

DONALD J. HIGGINS, JR.

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Value-Added Capability: An ability to act in a manager and/or project manager capacity overseeing projects and/or development efforts coupled with tactical, strategic, technical and business functions. Serve as a liaison between the technology groups and the business.

PROFESSIONAL EXPERIENCE

Project Manager - Honeywell, Tempe, AZ. August 2005 to Present (Contract Position)

- Managing the outsourcing of the accounts payable functions of a Chicago based Honeywell company. The project goal was to outsource the accounts payable functions to Mexico and India and the disbursement functions to Arizona
- Handled all project management aspects including requirements analysis and feasibility review; identification of project risks and associated mitigants; coordination of the on the job training for associates from India.
- Manage third party integration of a multi-disburser web-based application, provide by Xign Corporation, for Honeywell Accounts Payable services. Integration constituted connecting the Xign web-based application using EDI through Gentrans through to SAP.
- Develop training materials for Honeywell AP Customer Service Representatives on the use of the Xign web-based disburser. Conducted training of customer service representatives in the U.S. and India.
- Develop requirements documents, process maps (MS Visio) and project plans (MS Project) for integration of Xign Purchase Order Workflow, ERS and Consignment procure to pay electronic solution services for multiple Honeywell business units' accounts payable functions.

E-Commerce Applications Manager - PETSMART Inc, Phoenix, AZ. January 2004 to May 2005

- Manage web developers providing development and support for direct channel sales via www.petsmart.com and www.statelinetack.com - and PETSMART's catalogs.
- Managed the launch of Blue Martini platform and its various components running in an IBM AIX/WebSphere environment: e-commerce application, call center application, Enterprise Desktop, RM - relationship marketing and e-mail campaigning, DSS - data warehouse.
- Achieved 100% uptime of both PETSMART websites for the 2004 Holiday season.
- Improved stability and functionality led to over a 20% increase in sales for the first quarter 2005 over the same period in 2004.
- Managed contractors and relationships with five Consulting/Recruiting companies.
- Manage efforts with various business groups – marketing, advertising, catalog sales, merchandising and other IT groups – for implementing new functionality within the Blue Martini environment. Such items include: natural search optimization, online promotions, e-mail campaigns and newsletters.
- Managed integration efforts with third parties such as Amazon.com, Pay Pal, Coremetrics and @Once.

Information Technology Manager – Secure Medical, Tempe, AZ. September 2003 to January 2004

- Managed software and web developers, Search Engine Optimization (SEO) team, systems administration and Marketing (online and print based).
- Managed development for over 125 websites, an inbound sales (Call Center) application and an order fulfillment system in an ASP and PHP environment.
- Worked with Marketing to revamp sales plan and develop a more company centric marketing presence.
- Web-based sales increased an average of 13% during my tenure.

Consultant – Pharmaceutical Packaging and Technical Staff Recruiting - March 2003 to September 2003

- Assisted, via contracts the production growth for the pharmaceutical packaging facility.
- Worked with a local recruiting firm identifying and processing technical applicants.

Manager North American Web Development - Insight Enterprises, Tempe, AZ. May 2001 to March 2003

- Managed software and web developers, and testing groups, ranging from 8 to 25 with myriad skill sets including PHP, ASP, Cold Fusion, C, C++, HTML, XML, Java, PL/SQL, Perl, Flash, Director, UNIX, Linux, IIS.
- Managed all facets of development, maintenance, testing and functional growth of four e-commerce websites – US/UK/CA/Tccomputers.com.
- The US website (<http://www.insight.com>) had daily revenue of \$600,000 to over \$1 million.
- Managed the development of a completely bi-lingual (English/French) website for Insight Canada - www.insight.com/canada - Increased daily website revenue by 25%.
- Managed the integration/development of Insight's UK website - integrated business logic/functionality from two separate companies - www.insight.com/uk.

- Developed test cases and test suites for data and function validation and render time for all aspects of Insight's e-commerce websites. Utilized Webtrends.com, Keynote.com, J-meter, and in-house test suites for testing; CVS for versioning control and Mantis for bug tracking, bug status and assigning bugs to developers.
- Managed staff in three different countries – US, Canada and UK, and in matrixed environments.

Senior Web Developer - eMarketing, Inc., Scottsdale, AZ. July 1999 – May 2001

- Developed an Active Server Pages (ASP) website for an insurance client connected to a MS Access database.
- Developed a bi-lingual (English/Spanish) e-commerce website using Microsoft Site Server Commerce Edition 3.0 connected to a MS SQL 2000 database running on a Windows 2000 server.
- Developed interactive CD-ROMs for Ft. James Paper national sales force.
- Served as Project manager and developer for an Interactive Makeover Modules using Macromedia Director (Shockwave) - users can try makeup on their own image via the Internet.

Supervisor of Multimedia Development - Vredenburg, Arlington, VA. May 1997 to May 1999

- Manage staff of graphics artists, multimedia developers, HTML developers and word processors.
- Developed computer based training CD-ROM for hospital document imaging system.
- Project Manager and developer for company 30th Anniversary Video production – worked with video post-production house in the editing/creation of the video.
- Managed the development of client projects including the handling and processing of classified material.
- Managed and participated in the development of company's Intranet and Internet web site – www.vredenburg.com and company's subsidiary web sites – www.vitg.com, and www.healthdocuments.com.
- Created various print based marketing/media packages including data sheets and folders, users guides, large format exposition graphics, invitations, menus, company newsletters.

Manager - Multimedia Development - Betac Corp., Alexandria, VA. October 1996 to May 1997

- Managed staff of graphics artists and multimedia developers.
- Created company multimedia marketing CD-ROM - a multiple module application developed in Director.
- Developed a company overview CD-ROM, authored in Macromedia Director, for an environmental controls company.

Systems Engineer - BDM Eng. Services Corp., (now part of Northrup-Grumman) Falls Church, VA. December 1992 to August 1995

- Team member for Proof of Concept software/systems development using PowerBuilder 4.0 for US TRANSCOM.
- Project Manager for Military Industrial Base Battery Sector Study for NADIBO. Directed staff, coordinated working group, determined data collection methods, assessed and analyzed health of battery industrial base, examined emerging technologies, and derived cost effective strategy for the DOD to ensure a future battery supply.
- Developed a FoxPro 2.6 application for Infrared Focal Plane Arrays for the US Army Missile Command; including the handling of classified and secret data.

Industrial Engineer - SATO Travel, Arlington, VA. November 1992 to December 1992

- Temporary position - performed operations analyses including manpower requirements and task standardization between geographically disparate offices.

Chief Industrial Engineer - Jos. J. Pietrafesa Co., Liverpool, NY. October 1990 to August 1992

Senior Industrial Engineer - Hickey-Freeman Co., Rochester, NY. January 1988 - October 1990

Industrial Engineer - Champion Products, Geneseo, NY. August 1985 to January 1988

- Established methods, piece rates, layout and reevaluated operations for installation of Gerber Mover 300 UNIX based, scheduling and material transport system; amended machinery for new environment, established product routings, established new operations methods and standards, trained operators and supervisors.
- Project manager for implementation of computerized barcode coupon/payroll system.
- Performed time studies, methods and workplace analyses, product and investment cost analyses.
- Project Manager for transferred of style line from southern plant to northern plant including - total plant re-layout, operator and supervisor training, implemented new machinery, develop/implement new production rates and standards.

EDUCATION – Bachelor's and Master's Degrees

School: Rochester Institute of Technology, Rochester, NY

Degree: M.S. Information Technology received May 1997 **GPA:** 3.92/4.0.

Concentrations: Software Development Management, Internet/Multimedia Development

School: SUNY College of Arts and Sciences, Geneseo, NY

Degree: B.A. Mathematics, Minor Computer Science, received May 1985

Computer Skills: programming (C++, ASP, SQL scripting, Perl, JavaScript), knowledge of various product suites, multimedia, web and graphics software and development environments – Blue Martini, MS Site Server, MS FoxPro, Macromedia Director, Dreamweaver and Flash, Adobe Photoshop and Illustrator, Real Producer.