

Craig Michaelis

Summary of Qualifications

- Over 20 years of Information Technology (IT) experience ranging from project management to network design & systems integration to programming. Platform experience ranges from Intel-based servers/desktops to IBM mainframes.
- Exhibit exceptional communication skills to position the benefits and ROI (Return on Investment) of technology investments.
- Product Manager for an eSupport system known as care-port. The system focused on streamlining the management of the end user's desktop environment. Features included software distribution, change management, inventory management, and platform migration.
- Acting CIO for a \$1BB semiconductor manufacturing company. Key objectives at the time were to stop the exiting of additional IT staff through team building, migrate the computing environment, including ERP (Enterprise Resource Planning) system, to Y2K compliant levels, and transition department to new full time CIO, once hired.
- Developed course material for Cisco Systems. The material was intended to focus on training Cisco resellers on the proper methodology for designing and proposing Cisco-based network solutions for the small to medium size market space, which at the time was dominated by 3Com.
- Developed multiyear technology plans for a medium size semiconductor company, an international software development firm, and a California city municipality.
- Designed and planned a migration from an Apple peer-to-peer network to a NT Workstation/Server network for a medium size investment banking firm (Hambrecht & Quist, LLC).
- Designed and managed the implementation of a private dial-in network which provided both terminal and client/server access to a new regional-based real estate MLS (Multiple Listing Service) system. Solution covered the entire San Francisco Bay Area and provided 500 concurrent local access modem connections for approximately 13,000 real estate agents. Scope of work was extended to include the management of Tandem Systems, Inc. in order to expedite a resolution associated with the Tandem mainframe's inability to support the high volume of users and database queries.
- Managed a marketing and technical team to develop an Internet strategy plan. The focus of the plan was to provide direction for the company on how to leverage the Internet as a channel to increase sales and awareness on the health and medicinal values of spirulina. The plan covered establishing Internet partnership relationships to reach medical practitioners and their patients, as well as the general consumer. Furthermore, the plan addressed technical & business operation issues related to establishing an ecommerce web site and the budget required to deliver and manage such a system.
- Project manager for a \$1MM insitu conversion of two STEAG 300mm wet benches for a global wafer manufacturer. Scope of work included new control systems with scheduler, new electrical components, new six axis robots for wafer handling, new mechanical pumps, and new input and output module structures. www.navigist.com/wetbench.htm

Professional Experience

2004 - 2009 *Tetra Systems, Inc.*

Tempe, AZ

Director of Operations / Project Manager / IT Manager

- Collaborated with the owner and office manager on weekly cash flow management.
- Negotiated with vendors and distributors for best possible pricing and terms.
- Developed and managed Bill of Materials (BOM) system for projects.
- Conducted weekly sales and projects review/status meetings.
- Implemented web-based timesheet application to manage time & expenses of all employees. Application integrated directly with QuickBooks for billing, job costing, R&D expenses tracking, and employee expenses reimbursement.
- Managed a team of in-house control systems developers, outsourced software developers located in Technopark, Kerala, India, and mechanical engineer partners.
- Managed \$1MM STEAG wet bench conversion project (www.navigist.com/wetbench.htm). Project included the construction of a functional mechanical mockup with simulated process modules.

Professional
Experience
(Cont.)

- Designed control system for new Wafer ID Station (www.navigist.com/waferidstation.htm)
- Installed and administrated a business network consisting of Microsoft File & Print Server, Microsoft Exchange Server, MS SQL Server, MS SharePoint Server, Microsoft CRM Server, Axosoft's OnTime Project Management Server, Symantec Backup Exec Server, and SonicWALL Firewall/VPN Server.
- Installed and administrated a ShoreTel VoIP system.

2000 – 2004 *Timbre Technologies, inc. a TEL Company*

Santa Clara, CA

Manager of IT/Customer Support/Manufacturing/Facilities

- Joined Timbre as the Information Technology Manager with an emphasis on developing an Internet-based service as part of Timbre's product offering. Based upon my technology and market research Timbre modified their Internet strategy and focused on a more traditional manufacturing model. At that time manufacturing management was added to my responsibilities. During Timbre's move to larger facilities, facilities management was added to my responsibilities, and shortly thereafter I was asked to take over management of Timbre's customer support services while retaining ownership for the management of the company's IT, manufacturing and facilities needs.
- Responsible for \$620K expense budget, a \$1MM IT capital equipment budget, and a \$4.5MM COG (Cost of Goods) parts inventory
- Managed two (2) direct customer support engineers and seven (7) indirect/shared field engineers
- Managed worldwide (US, Europe & Asia) installations and technical support of Timbre's product
- Managed an IT infrastructure supporting 65 users worldwide, ~120 end user notebook & desktop computers, over 100 clustered computers used by engineering, and a Microsoft business network consisting of File & Print Servers, Microsoft Exchange, MS SQL Server, MS SharePoint Server, Windows Update Services, and a Symantec Backup Exec Server
- Responsible for companywide communications (voice, data, and video conferencing) services
- Management of third party hardware and software vendors used in Timbre's product. Responsibilities included pricing & contract negotiations and change management control.
- Coordinated safety certification (CE Mark) and export certifications (ECC) for Timbre's product
- Responsible for Timbre's product QA (Quality Assurance)
- Managed the implementation of the financial and sales modules of Baan's ERP application. At the time, Baan ERP was used by Timbre's sister company TEL USA.
- Redesigned the hardware and software computing architecture for Timbre's core product increasing its stability and most noticeably its performance (database queries went from 9 seconds to sub 3 seconds), thereby making it compliant to semiconductor's manufacturing specifications
- Managed the relocation of Timbre from a 7,300 sq. ft. facility to a 16,000 sq. ft. facility. Move included the construction of two (2) data centers and a Class 1000 Clean Room

1995 – 2000 *Visionary Management Technologies, Inc.*

San Jose, CA & Denver, CO

Vice President of Engineering Services & Operations / Co-Founder

- Negotiated and executed a management buyout from InfoNow (Parent Company)
- Grew business from 5 to 16 people with annual engineering and consulting service revenues of \$1.9MM
- Managed a team of Network, Systems, & Software Engineers
- Product Manager for an eSupport system known as care-port. The system focused on streamlining the management of the end user's desktop environment. Features included software distribution, change management, inventory management, and platform migration.
- Project Manager for client related projects involving the coordination of multiple vendors and with budgets ranging from \$5K to \$500K
- Increased offering of Internet profit center to include ecommerce hosting and custom application development

Professional Experience (Cont.) 1994 – 1995 *Navigist Inc./InfoNow* Santa Clara, CA & Denver, CO
 Vice President of Engineering Services / Co-Founder

- Product Manager for InfoNow's iLocator service (www.navigist.com/proximitysearch.htm). At the time was one of the Internet's first intelligent proximity search mapping service. It was designed for VISA Plus Systems (visa.via.infonow.net/locator/global), and was expanded to include Bank of America (bankofamerica.via.infonow.net/locator/atmbranch), as well as other future clients.
- Managed engineering staff as part of Navigist's systems integration business
- Pre-sales and design engineer for Navigist's systems integration business, while performing product and project management services for InfoNow. During this period, there were no decline in systems integration revenues and no loss of clients
- Started an Internet firewall management and web hosting profit center known as Isite

1989 – 1994 *Sextant Group* Foster City, CA & Denver CO
 Director of Engineering

- As a single person branch office, sold, installed, and managed the largest contract ever sold by the branch office (\$300K)
- Designed, installed and supported Banyan VINES and Novell NetWare networks for some of the largest manufacturing firms in Silicon Valley
- Certified Banyan Engineer (CBE)

1984 – 1989 *National Education Association/California Teachers Association* Burlingame, CA
 Information Center Analyst (CTA)

- Migrated environment from a Texas Instruments mini-computer to a Banyan VINES Local Area Network (LAN) consisting of five offices throughout the state of California and over 350 users
- Banyan VINES network administration
- Conducted user training on the use of personal computers
- Developed training material consisting of DOS, WordStar, SuperCALC, and Banyan VINES mail/network usage curriculum

Data Center Manager (NEA)

- Managed data entry staff that supported state affiliates west of the Rocky Mountains.
- Programmed on a Nixdorf mini-computer and IBM 3090. Languages: JCL, EZtrieve Plus, and Editor
- Developed batch processing system to expedite simple data entry processes and reduce labor costs
- Operator of two Nixdorf mini-computer systems

Education 1986 – 1988 *Heald Electronics College* San Francisco, CA
 Associate of Electronics Degree (4.0 GPA)

1982 – 1984 *Heald Business College* San Francisco, CA
 Associate of Business Programming Degree (3.98 GPA)

Software Skills

▪ Microsoft Windows	▪ Axosoft OnTime	▪ Microsoft Office Suite
▪ MS Windows Server	▪ Apache HTTP Server	▪ Microsoft Access
▪ MS Active Directory Server	▪ SonicWALL Firewall/VPN	▪ Microsoft Visio
▪ Microsoft IIS	▪ Crystal Reports	▪ VBA Development
▪ Microsoft Exchange Server	▪ FileMaker Pro	▪ Custom Office Ribbons
▪ Microsoft SQL Server	▪ Microsoft Expression Web	▪ Intuit QuickBooks
▪ Microsoft Project Server	▪ Microsoft Project	▪ Visual Basic Development

Awards Timbre Technologies Employee of the Year

References Available Upon Request