

Ronald T. DuKatz

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Executive Summary: See www.rtdukatz.com

StrengthFinders: Learner · Harmony · Context · Achiever · Analytical
StandOut: Connector · Provider

DISC Style: C · Analyzing Coordinator

Professional Profile

- **Business Professional** with deep expertise in back office software systems, operations and process optimization
- **Lifelong Learner** passionate in developing self and others to become the best we are capable of becoming
- **Database and SQL Expert** from design to complex queries, optimization, data warehousing and data analysis
- **Business Solutions Provider** from idea to implementation (analysis, design, software architecture, development, testing, and support) with **proven track record** of decreasing delivery cycle time, improving quality and increasing business value through **increasing revenue** and **decreasing costs**
- **Project Manager** across multiple efforts and business areas **delivering** successful results on time and on budget
- **Leader** in Technology; from **infrastructure** to software development, end-user **training** and **support**
- **Systems Integrator** with a variety of industry and technology experiences including **Solutions** for:
 - **Telephony** integration · **Customer Relationship Management (CRM)** · **Financial Accounting** bank integration of **Lockbox**, ACH and **Credit Card** processing · **Web Crawling** · **Job Board, Applicant Tracking** and **Recruiting** systems · Internet startup **SaaS** environment · **Social Media** application development
- **Website Expert** of internal intranet and external web design, development, implementation, and support

Qualifications: · Problem Solver · Mentor · Teacher · Team Builder · Leader · Strategic Planner · Systems Integrator · Business Analyst · Software Architect Programmer

Technical Skills: · SQL Server · SQL Development · Microsoft Stack · ASP.NET · MVC · VB.NET · Visual Studio · Team Foundation Server (TFS) · HTML · XML · Javascript (jQuery/Ajax/JSON) · Visual Basic/VB6/VBA · Excel Development · MS Office (Word/Excel/OneNote/Teams) · Google Apps (Docs/Sheets) · MS Hyper-V and Azure

Volunteer Experience:

CrossRoads Careers REACH Support Group, Hales Corners, WI · *Co-Facilitator, Oct 2020 to Present*

PONG MKE, Milwaukee, WI · *Leadership Team and Website Team, July 2020 to Present*

Ebenezer Stone Ministries, Inc., Milwaukee, WI · *Kitchen Worker Wednesday Meal Ministry, July 2020*

ThyDailyWord.org, Inc., Franklin, WI · *Founder and President, April 2020 to Present*

- **Migrated** back office to **Azure remote managed service** under Microsoft's Non-profit Sponsorship.
- **Enhanced** functionality to link searches to additional study resources. **Developed** new programs for daily inspirational quotes and self-managed lists for personal storehouses of daily readings. **Designed** and **built** a back-office email agent that each morning sends e-mails containing the day's reading to be pondered and applied during the day.

ThyDailyWord.org, Inc., Franklin, WI · *Founder and President, 1998 to April 2020*

- **Creator** and **Developer** of original website, www.ThyDailyWord.org in 1998 and 501c3 Incorporation in 2016. The site features programs to guide one at your own pace through daily Bible study.

Franklin High School Fellowship of Christian Athletes, Franklin, WI · *Ministry Leader, Apr 2013 to Jan 2015*

Franklin Youth Girls Basketball Association, Franklin, WI *Sep 2002 to Dec 2012* · *President, Jun 2009 to Dec 2012* · *Gym Time Coordinator, Aug 2005 to Aug 2009* · *Basketball Coach, Sep 2002 to Apr 2010*

Metro South Girls Basketball League, Franklin, WI *Sep 2008 to 2014* · *Operations Manager, Aug 2011 to Aug 2014* · *Scheduler, Aug 2008 to Sep 2011*

Martin Luther High School Youth Football, Greendale, WI *Aug 2001 to 2005* · *Football Coach*

Professional Experience:

The Infosoft Group LLC, Gauge Capital, Milwaukee, WI *Dec 2016 to Apr 2020* · **Director**

- **Led** as **key** member of **transition** team from sole proprietor to private equity owner. **Responsible** for **operations leadership** and **support** of Executive team, Accounting, Account Management, Customer Service and Sales
- Migrated **Excel** based **sales commission** processing to **VB.NET/MVC** interface allowing HR/Accounting autonomy
- Responsible for **Pre-paid Commission** and **Expense** system and prepared for third party replacement
- **Transitioned** operational duties and responsibilities to future operations team

Infosoft Group, Inc., Milwaukee, WI *Apr 2005 to Dec 2016* · **Director**, *Oct 2013 to Dec 2016*

· **Vice President**, *Jun 2011 to Oct 2013* · **Director Marketing**, *Nov 2009 to Jun 2011*

· **Senior Systems Analyst II**, *Oct 2008 to Nov 2009* · **Director of Information Systems**, *Apr 2005 to Oct 2008*

- **Participated** on company leadership team in **preparation** and **presentation** to potential buyers through its sale
- **Converted** financial systems from **cash to accrual revenue model** for company evaluation and sale
- **Performed** entrepreneurial duties and responsibilities across the entire Information Technology Department for a **startup internet recruiting (job board)** in a **SaaS environment** known as LocalJobNetwork, MilwaukeeJobs, JobsInMadison, DCJobs, JobsInMinneapolis and 600 other local employment websites across the country which grew into a mid-size organization · **Appointed** lead technology role overseeing products and services, **expanding** the features and services provided to our customers
- **Managed** products including automated job distribution to community partners, job cross-posting to state job banks for federal government contractor compliance, social media recruiting with Facebook and Twitter, resume upload and document conversion to PDF
- **Designed**, developed, implemented, and supported automation:
 - Skype for Business telephony integration with CRM for caller ID recognition in Microsoft Lync VOIP environment
 - Chase Bank **Lockbox**, ACH and Paymentech Orbital Gateway **Credit Card** integration with online proprietary ecommerce shopping cart, order, invoice, billing, and third-party **Sage** accounting software
 - **Deferred and Realized Revenue** system integrated with Sage, and prepared for third party replacement
 - Proprietary CRM with **Customer Account Management** and **Prospect/Opportunity Management** featuring call cadence workflow, activity tracking, quantitative performance management tools and automated
 - Web Crawlers (Spider applications) for **harvesting** data, posting data and reconnaissance reporting
 - A sophisticated yet simple to use ad-hoc **Reporting** and **Monitoring** System
 - Leading edge, **revenue generating** online recruiting and compliance software products
- **Contributed** to sales growth through **improved efficiencies** in the sales process, **enhancing** in-house Customer Relationship Management (CRM) and Sales tools, and **automating** manual back office processes
- **Directed** the marketing department of three to five employees for twenty months with a \$1.8M/year budget including full responsibilities for TV, radio, billboard and SEM (Google) advertising · **Transitioned** TV commercial production and distribution in-house · **Supported** back-office applications as well as **mentored** development team of four to six full time and intern team members · **Responsible** for establishing new offsite data center, virtual private network connectivity, Web Farm and Server Setup, SQL Server Upgrades from 2000 to 2005 and most recently to 2014, home office desktop computing and remote office setup
- **Designed** and **programmed** major revision to ASP website into hybrid VB/ASP.NET and MVC web application
- **Developed migration strategy** from legacy ASP web application to MVC/VB/ASP.NET technology · **Created** pattern for producing MVC reports using a multi-layered approach and **introduced** an object-oriented Business Layer with entities to centralize both business logic as well as database access · **Integrated** Microsoft Link and Verba call recording with in-house developed Customer Relationship Management (CRM) System

Compuware Corporation, Inc., Milwaukee, WI *Sep 2002 to Apr 2005* · **Enterprise Solutions Specialist**, *May 2004 to Apr 2005* · **Project Manager**, *Sep 2002 to May 2004*

Assignment: West Bend Mutual Insurance, West Bend, WI *Oct 2002 to Apr 2005*

- **Provided** technical leadership for a team of ten in the implementation of a state-of-the-art insurance application and quoting website · **Integrated** the web application into a complex system including client/server legacy components and integration with legacy mainframe systems · **Transitioned** the application into a maintenance and enhancement mode **introducing** production monitoring mechanisms as well as policies and procedures for systems support

- **Established** method for managing monthly releases of software features resulting in sales goals being achieved using the system with exceedingly high levels of user satisfaction

Lakeland College, West Allis, WI *Fall 2002 to Spring 2004* · *Instructor*: VB 6 / VB.NET / ASP.NET and Advanced Programming & Enterprise Application Development

Waukesha County Technical College, Waukesha, WI *Fall 2002* · *Instructor*: VB.NET Programming

Information Technology Consulting, RTDuKatz, Inc., Franklin, WI *Jan 1998 to Aug 2002* · *President Owner*

Assignment: GE Medical Systems, New Berlin and Waukesha, WI *Apr 1998 to May 2002*

- **Directed** a team of eight responsible for creating, supporting and enhancing a sales force automation, configuration and quoting system for a sales force of over 700 remote, detached users in the U.S., Canada and Latin America · **Coordinated** the whole system development life cycle within a Six Sigma framework · **Mentored** and **trained** team members in existing system, design, methodology and coding best practices · **Recognized** as an inventor on U.S. Patent for a global quote publishing and ecommerce system · **Coordinated** a twenty-one-week project with \$975K benefit per year and onetime cost of \$419K
- **Designed** and **developed** a system to Web enable the selling cycle for medical capital equipment resulting in a system which supported first year sales of over \$400 million
- **Implemented** incremental continuous improvement in the Six Sigma systems development methodology by injecting industry best practices from Rational Unified Process (RUP) and eXtreme Programming (XP) · **Spearheaded** the use of Requirements Gathering with Use Cases and **performed** a liaison role including requirements gathering for projects
- **Created** a web-based tracking tool called DIRT (Defect, Issues and Requirements Tracking) and initiated the process for managing requirements change control resulting in the project team's efficiency increase, and business solutions delivery process improvement · **Consulted** management on strategic technology planning · **Participated** in one-, three- and five-year planning sessions for the medical equipment go to market operations

Assignment: Wisconsin Electric, Milwaukee, WI *Mar to Jun 1999*

- **Audited** maintenance crew dispatch and logistics system from an Object-Oriented Analysis and Design perspective as well as performance, stability, and maintainability
- **Developed** a framework for the object-oriented design and development of a utility overtime call in system
- **Jump Started** and **trained** the client in the use of UML, Rational Rose and Visual Basic

Assignment: Case Corporation, Racine, WI *Nov 1998 to Jan 1999*

- **Designed** and **developed** telephony integration between SCOPUS help desk CRM service system and Teloquent automated call distribution software using Visual Basic and COM integrated with SCOPUS VBA scripting · **Analyzed** and **proposed** an architectural blueprint for construction equipment manufacturing systems

Assignment: Sears, Hoffman Estates, IL *Jan 1998 to Mar 1998*

- **Consulted** team of eight on an international buying system written in PowerBuilder PFC · **Audited** procedures, architecture, and code · **Implemented** optimizations for greater application stability, performance and maintainability

Independent sub-contractor, Milwaukee, WI *Sep 1997 to Jan 1998*

Assignment: Case Corporation, Racine, WI

- **Consulted** to IT Management · **Evaluated** organizational readiness for and presented strategic enterprise architecture aimed at federating systems from desktop to mainframe and transition from PowerBuilder fat client, data replication architectures to thin client distributed object architecture · **Introduced** organization to UML and Objectory (now RUP)

ICON Info Systems, Northbrook, IL *Feb 1996 to Sep 1997* · *Manager*, *Mar 1997 to Sep 1997*

· *Senior Consultant*, *Feb 1996 to Mar 1997*

Assignment: GE Medical Systems, Waukesha, WI

- **Managed** Project as Lead Architect and Developer on team of four responsible for Distributed Client/Server Sales Force Automation system · **Integrated** PowerBuilder with VB configuration tool customized from *Trilogy's Selling Chain* technology · **Supported** and **enhanced** Sales Force Automation in-house developed remote database synchronization in technologies including PowerBuilder, C, Oracle database and Pro*C development environment on UNIX Sun Solaris

Source Consulting, Milwaukee, WI · *Technology Specialist*, *Oct 1994 to Feb 1996*

Assignment: Case Corporation, Racine, WI

- **Implemented** Customer Account Management System in PowerBuilder and Sybase for servicing nationwide network of parts distributors · **Consulted** clients on project setup, corporate infrastructure development, team development processes, methodology, technical design, coding standards and transitioning software in house from a third-party vendor · **Created** utilities in C++ and VB to integrate Teloquent telephony and screen pop functionality for incoming phone calls from distributors · **Grew** Client/Server consulting practice at Source through recruiting, mentoring and training of consultants and clients within the PowerBuilder and Sybase technology space

Northwestern Mutual Life Insurance Company, Milwaukee, WI *through Oct 1994*

Systems Analyst

- **Architected** client/server object-oriented software for insurance medical test reimbursement/payment system including integration with mainframe legacy systems using PowerBuilder, C++, and Sybase · **Contributed** to department wide standards as a member on Human Interface Design, Development Architecture and Graphical UI Design Committees

Senior Programmer Analyst

- **Designed** reusable code library and processes for **building** the first client/server application integrated with MVS mainframe using Rumba, C and Vermont Views UI Framework · **Created** a system for sharing reusable source code throughout the department · **Developed** insurance sales proposal software in C

Programmer Analyst ; Intern Programmer Analyst

Education:

Valparaiso University - Valparaiso, Indiana

Bachelor of Science in Business Administration

Concentration: Finance Two Minors: Math and Computer Science Information Systems

Major GPA: 3.867/4.0 Overall GPA: 3.812/4.0

Graduated **Summa Cum Laude** in seven semesters with one-year **internship**

Life Office Management Association (LOMA) Fellow