

THOMAS R. CONTINI

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SUMMARY

Resourceful problem solver with 4 years in SAP arenas as well as 15 years IT programmer/analyst experience in IBM midrange and networked environments. Adept at troubleshooting and devising effective enhancements using in-house or industry software systems and related resources at minimal expense. Broad knowledge of a variety of integrated business applications. Outstanding collaborator with client communities, working with them to identify problems, to formulate requirements, and to implement solutions. Working knowledge of MS office programs, Internet applications, common PC utilities, and hardware maintenance.

PROFESSIONAL EXPERIENCE

Menlo Worldwide Logistics, Grove City, Ohio **2007-2009**

Global provider of logistics, transportation management, freight brokerage and supply chain services.

Transportation Planner – Dow Chemical Account

Oversaw day-to-day operations for Dow Chemical's Methocel/Ethocel warehouse.

- Scheduled inbound truckload and shipping container deliveries.
- In conjunction with Dow CSRs, planned timetables for outbound shipments.
- Allocated product to customer orders according to Dow's production schedules and lot requirements.
- Researched, identified, and documented damages and shortages using SAP Quality Messaging system.

Ashland, Inc., Dublin, Ohio **2006-2007**

Distributor of chemicals and plastics, and a manufacturer of chemical specialty and performance products.

Express Personnel, Columbus, Ohio

2006

Staffing firm providing temporary and long-term personnel to client companies

Master Data Analyst – Ashland Chemical Corporation

Respond to incoming e-mail requests and special projects pertaining to materials in SAP.

- Created, maintained, and troubleshot material numbers using SAP.
- Created, maintained, and troubleshot Bills of Material and Independent Formulas using SAP.
- In conjunction with sales and customer service, resolved issues with NMAFs to ensure that materials were set up accurately and in a timely manner.
- Worked with Global One teams to create test and training environments to prepare for Go-Lives.
- Assisted in designing and programming SAP Work Flows for initial implementation.

CallTech Communications, LLC., Columbus, Ohio **2004-2005**

Customer service call center servicing multiple client companies

Technical Support Agent – Verizon Online DSL

Answer incoming phone calls from Verizon Online DSL subscribers to provide support for their internet services.

- Provide information about the customer's account status and service ready dates.
- Assist customer in the installation of DSL hardware and software.
- Troubleshoot problems with existing hardware and software configurations.
- Escalate service issues and open network trouble tickets for customers requiring a field engineer to further diagnose the service interruption.

Berwick Steel Company, Columbus, Ohio
Processor of light gauge steel coil and sheet products

2001-2003

Programmer/Analyst

Maintained and enhanced all business system software in IBM AS/400 and networked PC environment. Provided software, hardware, e-mail, printer support for 50-60 users including remote site in Piqua, OH.

- Developed and implemented automated method to charge customers for materials stored at our warehouse facility.
- Created interface to Accounts Payable system for freight invoicing requiring that each invoice be matched to a specific bill of lading.
- Worked with bar code printers to create customized Chemistry tags and Quality Assurance tags to compliment the Inventory tag thus increasing information on our shop floor as well as customer satisfaction.

Kalmar AC, Inc., Dublin, Ohio
Lift truck distributor

1995-2001

MIS Manager

Responsible for all I.S. functions supporting 15-20 users. Maintained 25 local and 5 remote AS/400 terminals, communications line to Parts Depot, and all local PCs.

- Converted existing Kalmar AC data to conform to new owner's existing business software.
- Successfully devised a methodology and adapted current application systems to be Y2K compliant averting new system solutions saving up to \$500,000.
- Collaborated with accounting to computerize sales tax reporting, factory stores reporting and 1099 reporting.

Highlights For Children, Columbus, Ohio
Educational publisher

1992-1995

Business Systems Developer

Functioned as a systems program/analyst supporting the leads management system on an IBM AS/400. Assumed diverse roles assisting other programmers on other platforms and systems as necessary.

- Developed telephone number look-up system in conjunction with PC programming staff to revitalize 50% of previously discarded errant leads.
- Adapted files and converted leads data to match formats dictated by the new magazine fulfillment system.

Kalmar AC, Inc., Dublin, Ohio
Lift truck manufacturer

1988-1991

Programmer/Analyst

Responsible for development, support and enhancements to all existing systems including manufacturing, order entry, general ledger, payables, receivables, purchasing and human resources.

- Constructed Dealer Forecasting System to compare dealer sales predictions to actual figures reported from The Industrial Truck Association (ITA) providing an accurate dealer analysis tool for Sales and Marketing Department.
- Assisted project lead in designing, constructing and implementing human resources system necessary for tracking attendance, sick time and vacation.
- Implemented computer forms and supplies inventory-reporting system in conjunction with suppliers alleviating outages.
- Participated in all system upgrade and cabling efforts.

EDUCATION

The Ohio State University, Columbus, Ohio
BSBA in Information Systems