

# JAMES WILLIAM ZESZUTEK

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## OBJECTIVE

Lead project team utilizing my leadership, project management, Webmaster, and MBA skills

## QUALIFICATIONS

- Information Technology Technical Project Leader
- Business Analyst with technical, customer service, MBA, and leadership skills
- Email, Spam appliance, and encrypted email application owner
- Leader, change agent, problem solver
- Experienced government inspector liaison
- Business process improvement and root cause event investigation team leader
- Demonstrated leadership through volunteer work with Boy Scouts Of America
- Proficient in Microsoft Office applications including Access database development

## EXPERIENCE

**FIS CORPORATION (formerly Metavante Corporation)**

**(8/2000 to 3/2010)**

### Business Analyst Specialist/Project Manager

Business analyst and project manager for enterprise customer management application.

- Managed rewrite of customer application to a DotNet architecture.
- Facilitated development of functional and technical requirements, testing documentation, and user interface.
- Liaison between management, business process owners and technical resources.
- Technical lead for active directory authentication and email revision to application.

Business Analyst for mail routing applications.

- Managed encrypted email function of ebanking statement delivery application.
- Trainer and coach for encrypted email customer support representatives.
- Resolved internal and external customer encrypted email product issues.
- Direct customer contact to resolve second level encrypted email issues.
- Used HTML skills to create custom formatted email templates branded to bank customer specifications.
- Managed Spam appliance and performed troubleshooting of mail routing issues.

Project Management office.

- Project Manager for Active Server Page project status report intranet application. Managed improvement project that saved \$20,000 per year. Collected technical and functional requirements, generated project estimates, and managed development team. Technical contact for application issue resolution.
- Managed upgrade of application servers. Defined requirements, schedule, and supervised technical resources. Projects were implemented with zero defects and no disruption of service.
- Project Manager Mentor and Metrics Analyst
- Identified and implemented solutions to improve project management practices.
- Managed Intranet based project management methodology Web site that saved \$5,000 per year.

Corporate Business process improvement team facilitator.

- Team leader for server build and change management process investigation. Identified process improvements resulting in centralized server build process.

Web site statistics (WebTrends) application and server manager.

**EXELON CORPORATION**

**(8/90 to 7/2000)**

**Program Manager** *Zion Nuclear Generating Station*

- Senior government regulator (Nuclear Regulatory Commission) liaison and root cause investigator.
- Manager of nuclear reactor safety quality issue review program.
- Created Intranet library of regulatory documents.

**Program Manager** *Dresden Nuclear Generating Station*

- Root Cause Corrective Action Program Manager. Implemented standards for root cause program.
- Root cause program instructor and event investigation team leader.
- Lead briefings to both senior management and technical staff ensuring all staff understood event issues.

**Technical Staff Engineer** *Braidwood Nuclear Generating Station*

- System Engineer. Coordinated maintenance and trouble shooting on nuclear mechanical systems.

**BATTELLE MEMORIAL INSTITUTE**

**(9/88-7/90)**

**Licensing Project Engineer** *Office Of Waste Technology Development, High Level Radioactive Waste Project*

- Management consultant to US Department of Energy High Level Radioactive Waste Project.
- Yucca Mountain Repository safety documentation contributor.
- Coordinator of Battelle's community charity activities.

**SARGENT & LUNDY ENGINEERS**

**(11/85-8/88)**

**Licensing Project Engineer** *Nuclear Licensing Division*

- Project management support for nuclear electric generating station modifications.
- Nuclear safety program coordinator and Safety Analysis Report editor.

**UNITED STATES NAVY, Nuclear Surface Warfare Officer (Top Secret Clearance)**

**(6/78-10/85)**

**Engineering Fundamentals Instructor** *US Navy Surface Warfare Officer School, Newport, Rhode Island*

- Classroom instructor at Department Head School. USN Master Training Specialist.

**Chemistry and Radiological Controls Nuclear Navy Officer** *USS Nimitz (CVN-68)*

- Supervised nuclear reactor operation and maintenance activities. Radioactive Material Control Officer.
- Reactor Control Division Officer. Qualified as Naval Nuclear Engineer Officer.

**Reactor Controls Nuclear Navy Division Officer** *USS Arkansas (CGN-41)*

- Supervised nuclear reactor construction, operations, and maintenance. New Construction test supervisor.
- Combat Information Center Division Officer. Qualified as Navy Surface Warfare Officer.

**EDUCATION**

- MBA, Lewis University, Romeoville, Illinois
- BSEng, Naval Architecture and Marine Engineering, University of Michigan, Ann Arbor, Michigan
- Naval Nuclear Power School, USN
- Webmaster and Internet Business Certificate, Marquette University, Milwaukee, Wisconsin
- 17 credits, IBM E-business Application Development Certificate, Gateway Technical College, Wisconsin

**PROFESSIONAL AND COMMUNITY AFFILIATIONS**

- Milwaukee Alumni Club Board and Admissions College Fair Representative, University Of Michigan
- Board Member, Boy Scouts Of America, Southeast Wisconsin Council
- Gateway District BSA Chairman, Boy Scouts Of America, Southeast Wisconsin Council
- Former Vice President, Milwaukee Chapter World Organization of Webmasters