

A. G. Faulkner

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TO WHOM IT MAY CONCERN:

My previous position with EMC, the largest storage company in the world, was as a Service Account Manager responsible for the Cingular account. I ensured deployment and support of \$50 million + in yearly sales of EMC hardware, software and services. I supported and reported to c-level managers as well as worked with front line operations teams.

My EMC experience includes design and deployment of large scale backup solutions integrating EMC and third party software and hardware. I developed the operations "cookbook" for the client that is used at all national sites to ensure consistent delivery of services. I also directed efforts of conversion from Brocade based networks to Cisco based networks. A large scale storage conversion project from 130 older frames to 30 newer frames was completed under my direction.

Prior to the EMC engagement, I was the Global IT Operations Manager for Celanese Chemicals in Dallas. I was with Celanese for 21 years in various capacities ranging from server installation and support, to network design, data center integration and vendor management.

During my Celanese years, I directed the outsourcing and management of the help desk function three different times, working with the vendors to set process and procedures in place to support over 700 applications worldwide.

I look forward to discussing how my EMC and Celanese experience could address the needs of your client.

Very truly yours,

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SERVICE ACCOUNT MANAGER

Extensive experience in Strategic Account Management with focus on deployment and service delivery with yearly sales in excess of \$50 million. Responsible for high level of customer satisfaction with ongoing interaction with senior customer management. Directed customer engineer staff across the country for implementation of solution delivery and problem resolution. Acted as customer advocate to corporate support team. Provided crisis management leadership as single point of contact for the customer. An innovative team leader with a service-focused attitude excelling in a dynamic and challenging environment. Previous position with extensive global experience as an IT Operations Manager with a Fortune 500 company.

MANAGEMENT AND LEADERSHIP QUALIFICATIONS

- Process Improvements
- Crisis Management
- Skilled Mediator
- Change Management
- Problem Analysis
- Service Gap Analysis
- Disaster Recovery
- Problem Resolution
- Six Sigma Process

TECHNICAL SKILLS

- EMC Proven Professional Certification
 - Windows 2000/XP Office Suite
 - Windows 2000/XP Operating System
 - Lotus Notes & Web Development
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PROFESSIONAL EXPERIENCE

EMC CORPORATION, Dallas, TX

Strategic Account Manager

2005 – 2007

Specific responsibility for deployment and support management of \$50 million+ of data storage equipment, network switchgear and associated software yearly for this data storage manufacturing firm.

- Developed and conducted monthly operational reviews with customer management focused on identifying issues and resolutions. Implemented timely and accurate solutions in response to customer needs.
- Directed focused Backup and Recovery (CDL) "get well" efforts with customers, Professional Services department, EMC corporate team, Sales, and EMC Technical Consultant to successfully address service issues. Customer quote from this effort - "We have never had a vendor step up and help us with an issue like EMC has done."
- Delivered weekly KPI metrics to customer showing "dial homes" and parts used - Brio data as input and Excel spreadsheet as deliverables. Incorporated this data into trend analysis for customer.
- Conducted regular customer site visits across the country to identify process improvement opportunities. Enhanced customer staff relationships to enable focus on problem resolution.
- Produced written incident reviews for customer review and approval.
- Provided EMC Account Team with timely updates during service incidents keeping all management levels apprised of the situation and action plans.
- Served as the voice of the customer at the quarterly Sales meetings focused on addressing operational considerations and issues that were critical to service delivery.
- Produced "gap" analysis of projected solution delivery projects during weekly meetings with the Professional Services department.
- Led weekly conference calls with account Customer Engineers to discuss current issues, shared practices and project plans resulting in improved efficiencies and shorten implementation

timeframes.

- Generated customer “playbooks” to address observed operational issues that dramatically improved the time to resolution during a service event. This was accomplished through direct engagement of corporate support teams.

CELANESE, INC., Dallas, TX

1983 - 2004

Global IT Operations Manager

Developed and maintained operational processes and controls for data centers within the global Shared Services organization of this Commodity Chemicals manufacturing firm. Provided leadership in a matrix organization for the continual enhancement and control of processes. Coordinated operations, real time information, point of contact for current issues, and planning for future actions. Developed emergency response plans and procedures for IT. Ensured good service provider relationships were maintained.

- Created daily global operational status reporting process for all sites worldwide, facilitating the service deliverable for a newly formed global organization.
- Developed common change coordination processes across multiple sites that reduced initial triage time when problems were reported.
- Recognized for mediation skills among diverse teams in newly formed organization resulting in a reduction of problem resolution time and an increase in cross-departmental awareness and cooperation.

Sr. Customer Support Analyst

Served as the "first line" customer conduit to the IT Shared Services Organization. Translated user requirements into key tasks for IT resources to achieve agreed upon service levels with the client community. Served as process champion to narrow the gap between customer expectations and IT Shared Services deliverables. Assessed the capability of processes to meet the customer's specifications.

- Provided primary analysis of IT Shared Services customer support processes and procedures and developed recommendations for improvements.
- Investigated and resolved issues relating to personal computers, remote data access, local area network configurations, and wide area network connectivity with regards to client reported problems.
- Developed process to address conflicts between support functional groups that reduced problem resolution time for client reported problems.

Senior Lotus Notes Analyst

Developed, maintained, and supported the Lotus Notes environment including applications, servers, and budgets for the Notes platform.

- Developed "proof of concept" Lotus Notes Web interface for e-commerce functionality. Designed and implemented production system that generated 30% of company business.
- Developed and implemented College Recruiting application for HR department improving ability for multiple sites to review candidates resulting in a reduction of the candidate review process.

Infrastructure Manager

Managed computer operations (over three shifts with six operators and one supervisor), AS/400, networks, email and HP teams with budget responsibility in excess of \$3.5 million.

- Led the consolidation efforts of multiple AS/400 environments into one location resulting in significant cost savings.
- Developed comprehensive Wide Area Network (WAN) Standard Operating Procedures manual reducing problem analysis effort.

ADDITIONAL PROFESSIONAL EXPERIENCE

Various **Systems Analyst** roles at Celanese, Inc. including AS/400, PC and IMS systems

EDUCATION AND CERTIFICATION

B.S., Industrial Engineering, SOUTHERN POLYTECHNIC UNIVERSITY, Marietta, GA

EMC Proven Professional Certification

PROFESSIONAL TRAINING AND DEVELOPMENT

- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Visio
- Strategic Account Manager boot camp – EMC
- Leading and Managing Technical Teams
- Lotus Notes
- Microsoft Word
- Microsoft Access
- Microsoft Project
- Six Sigma
- Leading and Managing People
- AS/400