GERALD X. CHAPMAN

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SUMMARY

Technology Program Manager—Enterprise Systems & Applications

Senior technology leader for PACCAR, responsible for managing the purchasing, planning, and implementation of major projects/programs involving large (20,000+) end-user populations. Microsoft systems expert, responsible for managing the PACCAR/Microsoft strategic technology partnership. Extremely resourceful work style; able to ask the right questions, uncover root causes of problems, and identify/engage the exact right mix of people needed to achieve success in various situations. Adept at creating clear visual depictions of complex environments and at stepping in to stabilize immature or flailing projects.

KEY SKILLS & QUALIFICATIONS

IT Program Management Expertise
Global Information/Architecture Design
Top-Tier Business/Technology Liaison
Enterprise-Wide Project Management
Quality Assurance & Efficiency Initiatives
Vendor Selection & Management
Hardware/Software Lifecycle Management
Public Speaking & Presentations
Business Process Mapping & Reorganization
Internal Technology Product Management
Software Testing Laboratory Build-Outs
IT Auditing, Governance & Asset Management

TECHNICAL EXPERTISE

- Global software distribution and remote desktop support using Microsoft System Center Configuration Manager (SCCM) and Systems Management Server (SMS)
- IT quality improvement programs involving Lean, Value Stream, and Capability Maturity Model Integration (CCMI) methodologies
- Adherence to Information Technology Infrastructure Library (ITIL) standards
- Object-Oriented Design using Unified Modeling Language (UML)
- Database administration (SQL Server) and website development (ColdFusion)
- Advanced SQL querying, programming, and reporting (Microsoft SQL Server, Access)
- Structured data manipulation, pivot tables, and linear programming (Microsoft Excel)
- Graphic presentations and process mapping (Microsoft PowerPoint, Visio)
- Project management (Microsoft Project, Milestones, Primavera)

CAREER HISTORY & ACCOMPLISHMENTS

I**nfrastructure Design & Service/Product Manager**
PACCAR, INFORMATION TECHNOLOGY DIVISION (2004 to Present)

- Promoted to core member of internal PACCAR IT leadership group based on impact of contributions; this level is achieved by less than 8% of all PACCAR technology employees.
- Led a team of experts to define, enable, integrate and support the global infrastructure service required to manage PACCAR's software distribution and inventory needs.
- As primary technical interface between Microsoft and PACCAR, advise and decide on programs, agreements, and software investments representing over $45 million per year.
- Participate in annual strategic planning sessions with CIO, CTO, and IT Security Director in order to prioritize and establish clear objectives for PACCAR's portfolio of 700+ diverse global technology-related projects and initiatives.

- Accountable for implementing/ enforcing enterprise-wide best practices related to IT usage and deployment, ranging from workstation security procedures to ensuring all computers adhere to targeted log-on time and performance standards.
- Represent PACCAR's internal technology products/services to Senior Management and Director teams, in order to assess alignment with business needs and strategic objectives.
- Selected on three separate occasions (2007, 2008, 2010) to address the entire PACCAR technical community at an annual corporate symposium with Microsoft.
- Cultivate excellent customer relationships with peers across all Boeing site locations.
- Administer relationship with key supplier (Microsoft) for product improvement and early adoption efforts; participate on Customer Advisory Board for Microsoft products.
- Increased number of devices supported from 78% to 97+% of all PCs in under one year, greatly reducing costs through centralization of the technical support function.
- Participated on Lean, Value Stream, and Capability Maturity (CMMI) engagement teams.
- Member of the PACCAR Systems Management Standards Advisory Team.

Infrastructure Design & Integration Manager
PACCAR, SHARED SERVICES GROUP (2000 to 2004)

- Member of the corporate team responsible for leading a new Microsoft Systems Management Server (SMS) design and implementation initiative.
- Located "maverick" company sites and restored shared standards and communication.
- Designed, programmed, and implemented a centralized SQL Server reporting mechanism that made key inventory data available to other PACCAR systems for the first time.
- Led system design and on-site implementation for two PACCAR subsidiaries in Australia.
- Scripted solutions to automate business processes, such as custom software auditing.

Systems Administrator & Lead
PACCAR, INTEGRATED IT SYSTEMS GROUP (1995 to 2000)

- Co-designed and managed a 15,000 sf. software testing and integration lab.
- Improved communication between software developers and systems administrators by establishing new application testing, documentation and certification processes.
- Developed an innovative reporting application that tied together the company's desktop software configuration and asset management systems.
- Managed a complex web of space planning, occupancy-charging, and network issues.

Systems Analyst
PACCAR, MANUFACTURING GROUP (1989 to 1995)

- Developed and supported automated manufacturing engineering systems, including data modeling, customer support, usage guides, and functional specifications gathering.

EDUCATION & PROFESSIONAL DEVELOPMENT

- MBA, University of Washington (2002)
- BA, Political Science, University of Washington (1989)
- Graduate, PACCAR IT Leadership Development Program (2005)

Lifelong learner committed to ongoing professional education, including completion of recent coursework that includes: Programming SQL Server Databases; Mastering Web Development with ColdFusion; Object-Oriented Analysis and Design Using UML; Presenting Data and Information (Edward Tufte); and IT Infrastructure Library (ITIL) Training, Version 3.