

Client & Project Profiles

CAMOPLAST SOLIDEAL - Global IT Infrastructure Team

www.camoplastsolideal.com

Camoplast Solideal is a privately held \$2 Billion global enterprise employing 8000 workers worldwide ... a world leading specialist in the design, manufacturing, and distribution of off-road tires, wheels, rubber tracks, undercarriage systems ... serving the material handling, construction, agriculture, powersports, and defense industries.

Global IT Infrastructure Consultant

Harrison was responsible for recommendation and implementation of infrastructure upgrades, platform migration, email security worldwide, and VoIP migrations. Informing infrastructure architecture and support decisions regarding Camoplast Solideal's Manufacturing Facilities, Distribution Centers, and Service Centers worldwide. Reporting to IT Infrastructure Director, and working with internal support staff in planning WAN/LAN initiatives and implementing site infrastructure upgrades. Reported to Global IT Infrastructure director.

Researched, recommended and successfully implemented a hosted VoIP solution for service centers in North America which yielded year-over-year savings of 55%-70% on voice services among sites where the platform was implemented.

Researched, recommended and successfully implemented a hosted email security solution which eliminated 99.9% of all spam and malware before it entered the corporate Exchange mail environment, reducing by 88% the amount of unnecessary traffic to the internal networks

Recommended, engineered and implemented emergency IT relief in Nashville TN following a 1000-year flood which crippled the site on 01 May 2010 - destroying all existing IT equipment and connections. Temp relief plan provided emergency bandwidth to the site, sufficient to connect to the corporate network, within one day of the flood damage, enabling the site to remain open for business for over 6 weeks, while local utilities were fully restored and the site damage fully repaired.

- Sourcing and Negotiating vendor contracts
- Planning and implementing site platform migration from Windows XP to Windows 7
- Installing Cisco routing and switching solutions in sites throughout the continental USA
- Content expert: hosted email security, hosted VoIP platforms
- Onsite and remote support/troubleshooting of Tier2/Tier3 escalated IT issues, advising/assisting internal IT teams in USA, Canada, and Sri Lanka

"Harrison [RASFC Consulting] was brought on as a partner used for a company acquisition. He impressed me from day one with his high level of detail, excellent documentation and overall professionalism. Harrison worked side by side with my team and contributed to its success of the acquisition. Go forward four years and he's become an integral part of my IT team. During this time, he's taken the lead and ownership on many initiatives and projects within the Infrastructure team. In addition to his strong technical skills, I'm very impressed with Harrison's communication skills. Not only does he keep me and my team informed technically but he's very personable to the end users explaining in a non-technical way - what's going on. This communication still is not very common in the IT world and is refreshing. I also applaud his skills with vendor negotiations and holding the

vendor accountable if a problem or event arises. I know a lot of IT people and Harrison is one of the half dozen people on my short list. I strongly recommend him to any organization that is looking for a true IT professional.”

— Marc Heiland (former IT Infrastructure Director – Camoplast Solideal)

Getronics/BP - COE3 Deployment (sourced through ISSG & Getronics)

www.bp.com

www.getronics.com

Getronics, a privately held global ICT Services group with an extensive history, has approximately 4,000 employees in 13 countries. Getronics provided outsourced IT Infrastructure support of all North American sites for BP, one of the largest Fortune Global 500 energy corporations (primarily petroleum and petrochemicals).

Project COE3 - Site Deployment Manager

Life Cycle Infrastructure Project Management for rollout of COE3 — a large scale desktop hardware refresh and platform migration to Windows 2000 Professional / Office 2000 Premium operating environments, deployed at multiple sites — 800+ Desktops in the North America/Southeast and Midwest Regions for the Chemicals, Global Business Center, and Downstream/Retail business streams (part of a global migration project; scoped for an estimated 53,000 client machines worldwide). Reported to Southeast Area Manager.

- Top performing Deployment Manager
- Managed \$2.3 Million budget
- Managed 7 of the 14 sites in the Top performing region
- Supervised completion of Top-performing deployments at sites across multiple regions and business streams, within the mandated time window, and significantly under budget
- Overall Customer Satisfaction ratings earned - 90.81% (compared against the global satisfaction ratings for this project, 86.40%).
- Established detailed job descriptions, interviewed candidates; hired, trained, and supervised 20+ contractors for engineer and support roles.
- Responsibilities included: Report progress to *Southeast Area, North America, and Global Project Offices*; Budget, Cost Control and forecasting; Liaise with other Backbone projects as required; Technical infrastructure readiness confirmation, insure that required LAN/WAN infrastructure is operational and available prior to site migrations; Monitor project progress on site-to-site basis, provide concise and accurate status reports to all levels of the organization; Arrange and agree resources for the plan; Convene and run project management meetings; Comply all Change Management procedures; Organize and manage Training/Communication teams for pre-deployment training at all sites; Interview, hire, and train Deployment Teams (total of 40+ hired for squads of 8-15 techs per team) and Bubble Support Teams (for short term post-deployment support until signoff returning sites to steady-state); Direct work and supervise site deployment technical teams, pre-deployment through close-out; Oversee hardware installations, OS installations, application installations; Team performance monitoring, recognition of ideas, accomplishments and behaviors; Enable thorough project communications; Project change control and configuration management; Liaise with key Business reps and IT Support reps within the organization; Close-out, post-deployment appraisal reporting.

"I hired Harrison [RASF Consulting] at the onset of a large, multi-state desktop refresh project. We had a very aggressive project timeline and limited resources. Harrison provided essential support to the Core Project Team consisting of technical team leads and over 20 IT contractors. Harrison actively participated in the staffing for our traveling teams during project initiation phase. In addition he provided the leadership required to manage on-site deployments thru project execution and close-out. He did an excellent job and completed the project on schedule and on budget, including zero safety incidents. He has a natural ability to motivate a diverse team, even in very challenging environments. Harrison was also instrumental in providing very detailed field reports, including metrics on key performance indicators, which our customers used to measure our progress. I would recommend Harrison as a great addition to any IT project team and hope to have the opportunity to work with him again."

— Marc Gelin, PMP ITIL (former Area Deployment Manager – BP/Amoco COE3 Project)

ADVANCED AUTOMATION, INC.

www.aautomate.com

Advanced Automation is a provider of Managed Services and comprehensive IT planning & support , with strategic specializations in the healthcare, legal, engineering, environmental and not-for-profit fields. Headquartered in Atlanta GA, AAI serves over 1400 professional practices and small to midsize businesses. The firm expanded it's client base and portfolio of service offerings exponentially in 2005-2008 creating a broader need for Technical Management oversight and hands-on Systems Engineering to facilitate rapid growth.

IT Management and Web Services Management, Systems/Network Engineer

Contracted to provide IT Management services, develop a Web Services Strategy, and implement special projects as directed by the business owner to support dental and healthcare practices' IT needs from small private practice to large corporate healthcare facilities. Reported to CEO.

- Consultant - Advise and guide clients such as healthcare providers, law practices, and entrepreneurs on technology decisions and implementation plans
- Project Manager - Provide evaluation, risk assessment, and mitigation plans, HIPAA compliance studies for various IT infrastructure, and Web development projects for AAI's clients and for internal initiatives
- Proposed hardware and configuration design for datacenter implementation on internet backbone in midtown Atlanta
- Security & Patch Management - Chief point of contact for security/virus/malware issues, monitor MS Security Bulletins, review threats, advise staff on threat/impact analysis and provide guidance on mitigation.
- Managed datacenter web servers, terminal servers, and colo clients' application servers; administration and maintenance plans
- Implement and manage MS IIS6 web servers on virtual machines in the datacenter
- Develop a strategy for web hosting services, migrating 50+ hosted clients' sites from reseller accounts, to virtual servers in AAI's new datacenter hosting model ... increasing profit margins by 30%
- Architect, plan, document, implement and manage Microsoft Networks for healthcare clients ranging in size from small LANs for client sites to multi-server virtualization models and colo/datacenter server

implementations for larger clients

- Manage MS Exchange 2003 internal mail server, and datacenter mail servers for Hosted Exchange and POP3 clients
- Web Developer - Manage development and implementation teams to drive dynamic web content. Produce web layout and page design, HTML, graphic design, Flash animation, Active Server Pages for large scale commerce site [cookswarehouse.com], and dealer web portal for multi-national manufacturing and distribution client [duravit.us]
- IT Resource Manager – Manage crews of IT Technicians, Engineers, and Consultants on installations in GA, FL, LA, TX. Plan and manage IT project initiatives and scheduling of regular service. Define tasks and duties. Assign resources to tasks. Report to stakeholders. Interview/screen candidates for various projects.
- IT Helpdesk Manager – Train and manage Tier 1, Tier 2 Helpdesk support staff; provide Tier 2, Tier 3 Helpdesk resolution
- Desktop/Deskside Technical Support – Provide Tier 2, Tier 3 Desktop/Deskside Support at client sites. Work with IT technicians to provide timely resolution on escalated support issues.

“I worked with Harrison for several years and always appreciated his willingness to jump in and manage high priority tasks and make sure customers were well served. Harrison has a great attitude and is very thorough with communication. Top qualities: Personable, Expert, High Integrity.”

— John Moore, President & CEO, Advanced Automation, Inc.

“[Harrison's] versatility is that he can excel in the details of solving technical problems and yet keep his eye on the bigger picture to ultimately guide his clients to meet their short and long term goals.”

— John Strickland, Resource Manager, Advanced Automation, Inc

LW SCIENTIFIC, INC.

www.lwscientific.com

www.lowvoltsource.com

www.drugtestsource.com

LWScientific is a major manufacturer and global distributor of laboratory and scientific products ranging from microscopes to fiber optic illumination, to high resolution video cameras. The firm is headquartered in the Metro area of Atlanta GA USA and also owns an offshore ISO-9002 certified manufacturing plant (Shang Hai, China). Products are distributed through 300+ authorized dealers and service centers worldwide. Additionally, LWS implemented a line of Consumer Direct electronics.

Networking and Communication/IT Management

Life Cycle Infrastructure Project Management for deployment of Windows 2003 Servers, migration to Windows XP Pro clients, designed and managed installation of VoIP phone system. Budgeting, Cost Control and forecasting. Provided concise and accurate status reports to all levels of the organization. Reported to President/CEO.

- Diagramed proposed new LAN configuration, proposed hardware selection, budget resolution, procurement of hardware - Dell PowerEdge servers, Edgemarc router and Cisco switches, Dell Precision and Optiplex workstations
- Network planning, implementation - Architected new network topology including VoIP
- Managed migration of existing W2k peer-to-peer internal sharing to Active Directory - W2K3 servers, XP Pro clients, MS Messenger internal messaging.
- Developed and implemented Security Plan including router and server configurations to allow secured remote access and maintain integrity of crucial systems/data
- Developed network management automation plan and training materials, developed plans for Business Continuity and Disaster Recovery

Ecommerce Web Development

Life Cycle Management of web projects utilizing ASP/VBscript development, Flash development, Relational Database development - (multiple websites) to enable global B2B and consumer direct commerce.

- B2B Dealer commerce site - Developed and enabled a dynamic database driven B2B webstore, allowing secured access for 300+ resellers to browse and download specifications and inventory status on the entire line of laboratory products
- Enabled online processing of reseller orders and logistics (drop-shipping direct to their customers) through the shopping cart
- Built back-end relational database management system to drive secured access (password protected) web content
- Consumer Direct commerce sites - Developed and enabled dynamic database driven Consumer Direct webstores for "conXeon" (consumer electronics site); lowvoltsource.com (halogen light bulbs & power inverters); drugtestsource.com (one-step drug tests)
- Graphic design utilizing Macromedia Fireworks, DreamWeaver, and Flash technology
- Content management utilizing ASP classic (Active Server Pages) technology
- "I had the pleasure of working with Harrison several years ago as we were in the process of establishing our I/T strategy at the company. Sandy brought patience and 'can do' approach to his job and helped us define our web objectives as well as brought order to our internal infrastructure." — Ernie Tai, President & CEO, LW Scientific Inc.

"Harrison is very knowledgeable in the IT arena. He set up servers that we are still using today, years after he set them up, and have had almost zero issues with those servers. I attribute part of the server/network stability to Harrison's ability to perform IT tasks with excellence and getting the job done correctly. Harrison is very detail oriented and always had knowledge of daily web page activity and was able to keep databases up to date at all times. I always enjoyed working with him and appreciated his level head in the midst of crisis."

— Tim Chambers, Director of Product Development, LW Scientific Inc.

INFORMATION SYSTEMS SUPPORT GROUP, LLC (ISSG)

ISSG, an IT Professional Services and Staffing company with a base of over 200 regional and global clients, partners with business for outsourced expertise in technical support, infrastructure implementation, systems development, quality assurance, project management, and other IT skill areas. ISSG is no longer in operation.

Staff Technical Advisor to ISSG. Reported to Vice President.

- Examined and answered RFP's, wrote technical briefs and proposals.
- Participated in executive-level client meetings and teleconferences as Technical Strategist.
- Interviewed/screened candidates for various projects

EXCELSIOR TECHNOLOGIES

www.excelsiortech.com

Excelsior is an Atlanta GA USA based provider of complete IT outsourcing including desktop support, network design and implementation, consulting, advanced web design and custom web applications, ecommerce, and dynamic content sites.

Website Layout and Graphic Design. Reported to President/CEO.

- Subcontracted on projects requiring Flash design and logo artwork
- Flash animation for educational and non-profit clients.
- Graphic design and logos for brochures and clients' sites
- Networking and technical consulting - servers

PRISM HEALTHDATA RESOURCES

Prism Healthdata Resources provided data & management services to medical practices, physician associations, and other healthcare organizations throughout the central and eastern United States. The firm extracted raw data from client systems, performed cleanup and reformatting of data for import into a proprietary RDMS tool for detailed analysis in order to generate recommendations for optimization of reimbursement code utilization. Prism HealthData is no longer in operation.

Consultant – Multiple Projects

LAN Network Design, Implementation & Administration, Data Retrieval and Analysis, Business Needs Analysis, Staff Management

Managed and administrated small business NT LAN operations. Managed Information Systems. Executed day-to-day management of business operations for up to 20 medical practice support staff. Reported directly to Principals.

- Conducted Business Needs Analysis; interviewed principals, managers, all levels of staff to determine specific requirements, Reporting needs, and user limitations.
- Planned, procured hardware, installed and managed LAN's consisting of IBM file servers, 24 port unmanaged switches (10/100), Windows 98/2000 clients, TCP/IP configuration. Enabled remote access/VPN. Added various communications software pieces for inter office messaging and faxing. Upgraded and maintained operation of an inherited proprietary (character based) system under terminal emulation. Automated and managed backup/disaster recovery plans using Seagate SCSI (travan) tape and Veritas Backup Exec software.
- Managed budgets up to \$1.75 Million.
- Retrieved data from Medical Practice Management systems in various formats (UNIX based, Win95 clients, CLI run apps), from client medical practices, imported raw data into Excel for scrub and reformatting in order to enter data into custom RDMS tool for business analysis.
- Analyzed, reviewed, designed and purchased Voice/Data system and routing panels for a new facility equipped with five Ortronics 24 port routing panels and CAT 5 cabling for 31 voice stations, 25 data stations, 24 port switch, and multiple dedicated modem drops.
- Upgrade of older Novell based Practice Management system(s) and hardware to more robust networking solutions.
- Design of new facility and physical move of an entire practice.
- Coordinated with Architects and local Real Estate Developers to design and build a 9500 sqft. facility for expansion of a client practice, designed for increased efficiency in work flow and staff operations, all within budget.
- Established detailed job descriptions, interviewed candidates; Executed day-to-day management of business operations for up to 20 support staff.
- Consolidated staff positions, automated processes, closed marginally profitable satellite offices and integrated client Medical Practice's operations into a cohesive business unit.
- Established new incentive-based compensation and employment agreements for a client Medical Practice's physicians, adding profitability through salary-at-risk plans which establish compensation based largely on physicians' productivity as opposed the straight salary plans which had previously been in place.

CCS CONSULTING

www.consultccs.com

CCS is a full service information technology consulting firm specializing in ERP application development and support. The company has provided services ranging from full life-cycle software development to expert program and project management, and networking services. Utilizing "best of breed" development tools, CCS provides experienced specialists equipped to address the unique needs of a wide variety of organizations within industries such as Healthcare, Public Utilities, Insurance and Financial services, Telecommunications, Manufacturing, Information Technology and Government.

Consultant - Marketing/Sales Force Automation Project

Charged with the development and training of executives and staff in effective sales and marketing practices for the firm's services. Worked with Principals to establish marketing strategies for the firm's major services and developer software products, which included consulting-based development services and class library development software. Reported directly to Principals.

- Managed Information Systems related to Marketing, CRM, and sales.
- Worked closely with senior PowerBuilder and Visual Basic developers, learning concepts such as object oriented development, dealing with deep inheritance and Legacy systems, thin-client computing, and n-tier network architectures.
- Designed and implemented an efficient sales model and tracking system to monitor the sales process from prospecting through product/service delivery.
- Established incentive based compensation plans and commission structures for all sales positions.
- Delineated, and published equitable sales territories for all sales positions.
- Marketed the firm's seminar series', on-site and outsourced (mission critical, enterprise) development services, and developer class libraries to fortune 500, banking, educational institutions, military branches, and high tech processor and hardware development manufacturer(s).

TECHNICAL INDUSTRIES, INC. (T.I.)

Technical Industries was a supplier of visual communications solutions through products and services; providing equipment, installation, rental, and technical services. TI Inc. specialized in the delivery of integrated equipment packages and systems to the Broadcast, Post Production Video, Business and Industry, Education, Religious, and Government markets. The company has since been purchased and its services integrated into a conglomerate group.

Marketing Group Project Manager

Information Systems Development & Implementation/ Marketing Group Development & Management

Directed to create, deploy, and manage RDMS and other Information Systems to handle any and all data relating to Marketing, Sales, and Service groups. Charged with the design, development and implementation of a new Marketing group within the corporation, the major purpose and scope of the department being to promote T.I. as a business partner for the visual communications needs of the corporate and broadcast community; to raise visibility of T.I. corporation, its divisions and companies; to manage various marketing personnel on a daily basis toward execution of marketing plans and to ensure achievement of corporate goals; to implement and execute corporate image enhancement through direct marketing, advertising, and customer relations. Performed day-to-day management of 5 staffers (graphic artist, marketing support, telemarketers). Reported directly to President and VP, Sales and Marketing.

- Managed Information Systems/Databases for Marketing, Sales, Service groups over NT LAN (NT 4.0 servers and Windows 95 clients).
- Conducted Business Needs Analysis; interviewed principals, managers, all levels of staff to determine specific requirements, reporting needs, and user limitations.
- Using MS Access designed, developed, and implemented the Profile Tracking System, a relational database management system for tracking sales leads and lead development, sales proposals won/lost, current

customer base and prospective customer mail lists, account executive activities, and account related action items. This database application was in use company-wide and served as an electronic liaison between the sales and marketing organization, and the service department, providing a highly effective tool for monitoring and tracking the sales process completely through the ongoing client relationship, effectually linking marketing/sales with the service organization as a completely interlaced unit, applied toward continued sales through service contracts. The system also provided accurate and immediate reporting (which was not previously available) to executive management.

- Authored and published a detailed manual and conducted training sessions for corporate employees to introduce and educate on the uses of the Profile Tracking System.
- Imported marketing demographic databases from various formats, scrubbed and reformatted data for input into RDMS for analysis, telemarketing research, prospect/lead generation and tracking for the sales organization.
- Developed a sales program to specifically market Service and Maintenance Agreements (SMA) to existing customer base as well as to prospective new customers and clients of competitors. Worked closely with Service Department Management.
- In the six month period after implementation of the SMA Sales program the corporation experienced a 27% increase in revenues from SMA sales over the same period the previous year.
- Developed and implemented a customer care follow-up program for after sales support and service.
- Developed and implemented a teleprospecting program to target and better identify the focus market(s) for products and services offered by T.I.
- Documented and marketed the corporation's activities in design-engineering, installation, and oversight of the International Broadcast Center for the 1996 Centennial Summer Olympic Games in Atlanta GA USA, as well as the corporation's ongoing activities, designing a similar facility for the 1998 Winter Olympic Games in Nagano, Japan. Also developed a Major Design and Installation biographic matrix documenting the corporation's top 15 projects.
- Designed, developed and conducted sales and informative presentations for trade groups and prospective clients.
- Managed the corporate image and presence at trade shows, broadcast industry trade group meetings hosted by T.I., luncheons, and corporate seminars.
- Developed a detailed marketing plan to continue revenue growth in current markets by better defining the customer and his/her needs; to utilize a comprehensive tracking system to monitor and follow-up all customer communications; and to further develop new and emerging markets, both domestic and international.