Paul F. Kaufman
pkaufm@comcast.net
3435 Aquia Drive, Stafford, VA 22554
202-215-7725

EXECUTIVE SUMMARY

Influential IT and Company Operations management executive experienced in leveraging technology to drive organizational growth, performance, and profitability. I proceed when necessary as a change agent, capable of orchestrating transformative business strategy through data-driven decisions. I drive innovation with a focus on developing flexible, scalable solutions for staff, clients and organizational problems. I have diverse experience in high-growth, startup, and turnaround environments with extensive knowledge of the customer-staff relations. Respected leader in both highly-matrixed corporate environments and in the Washington DC-Virginia-Richmond area technology community.

Self-motivated leader and results-driven leader in company operations and all aspects of information technology, with business background and manufacturing process. Expertise includes strategic planning, Disaster recovery, infrastructure, quality assurance, business process improvement, and application development.

Proven ability to lead and motivate high performance teams focused on maximizing productivity. Exceptional communicator, with emphasis on building strong client relationships, forging beneficial partnerships and negotiating cost-saving contracts.

Accountable for directing the information and data integrity of the enterprise and its groups and for Information Technology functions of the enterprise. Includes cloud based operation, MS Office 365, SharePoint and co-location hybrid environment. Includes data centers, project management functions, help desks, communication networks (voice and data), application development, and enterprise systems operations. Responsible for network deployments and application launches, web sites (seven), budgets, contracts, policies, business analyst, risk assessment, auditing, cross-functional operations, and business continuity planning. Adaptive forward thinking professional with senior management planning, business operations, and technical experience.

AREAS OF EXPERTISE

CRM-iMIS-Interaction Project management Network system engineering VMware-Server virtualization Hosted Cloud environment-private-public-hybrid cloud Phone systems VOIP/Unified Messaging Contract management	Microsoft Exchange-Office 365 Microsoft SharePoint-Lync SaaS PowerShell Google Apps Wireless networking Contract life cycle Financial systems TCP/IP	Electronic document capture, management, storage and retrieval. Web based document retention. Disaster recovery planning/business continuity Certified Business Continuity Professional (CBCP) Project Management Professional (PMP)®
Web development-sales-order processing/Online sales/E- commerce	Supply chain management Event Management-Marketing	Data warehousing Financial Systems

EMPLOYMENT HISTORY

Chief Technology Officer   **10/97-Present**
The Center for Strategic & International Studies, CSIS. Washington, DC

Daily Operations:

- Establish goals, objectives, and policies for all of The Centers technical areas. Develop and implement programs to ensure attainment of business plan for growth, profit, and branding. Directly responsible for the Information Technology Department, Phone systems, Business Continuity-Disaster recovery, Video Conferencing-Interview studios, E-Commerce sites and web presence. Maintain the organization's structure, strategic growth plans, and all technology operational policies and procedures. Responsible for business recovery build out and uptime of redundant continuity sites, (Richmond, VA, Atlanta GA.). Develop business processes and flows for revenue, and initiate data/Internet security, auditing, and implementation of best practices.
- Manage and implement IT-related projects for corporate management and operations, accounting software, and internet sales/operations. Responsibilities include maintaining all network operations, systems and processes using management methodology for IT, budget analysis, user requirements, and communication of project status, schedule development, and tracking.
- Provide strategic planning, project management and financial demand planning and guidance for effective prioritization and cost/benefit analysis on all IT initiatives. Manage and develop the IT accounting and licensing team(s) to enable the accurate recording and reporting of monthly IT expenses and capital projects as well as asset tracking and management.
- Setup, manage and direct corporate web sites (27) and all related infrastructure including web store/e-commerce site and Point Of Sales systems. Credit card operations and related banking processes.
- Computer Systems: Responsible for overseeing, administering, directing, and guiding IT department for organization and subtenants (four) of building. Network infrastructures, database development, library services (including all web/network-based services such as Lexis-Nexis, Dialog and subscription based services), and web development. Project management with on average of 4-5 significant IT based projects per quarter.
- Oversee all technical responsibilities and capabilities of 7-8 corporate events per day. Includes web casts, point to point interviews via ISDN/broadband, and coordination of hardware software with event planners.

Career Highlights

- Migration from private hosted environment Exchange 2007to hybrid cloud MSOffice 365. Reduced server environment form 50 serves to 15 Hypervisors. VMware Capacity Planner.
- Migrated 500 users to MSOffice 365 from an Exchange 2007 environment. Cost reduction in hardware, licenses and hosting of $75,000 annually.
- LEED Certification for present data center and also new construction.
- Directed and manage the development of a fully secure business continuity/disaster recovery site with web-based data backup. All business critical applications are available immediately remotely or off site at "hot site" in an event situation.
- Successfully replaced the PBX phone system with a hybrid IP telecommunications.
- Converted bookstore accounting system into web based point of sale E-commerce system/shopping cart, which increased sales 65%. Sales integrated into general accounting system, connected all transactions into upgraded general ledger.
- Built and managed the Technology Advisory Group organization including: Consultants, Trainers, custom development, integration, and the help desk.
- Led efforts to transition the company from "three year term" purchasing model to a brokered system with corporate vendors which reduced cash outflow by over 25% per quarter. Terminated and restructured all leasing contracts with vendors and renegotiated lease contracts. Savings of over $150,000 annually.
- Renegotiated contracts and service agreements with long distance, local and cell phone carriers, which improved level of service while reducing annual expenses by over $250,000.
- Senior Management member responsible for planning, directing, implementing, maintaining, training, and ensuring functionality in all areas of Information and Technology.

- Put into operation a multifaceted digital copying solution to reduce external printing costs. Outside printing costs reduced by $5,000 a month.

Director Information Systems
Ginsburg, Feldman & Bress, Attorneys at Law
Washington, DC   **9/96 to 10/97**

Responsible for all duties associated with maintaining Netware/Windows NT wide area network. Maintained all aspects of PC DOCS document management system (SQL Server) including all maintenance of NT servers and SQL. Maintained servers, inbound and outbound communications, Internet Server, Fax server and Mail services (Exchange and MS Outlook) along with network printers. Responsible for software development, project management and daily operations of all users.

Implemented best practices on risk mitigation and emergency contingency in IS departments, and all phases of operations and finance. Managed product development life cycle and communication platforms

Extensive hands-on experience with Microsoft Exchange, and network server clustering. Initiated "San" backup solution technology in the event of a disaster and developed and implemented numerous disaster recovery designs, defining and documenting new processes and interdepartmental relationships with contingency plan. Successfully developed and implemented network designs, IP phone systems processes. Created platform and published white papers for internal and external distribution. Conducted seminars on catastrophic and contingency plans for company. Effectively directed, influenced, developed, and motivated subordinates, obtaining positive team solutions.

                                                                                 8/85 to 9/96

Manager Analytical Chemistry Research Laboratory
Manager Information Systems
United States Steel Corporation (USX) Pittsburgh, PA
Simultaneous duties included the following.
- Senior Manager for Inorganic research. Supervised nine chemists and two technicians in a high volume production Analytical Chemistry laboratory.
- Siemens LIMS - Model and manage the complete workflow of all quality data in the lab and on the production line: samples, analyses, instruments, reports and lab personnel qualifications.
- Division representative for offsite production processes. Maintaining production environment relating to contracts on site in USX production mills in Pittsburgh, Clairton and Braddock Pennsylvania.
- CNA certified in Novell LAN. Responsible for the design, installation and management of two Novell networks.

Senior Research Chemist: Responsibilities included analysis and research on steel ladle analysis, raw materials, and inorganic substances using a variety of instruments and procedures. These included x-ray fluorescence, x-ray diffraction, optical emission, Ion chromatography, Gas chromatography, FTIR, Leco combustion and classic chemical methods. Extensive report writing and interaction with engineers and metallurgists. Responsible for client support and data rationalization

USX Radiation Chairman: Monitored and maintained all radiation exposure requirements for 30 scientists within the research center.

Manager Analytical Testing Laboratory   **6/82 to 8/85**
Pennex Pharmaceutical Co   Oakmont, PA

Laboratory Manager responsible for all drug testing of over the counter generic products prior to release for packaging. Quality control, FDA approval. Managed a staff of three chemists for production shift. (3rd)
Macintosh LIMS system for Quality control, approval.

EDUCATION

BS Degree Forensic Chemistry Edinboro University of Pennsylvania, Edinboro, PA
United States Steel Management Degree: Management Graduate for Manager 1994-1996
CISCO CCNA 10-97 to present
Certified Business Continuity Professional (CBCP) Present
Project Management Professional (PMP)® Present