

Summary

Information Technology Professional with high quality standards. I'm hard working, and dedicated, doing the extra effort to get tasks done correctly and on time. I'm experienced in system analysis design, coding & testing, data design, project management, quality assurance, and managing people and equipment. I'm knowledgeable in Mainframe, Mid-Range, networking and PC's. I have developed and modified a variety of computer programs and modified and interfaced with many third party computer systems. I have held the job titles of Programmer, Systems Analyst, Retail Systems Analyst, Senior Programmer, Data Architect-DBA, Systems programmer, Manager of Information Systems, and Call Center Floor Supervisor/Analyst. I'm currently working on a Masters Degree in Business Information Systems Management at UALR. I have always received excellent employee ratings from managers & co-workers

Computer/Technical Skills:

Expert Level:

- VM/VSE
- Assembler
- ISERIES Command Language
- BMS
- ISERIES Query Language
- Project Management
- Microsoft Office Suite (Word, Excel, Power Point, Access, Outlook)
- Active Directory
- * SQL
- * CICS
- * JCL
- * PLI
- * CA-DATA Center
- * Program Development Methods
- * System Design Lifecycles
- * COBOL
- * VSAM
- * I5-OS
- * RETALIX
- * MIMIX
- * DLI/IMS
- * TCP/IP
- * Top Secret
- * CMS
- * ROBOT
- * REXX
- * VTAM
- * DMS
- * EZT+
- * FTP
- * Quality Testing Methods
- * Disaster Recovery Process
- * EDI

Beginner or Intermediate Level:

- Visual Basic
- Linux
- WEBSPHERE
- Share point
- Windows Server 2012R2 (DNS, DHCP, HYPER-V, VPN, Domain Controller, MS Exchange, etc.)
- Progress
- * C++
- * HTML
- * .NET
- * UML Diagraming
- * Scripts
- * RPG
- * XML
- * MYSQL
- * T-SQL
- * Agile methods
- * OS 390 Z/OS
- * JAVASCRIPT
- * JAVA
- * Cognos
- * DB2
- * SAP
- * Visio
- * C#
- * MS Project 2013

Professional Experience

2010 - October 2013

Company - Hewlett Packard in Conway. Position - Customer Loyalty Technical Advocate level 5. Responsibilities - Supervise, coach and mentor technicians in trouble shooting. Also make sure agents follow company policy and procedures. Analyze survey data and coach agents on how to improve survey scores, and resolve issues. Also recommend changes to training, documents, and processes to achieve better results. Which Helped do the following:

- Increased customer satisfaction to 79.5% a 6% increase in CSATS over 2 years. Conway became the Top rated center in the company for Customer Satisfaction
- It also helped increase Total Problem Resolution to 87.3% an 8% increase over 2 years.
- We also decreased dissatisfied customers by almost 4%.
- We decreased No Trouble found on repairs by 14% and decreased the overall number of repairs by 4% which saved the company money and customers frustration of an unnecessary repair.

Career Highlights - (1) Making a Difference Award, (2) Support Group Employee of the Month, (3) Extra Mile Award

Daniel 'Rick' Culbreth Page 2
Affiliated Foods Southwest Little Rock, AR. 1979-2009

Manager of Information Systems

Designed and coded corporate system, including: Online inventory acquisition and control system, Retail Systems support for various register systems, delivery manifest and credit System, conveyer pick system, Y2K program and data conversions, Project leader on multiple warehouse support, developed project control and operator assistant program, voice pick systems, in charge of software and hardware installations and upgrades, supervised IT professionals, and web development. I was responsible for meeting technical equipment needs, and application within corporate objectives and budget. I was a Project Leader on a \$5.8 million project to convert all ERP/CRM systems from MAINFRAME to MIDRANGE systems, which included designing, writing, and modifying programs and systems and included voice pick system and computer directed inventory management.

From 2003-2009: Supervised development team, and operations team (varied between 12-16 employees). Buying/Leasing and maintain computer equipment (Mainframe, 2 ISERIES, 26 servers, 300 P.C's, 150 hand held terminals and 200 voice pick devices). Meeting the changing IT needs for our store members, management, and employees, within the allocated budget. Cross trained all IT personnel so everyone knew how to do at least two jobs functions and there was always someone there to backup critical employees.

From 1993-2003: System Programmer/DBA. I installed hardware and software for Mainframe, peripherals, and servers. Designed and maintained software and company database/file system. I updated computer systems to latest technology at that time. Designed and coded systems and programs as required. Assisted in network setup and web design.

Career Highlights at AFS

Presidential Award Winner, two time winner. Promoted 7 times during career
STAR Achievement Award, Given by Company for Technology Investment, and upgrades
Dale Carnegie Impromptu Speaking Champion, Dale Carnegie Outstanding Performance Award

Education:

University of Arkansas at Little Rock
Bachelor of Science September 1977 – May 1981
Major, Computer Science
Minor, Accounting
3.58 GPA

University of Arkansas at Little Rock
30 hours Masters Business Information Systems
January 2014 – Current
Current GPA 4.0 (expected graduation May 2015)

Certifications

Project Management Certification (expired), CICS/DEBUG from Verhoff, COMPTIA A+, HP Certified Technical Mentor

Strengths

I have the Ability to organize and oversee projects from start to finish. IT Project Management Skills.
I can trouble shoot, design and develop systems quickly and effectively in a variety of environments.
Extensive knowledge of warehousing, retail, data center operations, transportation, customer support, call center operations, and computer systems, computer languages, programming methodologies and life cycles.
I communicate well with management, end users, programmers, stake holders, and customers.