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Information Technology Operations Infrastructure Business Process

Senior information technology leader with extensive experience delivering innovative processes and systems that solve complex business operations problems and maximize return on IT investment.

Sabbatical (10/2005 – present)

Hewlett-Packard Company (1985 – 2005)

Corporate Headquarters, Palo Alto, CA

Senior IT Consultant II

Program Management Office – Managed Services & Infrastructure (9/2003 – 10/2005) Palo Alto, CA

- Established cost controls for 310 software engineers generating revenue from application services.
- Reduced reconciliation time 40% by initiating new cost tracking, billing policies, and procedures.
- Optimized offshore forecasting and hiring process from 8 to 3.5 weeks and improved utilization.
- Applied change management to production environments reducing incidents 23% and TOT 60%.

Support Delivery Manager

Enterprise Internet Security Operations (2/2002 – 9/2003)

Palo Alto, CA

- Offshored a scaleable support delivery group of 18 for new Internet security infrastructure.
- Reduced cost 43% for 24x7 helpdesk with follow-the-sun capability.
- Improved hiring, retention, and problem resolution time for teams in India, China, and Mexico.
- Designed and deployed an incentive-driven, knowledge-base process to capture problem/solution.

Program Manager

Global Support Organization (01/2001 – 2/2002)

Mountain View, CA

- Established Project Management methodology and discipline, data standards, and SL Agreements.
- Designed and implemented SAP training module for 82 BASIS developers worldwide.
- Implemented change management improving availability, moral support and capacity by 17%.
- Saved \$11M by building and executing a roadmap for sun-setting applications and infrastructure.

Project Manager

Global Support Organization (08/2000 – 01/2001) (concurrent)

Palo Alto, CA

- Established consulting capability with 12 Engineers to provide SAP conversion services.
- Developed a phased-engagement process providing a disciplined approach for consulting engineers.
- Drove issue-centric technical planning sessions for a distributed team of 36 architects and engineers.
- Decreased problem resolution time 39% and reduced conflict by cross-pollinating teams.
- Introduced reporting standards improving communications with customers, vendors and partners.
- Developed change management process and tools for 3 mission-critical system environments.

Enterprise Web Portal Development (08/2000 – 01/2001) (concurrent)

Mountain View, CA

- Recommended testing strategy and executed integrated testing for 210,000 concurrent users.
- Assembled team of 18 vendors, outside consultants, and internal resources to meet tight time line.
- Drove all testing issues to closure by improving synergy between vendors and development teams.

Hewlett-Packard Company (continued)**Project Manager (continued)**

Productivity and Collaboration (12/1998 – 08/2000) Mountain View, CA

- Introduced collaboration tools that improved utilization and productivity of 38 distributed engineers.
- Developed tool and vendor selection criteria to migrate custom applications to canned solutions.
- Defined role and recruited productivity engineers to support software suite and distributed teams.
- Reduced storage and operating costs \$12M and improved performance by consolidating systems.

Business Analyst

Enterprise SAP Implementation (04/1996 – 12/1998) Palo Alto, CA

- Defined and managed a common development environment for the enterprise SAP program.
- Implemented documentation tool/process to capture and report configuration of SAP-R3 systems.
- Led global virtual project team to prototype ALE interfaces between multiple SAP instances.
- Drove data standards that were essential to sharing CRM data throughout the enterprise.

Direct Marketing - Business Transformation (05/1994 – 04/1996) Santa Clara, CA

- Played key role in design and implementation of new client server database and sales pipeline tool.
- Identified new database requirements to improve the effectiveness of the direct marketing programs.
- Consolidated worldwide sales engineering requirements to select remote sales management tools.
- Defined database guidelines and support roles to improve results from direct marketing events.
- Developed RFP from requirements to evaluate and select vendor for asset management solution.

Direct Marketing - Database Manager & Sales Support (01/1991 – 05/1994) Los Angeles, CA

- Designed suite of account management reports which were utilized in the Americas for 7-8 years.
- Led team of 8 Analysts to deploy mobile platform worldwide and train 240 field sales personnel.
- Created improved methods to accurately target customers for annual Symposium by 22%.
- Transferred ownership of CRM information from sales organization to corporate marketing.

Engineer

Data Center - Solution Integration Specialist (08/1990 – 01/1991) Van Nuys, CA

- Managed 16-person team that improved the detail and accuracy of customer account information.
- Reduced cost \$2.3M and footprint 28% by consolidating 17 databases into 3 regional databases.

Customer Engineer (06/1985 – 08/1990) Fullerton, CA

- Repaired network and workstation equipment at customer data center.
- Promoted to lead and mentor 7-person field repair district and 18 person help desk.
- Initiated implementation of common operating environment for 1,700 desktops in region.

Education

B. S. Degree, Computer Science, Edison Institute, Van Nuys, CA – 1984

Functional Expertise

- **Process Excellence** – business transformation, knowledge-base management, change management
- **Information Technology** - IT consulting, productivity, infrastructure, tools, software development
- **Support Delivery Management** – off shore teams, support architect, service level agreements
- **Resource Management** – source and build local and off-shore teams, load-leveling
- **Program Management** – complex, multiple-project integration; enterprise policy
- **Project Management** – development, implementation, issue management, solution design
- **Customer Information Management** – customer relationship management, on site customer support
- **Quality Management** – customer satisfaction survey, performance report design
- **Business Analyst** – facilitation, vendor alliance and selection, standards, requirements gathering

Business Area

▪ Program Management Office	▪ Software Design, Development and Integration
▪ Consulting	▪ Data Center Operations
▪ Technical Service Delivery	▪ Direct Marketing
▪ System Infrastructure	▪ Customer Relationship Management
▪ Training	▪ Asset Management

Skills Matrix

Management	Teaming	Communication	Implementation	Technical	Business
technical team leadership	enterprise change management	active listening skills	system integration & consolidation	internet security & policy	leverage technology to improve ROI
support service delivery	coaching & mentoring	passion for simplicity & clarity	ePortal & eTrade infrastructure	software development	program administration
manage complexity	recruiting	flexibility	escalation management	software & middleware	help desk & global support
planning & forecasting	foster collaboration	oral & written presentation skills	CRM	enterprise system analysis	planning & forecasting & budgeting
vendor & contractor management	customer service orientation	personal & organizational skills	enterprise security, asset management, direct marketing SAP	strategy & technology mapping	management reporting & decision systems
crisis management	consensus building	internal & external focus	disaster recovery	move-to-production	procurement
knowledge management	service level agreement	creative thinking & problem solving	training development	hardware & network provisioning	application & system testing