

STEPHEN D. BUYZE

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Increased labor profit year over year from 2011 thru 2016 due to Process Reengineering.

Improved meeting Service Level Agreements from below 63% to over 93% due to Resource Planning for IT Support based on Historical Data Initiatives.

Increased Resource utilization from below 70% to over 80% with reduced Employee turnover.

Employee work life improvement by empowering employees to make better decisions resulting in the "Best Places to Work in Maine" 2013 thru 2017

Two Bachelor Degrees: Business Administration 1996, Computer Science 2003, over 30 years management experience, Certified Project Management Professional (PMP), Autotask Certified Consultant Partner (CCP), HDI Customer Service Lead (CSL) & Knowledge-Center Support Professional (KCS)

Areas of Expertise

- ♦Resource Capacity Planning
- ♦Knowledge-Centered Support
- ♦Leadership / Coaching / Mentoring
- ♦Process Reengineering
- ♦Data Mining
- ♦Managing Multiple Projects
- ♦Government/OSHA Compliance
- ♦Establishing Internal Tracking Methods
- ♦Managing Regionally and Nationally

Technical Expertise: MS Office, Excel power user, MS Project, MS Visio, full version of Adobe Acrobat, Autotask, CAD, databases, Gantt Charts, Critical Path, PERT, and Monte Carlo

PROFESSIONAL SUMMARY

Systems Engineering (SysEng), Portland, ME

Aug 2010 – March 2019

IT Service Provider "Get ahead of IT"

Resource Planning Analyst

- Established Flex-Project Queue scheduling for NEIII Engineers
 - Increased project execution efficiency by 20%
 - Allowing Zero-Day-Delay for escalations requiring NEIII skill sets
 - Reducing the chaos and stress on NOC Engineers
- Established Applications Governance Committee
 - Responsible for the four core applications and many others
- Automated much of the Expenses processing by moving Expense tracking into Autotask
- Reduced the project scheduling hours by 40% by automating much of the process
- Managed the relationship with Autotask including Professional Service engagements
- Leveraged major releases to drive process improvements across all teams

Customer Service Manager

- Created and implemented pro-active scheduling of Network Administration (preventive maintenance) visits.
 - Reduced scheduling disruptions by 35%
 - Improved Customer Experience
 - Increased resource utilization
- Established and implemented project portfolio scheduling techniques
 - Reduced the conflict over scarce resources
 - Increased the realized rate of return on projects
- Developed Resource Capacity planning model and implemented project scheduling decision criteria
 - Improved the response time of engagement for incident service requests by 15%
 - Lowered the stress level on the workforce
- Implemented the transition from calendar scheduling to queue scheduling of incident service requests
 - Increased remediation times within Service Level Agreement by 17%
 - Decreased average cost of engagement by 26%

WORK IT UP (WiUP), Portland, ME

May 2009 – May 2010

Nonprofit Organization that “puts Unemployed Professionals back to work”

Director of Operations – Customer Service

- Established client relations for startup organization and secured contracts for 8 short term projects
 - Received and responded to client phone calls and e-mails, ensuring client projects were completed in a professional manner
- Developed operational procedures for innovative nonprofit program
 - Including modifications to improve efficiency and work flow
- Established Program tracking metrics

SAPPHIRE TECHNOLOGIES (TD), Portland, ME

October 2008 - February 2009

Technology Outsourcing Company

Infrastructure Project Coordinator - Assigned to TD Bank

- Routed requests to the proper internal department for resolution while retaining overall ownership and ensuring all requests were responded to and resolved
- Escalated issues as appropriate
- Created change order and trouble tickets consistent with TD Bank standards

EASTERN ELECTRICAL CORP (EEC), Portland, ME

June 2006 - June 2008

Second largest electrical contractor in Maine

Director of Operations – Customer Service

- Envisioned and pursued a market opportunity that led to the creation of a service department serving a customer base of approximately 1,000 customers and a 5% increase in revenues
- Implemented a new and innovative coaching / training program to jump-start the productivity of IBEW Union apprentice electricians which resulted in an increase in quality of work by first, second, and third year apprentices
- Created data models from raw accounting data and analyzed the models for the purpose of benchmarking and improving business operations which resulted in improved communications and an operational effectiveness improvement by 2% in gross margin

- Maintained scheduling of day-to-day operations for 5 project managers and workforce of 65 IBEW Union electricians including dispatching electricians on service calls

Chief Estimator/Project Manager

- Restructured the Estimating / Project Management department resulting in a 100% expansion in estimating capacity
- Managed the Cumberland / Gray travel replacement plaza project in 2007

Estimator

- Estimated, negotiated and was awarded two of the Company's largest bids in 2006

ION MEDIA (ION), West Palm Beach, FL

November 2000 - June 2006

Largest television group owner with 70 broadcast stations throughout the U.S.

Regional Director of Engineering - Chicago Region

- Managed \$5.5 million annual operating budget with a minimal 10% annual budget reduction
- Maintained 11 analog and 8 digital broadcast systems including control rooms, UHF transmitter sites, studio to transmitter links, and downlink systems
- Responsibilities included all broadcast and cable operations across six states with a technical staff of 10 Chief Engineers and 30 operator / technicians working out of ten television market cities

ION MEDIA (ION), West Palm Beach, FL (cont.)

- Initiated innovative quality improvement program with a team of 15 employees resulting in faster response times, improved communication, increased quality of technical training, improved preventive maintenance program, and increased overall quality from 2 to 4.2 sigma
- Molded strong technical maintenance team from 10 independent individuals resulting in improved team dynamics and individual performance, however, 2 underperforming employees were properly discharged and replaced

Regional Director of Engineering - Chicago and Denver Regions (nine month assignment in 2003-2004)

- Responsibilities included an additional 5 analog and 4 digital broadcast systems with an additional staff of 5 Chief Engineers and 15 operator / technicians working out of 5 additional cities and states

CORPORATION FOR GENERAL TRADE (CGT), Terre Haute, IN

August 1989 - September 2000

Parent company of WKJG TV and TAG strategic business unit

Executive Manager - TAG Division

- Led a 15 member Strategic Business Unit (SBU) team in the development of an innovative infrastructure engineering model for digital television (DTV) with the goal of leveraging the new technology to enhance the promotional power of the local news
- Led the team to conduct a feasibility study which was completed on time and within budget

Operations Director, NBC33 Station

- Reengineered cross departmental operations by developing new concepts, techniques, and standards
- Supervised Production, Engineering, and MIS departments including 3 managers and 52 employees

Assistant Chief Engineer, NBC33 Station

- Conceived an innovative alternative to layoffs; solution benefited employees, resolved scheduling challenges, adhered to Union contract requirements and reduced the staff by 15%; accomplished without loss of productivity

EDUCATION

B.S., Computer Science 2003, Purdue University - Electrical Engineering minor

B.S., Business Administration 1996, Indiana University - Computer Science minor, Magna Cum Laude,
National Deans List (3 years), Phi Kappa Phi and Beta Gamma Sigma (2 years)

Ivy Tech 1989, Fort Wayne, IN - Digital Electronics Studies

CERTIFICATIONS and SEMINARS

- ♦ Autotask Certified Consultant Partner
- ♦ HDI Certified Knowledge-Centered Support Professional
- ♦ HDI Certified Customer Service Lead Professional
- ♦ PMI Certified Project Management Professional (PMP) 2004
- ♦ Covey: *4 Roles of Leadership* and other coaching / mentoring training seminars
- ♦ Karrass: *Effective Negotiating* seminar
- ♦ Skillpath seminar topics including: Discipline, Communications, Coaching, Constructive Criticism, Excel
- ♦ Innovation Engineering conference, workshops, and other training materials
- ♦ TRIZ workshops and webinars, and have read and applied Six Sigma and Scrum with no formal training