, Computer Associates Unicenter products, Symantec, MS SQL, Batch programming, webMethods TN and Developer, Hardware/Software/Network Architecture |

#### EXPERTISE / ATTRIBUTES:

Complex Problem Solving ▪ Leadership / Team Building ▪ Quickly Learning Emerging Technologies to Design Critical Cost-Effective Solutions ▪ Accountability & Direct Responsibility for Major Clients, Accounts and Projects ▪ Exceptional Thoroughness & High-Powered Work Ethic ▪ Delivering Products, Solutions and Services that Exceed Customer Expectations ▪ Development & Refinement of Processes to Ensure Repeated High-Quality Results