

# H. Michael Huggenberger

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## SUMMARY OF KEY SKILL AREAS:

- Budget Preparation, Analysis and Tracking
- Business Case Development and Presentation
- Chargeback Models and Processes
- Cost, Capacity and Performance Modeling
- Develop, Motivate, and Empower Employees
- Development of RFI/RFP/RFQs
- Market Research and Product Development
- Process Analysis and Development
- Project Management Training/Execution
- Quality Improvement Training/Execution
- Staff Recruiting and Interviewing
- Strategic and Tactical Planning
- Strong Technical Background and Education
- System Architecture Development
- Technical Writing and Training
- Technology Acquisition and Installation
- Technology Research and Analysis
- Vendor Negotiations and Management

## EMPLOYMENT HISTORY:

### Great Plains Communications, Blair, NE, 06/00 – Present

**Director – Netlink** (06/00 – Present). Responsible for insuring the ongoing growth and profitability of the Internet Service Provider (ISP) subsidiary. Job function entails the continuous development of all staff members, the creation and execution of strategic and tactical plans, the marketing of ISP services, the establishment, measurement and meeting of technical and customer service goals and objectives, the establishment of standards and all required operational processes, and the management of all strategic vendors. Research, install, maintain and operate the computing and communications infrastructure for a statewide high-speed information network. Staff and operate the service center that supports customer use of the Internet and enables the introduction of new network technologies such as DSL, fixed wireless, satellite, and cable modem access.

### ConAgra, Inc., Omaha, 05/97 – 05/00

**Director – Production Services:** Managed an IS staff of seven managers and 85 technicians for a Fortune 50 company that are responsible for the 7x24 operations and support of the mainframe (MVS) and mid-range server (UNIX, AS400, NT) computing systems, the enterprise WAN and internet/intranet, the campus voice and audio/visual systems, the enterprise helpdesk, and campus PC/LAN support staffs. The primary responsibilities involved the recruiting and development of staff, the creation and execution of strategic and tactical plans, the establishment, measurement and meeting of service goals and objectives, change and problem management, vendor management, and the creation and control of a \$28 million budget. Built, maintained, and operated the end-to-end computing and communications infrastructure that supported the G/L, A/P, A/R, HR, ERP, order management, inventory management, and shipping application systems that provided world-wide system access and were responsible for generating \$58 million in daily revenues. The WAN support included the design, installation, and management of a frame relay network connecting over 100 locations in the U.S., Puerto Rico, Mexico, South America, Europe, and Canada to the company's headquarters in Omaha.

### MFS-WorldCom, Omaha, 11/96-03/97

**Director - Server and Network Operations** Responsible for managing and operating the corporate wide area network and four computer centers. The WAN objectives included the design, installation, and management of a wide-area IP-routed ATM network connecting 33 cities across the United States. The computer center responsibilities included staffing, hardware acquisition, installation and operation, system level software support, database management, application installation, problem resolution, process/standards development and the performance/availability of all systems.

### U S WEST Communications, Omaha, 02/77 - 11/96

**Manager - System Infrastructure Support** (01/95-11/96). Managed the UNIX system software support organization (4 managers and 45 staff) in nine cities. Responsible for ten computing centers operating on a 7 x 24 basis and included 750 presentation, data, and application servers. Responsible for system-level software installation and maintenance, software problem analysis and resolution, system security, initial hardware problem diagnosis, change management processes and vendor interfaces. Provided a leadership role in the delivery of new computing software/hardware architectures, infrastructure tools, and operational processes and standards. Also defined the organization's structure, objectives, and strategies.

**Member of Technical Staff** - US WEST Advanced Technologies (Boulder, CO, 07/90-12/94). Led or participated on company-wide teams that defined platform requirements and standards for system management software, application systems, market unit product offerings, and future computing architectures (e.g. client-server). Specialized in the areas of mainframe (MVS) and mid-range (UNIX) systems. Published technical papers on research findings, analysis and recommendations. Developed cost, capacity and performance models. Created technology transfer education and documentation. Designed, issued and analyzed requests for information, quotations, and proposals to hardware and software vendors Used this information for business cases, recommendations, project plans, and actual implementations.

**Manager - Operating System Software Support** (11/84-06/90). Managed a geographically distributed staff of system programmers responsible for the installation, testing, maintenance, performance, and trouble resolution of all system level software (Operating system and DBMS) for three computer centers. Evaluated new products, developed installation schedules for software upgrades and changes, managed system performance and tuning activities, and provided technical support and expertise to other support groups (e.g. application developers, data base administration, computer operations, etc). Responsible for expense and capital budgets and served as the project leader for major software and hardware changes. Lead technical manager for the closing and consolidation of two data centers.

**Manager - Operations Technical Support** (07/82-11/84). Managed technicians responsible for 7 x 24 technical support for the corporate computer center. Served as a liaison between operations and the systems support, applications, and DBA staffs. Responsible for design and coordination of all software and hardware changes, the initial analysis of all system outages, and the design and implementation of hardware configurations. Functioned as the primary control point for all users of computer resources experiencing processing difficulties. Managed the operation and availability of five major on-line systems that serviced 15,000 clients. Developed and maintained the technical procedures pertinent to computer center operations.

**System Programmer** (02/77-07/82). Provided life cycle technical support for mainframe transaction processing systems and database management software. Performed all new system installations and required software upgrades. Responsible for system trouble analysis, performance reporting and tuning activities. Designed the test and production transaction processing systems for three MVS mainframe computing systems which included the system startup/shutdown, backup and recovery procedures and the specification of the required network design and associated definitions.

**Mutual of Omaha, 06/72 – 02/77**

**Programmer and Systems Analyst** – Designed and coded COBOL and assembler language programs and performed lead technician/analyst duties for several large-scale mainframe test and production applications. Also performed system programmer duties for mainframe operating system software support.

**FORMAL EDUCATION:**

Masters of Science in Interdisciplinary Telecommunications, 1993  
The University of Colorado at Boulder

Masters in Computer Systems Management, 1989  
Creighton University in Omaha, Nebraska, (Beta Gamma Sigma - National Business Honor Society)

Bachelor of Science in Computer Science and Mathematics, 1972  
The University of South Dakota at Vermillion

**OTHER ACTIVITIES:**

Adjunct professor at the College of St. Mary

Member of Curriculum Advisory Committee, College of St. Mary, Omaha, NE

Member of Curriculum Advisory Board, ITT Technical Institute, Omaha, NE

**COMPENSATION AND REFERENCES:**

A complete salary history and both professional and personal references can be furnished upon request