

# DUANE KELLING

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## SENIOR LEVEL BUSINESS CONSULTANT & IT DIRECTOR

An innovative Senior Level Business Consultant & IT Director with more than 30 years experience combining business application development, ERP, Supply Chain, distribution & transportation expertise to envision and implement IT solutions – delivering millions in savings and sales. Exceptional leadership skills and proven track record of cultivating teams capable of exceeding expectations and delivering new solutions.

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### AREAS OF EXPERTISE

- Project Management & Support
- Supply Chain & Distribution
- Strategic Planning/Analysis
- Client & Customer Support
- Contracts & Negotiations
- Staff Supervision & Training
- SDLC Methodologies
- ERP Implementation & Support
- Educational Program Development
- Business Software Development
- IT Processes Improvement
- Budget Management
- Cloud Based Solutions
- Procedures Development
- Change Management

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### PROFESSIONAL EXPERIENCE

#### DA KELLING, ST. PAUL, MN

##### PRINCIPAL CONSULTANT (2008 – PRESENT)

- Provide technology implementation and IT management consulting services by managing high-level client engagements, improving processes and technical support, and developing applications and business systems to direct client initiatives.
- Grew non-profit entity from 1 outdated server to 3 with 35 workstations by supervising infrastructure roadmap design, upgrade, and conversion processes – saving \$15K in purchasing costs.
- Boosted Shaw Supermarket productivity 5% by optimizing distance algorithm used in distribution center planning for pick-and-pack and delivery scheduling applications.
- Enhanced customer experience and services by overseeing requirement gathering process for new B2C website and handheld units at Plunkett's Pest Control.
- Streamlined processes for Schwan's Foods by leading requirements and project management for implementation of new SAP Recipe Development module.
- Increased incentive base for Associated Grocers of New England delivery drivers 10% by improving standard procedures, and integration and reporting processes.
- Modified Salesforce.com application and improved and aligned business processes using Managed Shares, JavaScript and Apex for Property Management Application at Silverbay Management Company.

#### VISION-EASE LENS WORLDWIDE, RAMSEY, MN

##### IT PROJECT MANAGER (2012 – 2013)

- Contributed to efficient services of \$2MM company by supervising launch of corporate Project Management Office (PMO), cultivating corporate steering committee and designing training for Minnesota management and leadership team.
- Aided in implementation of new anti-reflective coating process in Ramsey, MN and Jakarta, Indonesia by drafting revised project schedule.
- Enabled project tracking on daily, weekly, and monthly levels by developing a dashboard representing status of 85 projects - a critical reporting tool to accurately view key programs at a glance, and allowing executive management to react accordingly.
- Supported efficient business operations by designing and facilitating training for managers & supervisors on project management principles and procedures.

#### WEST LIBERTY FOODS, LLC, WEST LIBERTY, IA

##### IT MANAGER (2010 – 2012)

- Ensured IT operations of 3 data centers and 600 workstations by guiding staff of 9 to develop IT strategies aligned with organizational objectives, including starting the SOX compliance implementation for IT department and continuous process improvement facilitation to comply with corporate initiatives.
- Propelled major improvements by instituting iterative development practices using Agile and Scrum SDLC methodologies, and overseeing launch of corporate PMO, including the business model, practices, and processes.
- Slashed time-to-market 25% by integrating product lifecycle management application utilizing Salesforce.com CRM and cloud services.

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## PROFESSIONAL EXPERIENCE CONTINUED

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- Eliminated 30K hours of safety-related worker downtime by guiding development of Salesforce.com behavioral-based safety application.
- Reduced product spoilage 10% by overseeing QAD ERP implementation of MRP for manufacturing operations, and leading development group of Java and .Net developers in application of ERP support.
- Increased system availability to more than 99%, and saved more than 50% in hardware acquisition, licensing, maintenance, and cooling costs by leading server virtualization and desktop virtualization (VDI) projects.
- Coordinated \$350K network infrastructure overhaul project that included Unified Computing System deployment.
- Saved 15% in annual maintenance costs with Salesforce.com and reduced average user price 48% by spearheading contract negotiations and implementing cloud-based (SaaS) applicant tracking system.

### STEIN INDUSTRIES, INC., BROOKLYN PARK, MN

#### IT MANAGER (2007 – 2008)

- Aided manufacturing firm with \$60M in revenue from 3 distinct manufacturing entities by monitoring team of 9 internal and partner resources in management of IT operations and technology projects, and managing \$1.25M IT operating budget.
- Improved lead and fulfillment cycle times, and resolved inventory and PO discrepancies to cut on-hand inventories more than 10% by heading QAD ERP platform re-deployment - ensuring system agreed with business processes.
- Enhanced website navigation and workflow by redesigning B2B website utilizing DotNetNuke Open Source CMS package - meeting rigid deliverables and launching project within \$250K budget.

### ROBOCOM SYSTEMS INTERNATIONAL, INC., MINNEAPOLIS, MN & FARMINGDALE, NY

1995-2007

#### SOFTWARE ENGINEERING & DEVELOPMENT DIRECTOR, ROBOCOM & RADCLIFFE (2003 – 2007)

#### VICE PRESIDENT & CO-FOUNDER, ERICKSON CONSULTING (*acquired by Radcliffe*) (1995 – 2003)

- Controlled consulting operations and project budgets of up to \$10M by supervising team of up to 25 in architecture design, development, testing, and project management for supply chain solutions and ERP package implementations using Java.
  - Maintained optimal customer service level for 365/24/7 business by envisioning and developing 2 innovative software products with real-time business intelligent dashboards - specific packages still performing at a variety of sites.
  - Improved picking accuracy 10%, cut product selection time 15%, and generated \$800K in savings by leading change management initiatives and automating KPI reporting and problem management processes.
  - Accelerated growth of Erickson to \$4.1M in annual revenue and orchestrated successful sale to Radcliffe.
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## EDUCATION & CERTIFICATIONS

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**Mini Master**, Project Management, University of St. Thomas, Minneapolis, MN

**Master of Science**, Information Systems/Management, University of Phoenix, Phoenix, AZ

**Bachelor of Science**, Computer Science, Iowa State University, Ames, IA

**Certified**, Salesforce.com Developer

## TECHNICAL PROFICIENCIES

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### Operating Systems

Windows, UNIX, Linux, Mac OS, OS/400, AS/400

### Platforms

Oracle, Salesforce.com, SAP, JD Edwards, Baan ERP, QAD, Epicor, SQL Server, MySQL, DB2, SharePoint, CMS, pmPoint

### Tools

ASP.NET, .NET, C++/C#, Java, Ajax, PHP, J2EE, JMS, XML, APEX, Visual Basic, Visual Studio, Progress 4GL, EDI, PL/1

### Software

Crystal Reports, Cognos, Business Objects, Red Prairie, Manhattan, High Jump, Visio, Microsoft Project/Office