

# ED LEFFLER

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## Qualifications for IT EXECUTIVE

Solutions-focused and detail-oriented professional equipped with more than 20 years of hands-on success within technical environments. Dynamic and resourceful manager; skilled at interpreting complex technology terms and aligning technology needs with business objectives. Provides a unique combination of technical and business savvy, with strong working knowledge of business administration, operations, human resources, planning, accounting, and finance. Consistently strives to implement solutions to improve efficiency and maximize effectiveness. Published author. Additional competencies:

Strategic Planning | Project Management | Budget Preparation | Start-Up Operations | Process Improvement  
Website Content Management | Telecommunications | Systems Implementation | Network management  
Disaster Recovery Planning and implementation | Public Speaking | Systems Installation | Quality Control

## PROFESSIONAL HIGHLIGHTS

- **Rescued Failed Merge of multi-company multi-database ERP Accounting system** departed IT manager merged databases and did not properly communicate with Accounting Team. Rescued General Ledger and project duplications
- **Fueled company sales growth** from \$30M to \$100M within eight years through developing and implementing a technology department and effective infrastructure.
- **Designed and tested** a business resumption plan (advanced disaster recovery) for a \$100M company, ensuring the company could resume business within 24 hours even with the complete loss of any office location.
- **Contracted a vendor to install VoIP**, which allowed for decreased long-distance costs and increased flexibility; deployed a recurring revenue tracking and service dispatch system that enabled better tracking of increasing recurring revenues.
- **Orchestrated the abandonment** of a failed field employee "Fire Protection Systems" inspection and reporting software deployment to allow for a successful replacement; created back-office procedures for inspections reporting, tracking, and visibility.
- **Project managed enhancements** to point-of-sale systems to synchronize data between field and corporate offices for Arnold Palmer Golf Management.
- **Turned around Vista-United Telecommunications'** single mainframe terminal into a widely-networked and integrated corporate business system, including corporate wide e-mail. Engineered transcontinental video conferencing

## CAREER TRACK

Leffler Labs, LLC.....2009 – present

### Independent Dynamics SL consultant, Principal Consultant

Microsoft Certified Business Management Solutions Specialist

Implementation, upgrades and support of Microsoft Dynamics SL for various clients. Certified in Financials and Project management.

TriFactor .....2007 - 2009

### Director of Information Technologies

The IT department to focus on greater customer service and managed outsourcing. Rescued the accounting system from a poorly executed multi-database merge. Delivered enhanced multi-company/intra-company accounting functionality. Upgraded the Accounting system to the latest dot.Net version providing greater integration and customization capabilities. Selected platform and implementing an e-commerce web presence. Customized the CRM implementation to align the marketing processes with the new downturn resilient corporate strategies

Wayne Automatic Fire Sprinklers..... 1999—2007

### Director of Information Technologies

Brought on board as the entire IT department; rescued and stabilized a stalled accounting system conversion, and went on to lead the company's efforts to provide a technology platform to drive growth. Connected data and e-mail servers in the branch offices to the corporate offices; created a seamless, corporate wide e-mail and addressing schema; aligned and implemented technology to support company business goals; and built an efficient IT department. Recruited staff to support day-to-day operations while improving technology capital. Managed corporate vendor relationships and outsourced contracted labor and projects. Established a secure WAN connecting six branch offices with the corporate office. Coordinated technology resources. Assisted the CFO retrieving ad-hoc technology-based data. Revamped inventory transfer processing to provide greater visibility.

## CAREER TRACK—CONTINUED

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- Created an elaborate Excel estimating spreadsheet using VBA, which allowed the company to implement the Fails Management (FMI) best practice of applying overhead on dual configuration; the spreadsheet auto-updated the inventory price book and overhead rates on demand. Revised the estimating program to align work with the new corporate margin strategy.
- Implemented an integrated HR management system to ensure the company met regulatory and government reporting requirements. Instituted a web-based project management system allowing visibility and oversight into construction projects, including change management.
- Developed the corporate regulatory reporting efforts for 401k, profit sharing, IRS W2 filings, and multiple state unemployment filings.

Independent Consultant..... 1998—1999

### **Risk Mitigation Specialist**

Provided risk management studies and expertise regarding the best placement of resources to avert the risk of catastrophic technology failures. Researched technology and best practices to develop IT strategies; prepared a strategy for a start-up racing fuel distributor. Conducted research of remote inventory polling and point-of-sale uploading. Provided expertise for a global automotive components manufacturer. Managed Year 2000 risk determination, management, and contingency plans. Authored several white papers to communicate Year 2000 challenges to client executives. Performed financial and business analyses to direct Year 2000 efforts. Developed and maintained web server and content. Acted as Site Project Manager.

Arnold Palmer Golf Management..... 1997—1998

### **Director of Information Technology**

Directed all communications and information technologies for this nationwide golf management company. Administered all telephony requirements, including switch selections, T-1 connectivity, long-distance studies and selection, and travel card programs. Led point-of-sale implementation and provided on-going support for over 20 golf courses. Developed an infrastructure and methodology for the consolidation of remote point-of-sale systems and golf course membership computers. Project managed the vendor performed and supported projects; outsourced and contracted technology. Created and administered a remotely accessible e-mail system. Provided a strategic direction for Internet presence. Designed, implemented, and supported strategies for corporate e-mail systems.

- Developed a system that would dial into the golf course network on a nightly basis to download business results, inventory, and membership changes, utilizing AS/400-based JD Edwards One World and adjunct systems. Utilized JDA Sales Audit to perform data mining and retail sales auditing.
- Directed the company's Y2K efforts.

Vista-United Telecommunications (A Disney Company).....Prior—1997

### **Business Systems Manager**

Performed as the highest-level technology employee for the Walt Disney Company Local Exchange Carrier (telephone company). Headed all business data processing, including long-distance processing and billing of telephone and data services. Directed all technology for operating the Walt Disney World's Hotel support call center. Maintained the computer and computer services \$2.5M capital budget; managed computer assets exceeding \$5M. Negotiated with vendors to gain significant discounts and strategic alliances. Directed all program development. Designed and outsourced the development/installation of advanced client/server software. Managed all PCs, networks, and minicomputers necessary to conduct company business; administered computers, operating systems, and applications running on PCs, IBM RISC/6000s, and AS/400s. Supported operating systems from Unix, AIX, SCO, Novell Netware, and MS Windows. Led disaster recovery efforts. Designed and implemented an advanced, state-of-the-art integrated voice response and computer telephony integrated call center. Directed and project managed the implementation of a PBX operator consolidation merging the operators for 11 PBXs into one. Also served as **LAN Supervisor** and **Communications Engineer**.

## ACADEMIC CREDENTIALS & AFFILIATIONS

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Florida Southern College

**Bachelor of Arts—Computer Information Sciences; Minor: Accounting/Finance**

Microsoft Training Courses

**Microsoft Certified Business Management Solutions Specialist**

**Microsoft Registered Partner | Microsoft Certified Systems Engineer**

**Microsoft Certified Professional | Novell Certified NetWare Engineer**

Microsoft's Dynamics SL Users Group, *Past President, Executive Committee*