

Bruce E. Walters

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IT and Project Management Professional

Service / Operations / Administration / Production Support / Process Improvement
Computer Security / Integration / Software Development Lifecycle
Innovation / Systems Engineering / Enterprise Architecture
Project Management

Motivated, innovative, Technology and Project Management Professional with more than fifteen years experience leading and managing all aspects of hardware, software, and systems design, integration, administration, operations, programming, and project management for "Fortune 250" enterprise computing. Responsible for strategic decisions, software customization, distribution, and system integration for a demanding environment. Effective in both team and autonomous environments, and is adaptable, creative, amicable, and participative.

Management Strengths

- Excellent cross-cultural and inter-departmental skills. Produced team effectiveness through insightful sensitivity, service level agreements, standards, and measurements in a 24x7x365 environment. Developed team through mentoring, training, and delegation.
- Project Management Professional Certification
- Business Process Redesign/Engineering
- Strategic Technology Assessment and Solutions
- Translate vision into action
- Manage by Walking Around and Strategic Goals
- Policy and Procedural Development
- Enterprise Asset/Software Management
- Software Development Lifecycle and Delivery

Technical Strengths

- Achieved results with "highly available" systems. Hands-on experience in all stages of enterprise architecture and systems efforts including requirements definition, design, testing, integration, and support. Made improvements by entrepreneurial innovation. Strong ability to learn and integrate new technologies.
- Innovation and Continuous Improvement
- HP Client Management/Automation (Radia)
- Computer Security Focus, Security+ Certification
- Symantec Antivirus Enterprise (SEP)
- Microsoft Active Directory
- Workstation and Server Admin and Imaging
- Citrix MetaFrame Administration
- java and xml Programming
- C / C++ / C# / SQL (.net) Programming
- HTML, CSS
- Visual Basic (.net) Programming
- vbscript programming with ADO, WBEM, and WMI

PROFESSIONAL EXPERIENCE

Information Technology Manager

2011 - Present

[Klines Services](#) - 5 Holland Street Salunga, PA 17538-1118 (717) 898-0106

- Created and administered user environments, computing systems, networks, telecommunications, VMware, Sage 100 ERP, and applications for one of Pennsylvania's largest innovative Environmental Sustainability and Biofuels Company. Managed various computing infrastructure projects. Gave strategic input and direction.

Technical and Business Consultant

2009 - 2011

[JLD Systems](#), 2818 Marietta Avenue Lancaster, PA 17601-2102 (717) 892-1100

Manufacturer, build to specification and system solutions provider for "the stuff behind the buttons."

- Developed hardware and software systems and provided solutions for business and manufacturing

[RR Donnelley](#), Lancaster, PA

Manufacturer, North America's largest printer

Senior Integration Engineer/Manager (Corporate Position)

1994 – 2009

Managed various infrastructure projects and lead various teams. Analyzed, designed, and implemented systems. Administered enterprise systems for a Fortune 250 company. Developed and deployed software. Used product and project management and software development lifecycle methodologies to achieve results, support profit centers that generated or saved millions of dollars of net revenue.

- Reduced operating and maintenance costs by 50%, increased production and support efficiencies by 35%, mitigated impending production and service disasters, and created systems that provided additional capabilities that, in turn, generated 30% higher profits and service levels than were otherwise possible.
- Gave direction to remote team of more than 30 infrastructure engineers.

Desktop Integration Engineer (Corporate Position)

2006 – 2009

- Administered, and adapted processes for, ZENWorks and HP Radia (HP Client Management) in accordance with business objectives, and software distribution and asset management of over 1000 software packages.
- Administered Symantec systems for the enterprise, and performed virus mitigations, which restored proper system operation for affected systems, and protected the others.
- Developed tools to manage the Active Directory, workstation environment, perform workstation inquiries, and interface with other systems, which improved system efficiencies.
- Applied Virtual PC and VMware to create virtual testing and support MS Windows workstations, which improved test accuracy, dramatically improved test efficiency, and added capabilities.

Server Integration Engineer (additional responsibilities)

2005 – 2006

- Administered MS Windows servers, 1400 in total. Provided guidance on the creation of the Windows Render Server image, using Ghost, resulting in improved performance, operational stability, and maintenance.
- Developed in .net a software distribution, system control, and management utility for the Enterprise Render Server systems, 140 in number, which allowed one person (rather than a team of 4 or more) to administer the entire Render Server platform. This saved time and increased the capabilities of the system.

Integration Engineer / Supervisor (additional responsibilities)

2000 – 2005

- Lead a team of 4 engineers, provided technology solutions, systems integration and administration, and Tier 2 and 3 support for enterprise operations. This included servers, workstations, and software systems.
- Created and then managed software configurations on workstations and servers as RR Donnelley's first enterprise centralized software management system. This improved system stability and enforced software licensing compliance in accordance with the business legal objectives, and improved overall operation.
- Set up and administered a Citrix Farm, which reduced the costs for supporting offsite workers.
- Integrated new software and technologies into existing systems, which improved performance and added capabilities. This served to generate higher profits and win new business.

System Architect (additional responsibilities)

1996 – 2000

- Managed and lead a team of 2 agile developers. Engaged with vendors and corporate counterparts to insure that business goals were met. Provided expanded capabilities for the enterprise.
- Architected, implemented, and managed the international enterprise infrastructure, which consisted of over 100 servers (Novell 3.12/4.x/5.x, Windows, and websites), 1800 workstations, 120 print devices, and 50 barcode stations using Novell NDS/eDirectory. Provided software distribution, messaging, and secured workstation management across more than 60 international sites, saving the company \$12MM in support.
- Created, installed, and managed websites, which improved communications efficiencies.
- Conceived, developed, and deployed, workstation and server image configuration using Ghost, which dramatically reduced device build times and eliminated systemic errors and rework.
- Applied Backup Exec, Compaq Insight Manager, ArcServe, Backup Exec, ManageWise, and LANDesk for disaster recovery, monitoring and management, which provided a resilient and secure environment.
- Project Manager utilizing Agile techniques for designing and programming the Data Collection system, a new feature for shop floor input using Intermec bar code scanners and transaction managers (embedded OS app written in C) and Oracle Database on an HP/UX system. Programmed a PowerBuilder application for the workstation with an associated embedded system programmed in Borland C/C++, and Unix Kshell scripts.

Senior Systems Analyst

1994 – 1995

- Programmed for the Order Entry system, a PowerBuilder 3/4/5/6/7/8 application with an Oracle 6/7/8/9/10i backend that followed the traditional software development lifecycle. This project was a modified Rapid Application Development project that used an iterative waterfall technique. The result was a much improved order entry and a tracking system, designed for scalability and still in operation as of 2010.

EDUCATION**PMI Project Management Professional Certification
Security+ Certification****Master of Business Administration****[expected 2013]**[Penn State University](#)

AACSB Beta Gamma Sigma Honor Society

Master of Science Information Systems**[expected 2016]**[Penn State University](#)**Bachelor of Science in Computer Science****1993**[Millersville University](#)

Dean's List, Department Honors, Computer Science Chairman's List

United States Citizen