

# Paul B. Barty

01306 631262 (UK)

[paul@barty.me](mailto:paul@barty.me)

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## EXPERIENCED PROJECT MANAGER WITH A STRONG INFORMATION SYSTEMS BACKGROUND

Varied experience within Hi-Tech, Engineering, Medical, Finance, Aerospace and Geotechnical / Survey business verticals. Accomplished with hardware / software build-outs and technical / customer support. Experience building multiple web-sites from scratch. Competencies include process and procedural streamlining using analytical, written, verbal and presentation skills. Computer literate (command line Unix, Windows, all Office applications and databases generally.) Exotic skills include 10 years mineral exploration and survey experience all over East Africa, India and Saudi Arabia. Specialist in detrital heavy mineral grain analysis. Also trained as a Technical photographer (National Diploma, Physics).

### EDUCATION

[Bachelor of Science Single Honors, Geology, Cardiff University, Wales](#)

[National Diploma](#) in Math's and Physics, [Ewell County Technical College](#), Ewell, Epsom, Surrey, England

### AFFILIATIONS

[Member, Institute of Electrical and Electronics Engineers \(IEEE\)](#), 1994 to 2008

[Member \(MBCS\)](#) and [Chartered Engineer \(CEng\)](#) of the [British Computer Society](#), 1991 to 2007

[European Chartered Engineer of Informatics \(EUR ING\) of the European Federation of National Engineering Associations \(FEANI\)](#), 1991 to 2007

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### RECENT WORK HISTORY:

[Peace Officers of California](#), Sacramento, CA

*General Manger (Part-time consultant)*

**Jun 2008 to**

**Present**

Setup and produced / maintained a web-site of 40 web-pages ([www.peaceofficers.org](http://www.peaceofficers.org)) with graphics and links to about 1,000 pages of supporting documentation. Web-site also included separate and secured areas, one for members and one for director only access. Produced / maintained a 3,000 entry e-mail list, setup and maintained members e-mail accounts (200) on e-mail server and produced and distributed newsletters and electronic mail shots (ems's). Used electronic bank accounts, ACH, PayPal and QuickBooks with detailed excel spreadsheets to track all account and member payment schedules. Developed and utilized FileMaker Pro to track membership information and issues. Implemented and maintained a VoIP telephone system and along with e-mail, communicated with peace officers from all over the State of California regarding day to day operational issues.

Position still on-going.

**Smart Source, Eagle Eye and Peak Systems Inc.**

*Deployment Technician (Part-time consultant)*

**Oct 2007 to**

**Jan 2010**

Numerous projects requiring replacing processors (Eagleeye, Inc., Placer County HHS Project: 95 Dell GX 270's), power supplies (Eagleeye, Inc., E-Health Project @ Gold River CA, total of 108 Dell desktops) and installing and updating the OS (Eagleeye, Inc., ITT Technical Services @ Gold River CA, 40 Dell Desktops) writing up and modifying procedures for P.O.S. hardware (SmartSource, Inc Project for Regal Theatres, Laguna Village, CA, 16 IBM's switched to TP2K P.O.S. Terminals with attached printers) and upgrading and migrating user laptops using Ghost 2003 (rather than v 14) (Peak Systems Project, AXA, San Francisco, CA: 30 Laptops).

No longer active after re-location to UK.

## Barty, Resume – cont'd.

TM4Media, LLC and [Senses Magazine, LLC.](#), Sacramento, CA  
*COO*

Sep 2007 to  
Apr 2008

Managed and produced production schedules, migrated web-sites and e-mail domains and managed all e-mail accounts. Designed and built media holding company web-site ([www.tm4media.com](http://www.tm4media.com) (no longer on air, although <http://www.sensesmagazine.com/> is), negotiated insurance agreements, marketing company agreements and formed strategic alliances with charities to gain “branding by association.” Created all standards down to file naming conventions and provided IT technical support. Managed and wrote all internal specifications and processes.

Left after company ceased business operations.

[MedXConnect, Inc.](#), and [Quorum Technologies, Inc.](#), Sacramento, CA  
*Business Process Officer, then Operations Manager, then Operations Director*

Nov 2004 to  
Mar 2007

Call center and data center operations, purchasing, recruiting, staffing issues, hardware maintenance and customer support (Medical).

- Managed all aspects of a medical 24 x 7 after-hours call center and resolved customer support issues. Provided reports to clients regarding stats and survey results. Disciplined staff, introduced position performance matrices and performed staff reviews. Provided day-to-day scheduling for 25 staff as well as the HR function (hiring, terminations and reviews);
- Project managed multiple ‘robo-call’ political campaigns successfully concluding with the recent election of a senator, assembly man (the Cauldrons) and the lieutenant-governor (Garamendi) using VoIP technologies;
- Supported all aspects of data center activities including IS operations, backup, storage, disaster recovery, SAN’s in a Sun Solaris, Linux Redhat environment running Amcom and Oracle 9i;
- Concurrently tracked multiple projects ensuring compliance to agreed timetables using Microsoft Project and Excel. Provided budgetary control by ordering, purchasing and providing reconciliation of expendable and none expendable items as needed;
- Supported, tested, QA’d, installed, maintained and project managed all aspects of MedXPro, a VoIP product suit providing Virtual PBX’s, IVR and ACD support with real time reporting and IM / Video;
- Reduced staff issues and re-organized 24 x 7 operations by implementing better processes and procedures which ultimately resulted in the call center being sold (affiliated) with another larger entity located in LA.
- Liaised with vendors and maintained and provided help-desk support;
- Created [www.quorumtech.net](http://www.quorumtech.net) website.

Laid-off after call-center sold.

**Part-time work for Alliance Group, Inc., Los Gatos, CA**  
*Management Consultant*

May 2002 to  
May 2004

Provided project and general management to multiple clients and authored many Standard Operating Procedures (SOP’s). Improved business processes as interim COO for [Magical Blend Magazine](#) (Chico, CA), as project manager for web technologies at the [Phoenix Schools Group](#), Sacramento, CA. Outlined and presented a well received strategy to combat national and international terrorism at the [Silicon Valley “Blue Ribbon” Task Force on Aviation Security and Technology](#) convened by San Jose [Mayor Ron Gonzales](#) and US [Congressman Mike Honda](#) in June 2002. As the COO and VP for International Affairs at Leaps-n-Bounds, Inc., San Jose, CA (a Spin-off from Ricochet, Inc.), created the business plan and assisted the CEO obtain VC funding, defined the marketing strategy and established management-fee based accounting practices. At [Internet Pictures, Inc.](#), (IPix),

## Barty, Resume – cont'd.

San Ramon and Palo Alto, CA as Director of Network and Systems Architecture, increased staff customer support productivity ~ 300%, minimized server downtime and successfully merged 2 IT departments from differing corporate cultures.

Left when CEO retired and closed business operations in the US.

### Itochu Technology, Inc., Santa Clara, CA

*Initially as Director of Engineering and then VP, Professional Services*

**Nov 2000 to  
Oct 2001**

Provider of technology based business solutions to an extensive worldwide customer base.

- Hired and managed a virtual multi-discipline IT group of engineers and managers located in Santa Clara, Tustin and New York and expanded professional services staffing levels from 5 to 20 within 3 months;
- Provided extensive customer support and project planning in support of pre- and post-sales and acted as liaison between cross functional groups such as external customers and user representatives and internal IT specialists;
- Produced and provided multiple presentations to both internal and external clients;
- Refreshed IT infrastructure for corporate HQ and satellite offices;
- Introduced project-based cost accounting information sub-systems using Excel (for the financials);
- Executed a \$500,000 IT infrastructure upgrade with layered security in 3 months;
- Built a robust international IT infrastructure and supported all application layers, defining maintenance and support protocols;
- Administered annual departmental budget of \$3M (not including head-count);
- Trimmed overhead costs \$700,000 by advocating a alternative CRM / ERP strategy.

Laid-off when Itochu closed most of its West Coast operations after September 11<sup>th</sup>.

### CAT Technology, Inc., Los Gatos and San Jose, CA

*VP, eDataCenter Services and VP of Business Development*

**Apr 1999 to  
Oct 2000**

Provider of remote monitoring and infrastructure services for co-hosted computer systems:

- Implemented e-service multi-layered monitoring systems in support of all application layers;
- Analyzed co-location support needs and recruited and retained appropriate senior level technical staff;
- Built and maintained 2 124 x 7 e-data centers and introduced MRTG productivity enhancement tools;
- Established policies and procedures defining Standard Operating Procedures to support complex IT infrastructures for multiple clients and servers in a cross functional, matrixed and virtual environments hosted at [AboveNet Communications Inc. \(Metro Media Fibre Networks Inc\)](#);
- Contributed to company growth from \$85M to \$150M annual revenue;
- Maintained Customer and vendor relationships and provided client service escalation support.

Laid-off after the .com 'bubble' burst.

### Toshiba (America) Electronic Components, Inc., (TAEC), Milpitas, CA

*Technical Manager, UNIX Systems*

**Jan 1999 to  
Apr 1999**

Recruited back to the company as a full time employee to provide superior technical support to the engineering community for all aspects of desktop, server, web and application (help-desk) issues while frequently upgrading the IT infrastructure, improving security measures, network access and availability.

Defined and implemented server and desktop support functions within a demanding engineering environment located at Toshiba's Advanced High Tech Development Center. Led the design, development and deployment

## Barty, Resume – cont'd.

of all engineering web-based intranet information systems. Cultivated, developed and maintained vendor relationships to procure best priced hardware and software products. Developed and deployed a “fast-track” Y2K remediation initiative and provided day-to-day support for a 24/7 mission critical data center comprising 30 servers. Strengthened e-mail security and availability, standardizing on “send-mail” with full anti-virus protection, robust backup systems and the full use of Japanese character sets.

Successfully navigated through Y2K date rollover. Maximized network response times and related availability of service to end-users. Improved the flow and availability of information to users and executives by developing an entire suite of internal web pages.

Left when recruited by Cat Technology, Inc. at the height of the .com period and while SGI was re-trenching.

### Silicon Graphics (CREY Super Computers), Inc., Mountain View, CA

Nov 1996 to  
Dec 1998

#### *IS Manager and Business Continuity Specialist*

Recruited to oversee all issues pertaining to internal desktop software, operating system deployment, application licensing and tracking, ROI cost analysis, budgeting and software licensing negotiations.

Redefined infrastructure and internal support requirements. Authored budget proposals and “white papers” detailing the strategic re-organization of all 80 US Sales Field Offices. Oversaw Y2K desktop compliance and standards issues. Coordinated enterprise IS level compliance and Y2K project management issues while ascertaining ROI on such initiatives. Introduced WebSpats (Web-based Special Action Tracking System) problem resolution tracking system to facilitate the merging of two diverse corporate IT cultures (CREY Supercomputers and SGI). Developed websites (Intranet) for internal dissemination of information/reports.

- Reduced headcount 40% through the successful merger of internal IT support functions into a single corporate entity;
- Tracked and managed Y2K remediation issues for 15,000 desktop and 5,000 laptop computers and reported progress in ‘real time’ to both the management and the corporate IT groups through use of the internal intranet;
- Negotiated significant reductions in desktop software license fees.

Left when recruited back to Toshiba.

### Toshiba (America) Electronic Components, Inc., (TAEC), San Jose, CA

Feb 1996 to  
Nov 1996

#### *Technical Manager, UNIX Systems*

Engaged as a consultant to re-design the company’s intranet and provide support for Solaris desktop and server systems.

Defined, produced and implemented an intranet strategy and project plan. Performed multiple server upgrades and systems integrations, improved system performance and enhanced security. Produced the SPATS (Special Project Action Tracking System) e-mail based problem resolution and project tracking system.

- **Facilitated increased productivity by providing metrics for measuring performance and defining resource allocations through the use of skills matrices.**

Left when recruited to Silicon Graphics.

### Morgan Guaranty Trust Company (JP Morgan)

Sep 1994 to  
Jan 1996

#### *UNIX Systems Consultant, World Wide Branch Support Group*

# Barty, Resume – cont'd.

Recruited as a consultant to coordinate technical staff activities and supply UNIX technical support to all JP Morgan branches located outside of the continental US.

Created a skills matrix to improve support coverage, define training programs and streamline staff review processes. Improved morale and retention by facilitating reclassification of IT positions and salaries. Defined, modified and implemented corporate policies and aligned technical support activities across multinational boundaries.

- **Secured a network environment by establishing trading floor login accounts for 250 staff on 130 workstations in Singapore within 90 minutes of finding that they were going to use a generic account.**
- Noted as the consultative authority during assignments in Tokyo, Singapore and Mexico City.

Left to pursue opportunity at Toshiba after JP Morgan decided to outsource all IT support functions.

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## Prior IT Experience, Europe

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- [European Space Agency](#), Darmstadt, Germany, UNIX Technical Data Systems Manager, 1991 to 1993. Provided 24/7 on-site technical support, system builds, upgrades, software installations, system support, performance monitoring, shell scripting, backups and staff scheduling. Instituted Sun SPARC problem resolution and help desk tracking and reporting subsystems for operational support of satellite control rooms.
- [John Brown Engineering, \(Trafalgar House\)](#), London, UK, UNIX MIS Systems Support Specialist, 1989 to 1991. Administered, installed, upgraded and supported UNIX System V, Oracle and Informix databases.
- [Megabyte Resources, Ltd.](#), Horsham, UK, Telcode Project Director, 1988 to 1989. Designed and developed the "Telcode" software product, the first UK e-mail dial-up product incorporating merged area code/zip code information for reverse number and time zone look-up capability.
- [Oracle Corporation \(UK\)](#), Chertsey, UK, UNIX Systems Manager, 1987 to 1988. Managed internal UNIX operations support for the UK and provided Quality Assurance services for UNIX product releases.

Ten years geotechnical and exploration experience excluded.