JAMES R. HAUSTEIN

Phone: 469-744-0421
E-Mail: jrhaustein@worldnet.att.net

SUMMARY

Information Technology specialist with expertise and experience in project management, information services infrastructure and application design and implementation, international assignments, integration of new technology. Known as a focused professional who "gets the job done" by using the appropriate material and personnel resources and motivates people to achieve goals through mentoring and coaching. Northeast United States location preferred.

PROFESSIONAL EXPERIENCE

DRESSER, INC., ADDISON, TEXAS   **2005-2006**

Senior Project Manager for Dresser, Inc.'s Corporate Office Strategic Project Organization (SPO). Small, rapid-paced team provided the foundation for centralizing Dresser's Information Technology project management.

Subject Matter Expert for the development of a Strategic Project Organization framework and author of a suite of project deliverables based on Project Management Institute (PMI) best practices.
- Initiative provided consistency, efficiency and accountability for Corporate Office Information Technology project initiatives.

Designer and implementer of ITIL processes, with focus on Incident, Change and Problem Management.
- Processes were reviewed and endorsed by an independent auditor to ensure consistency with SOX risk management and control points.

Project Manager for Corporate Office Information Technology projects including an Enterprise-wide initiative to migrate users to a single Active Directory domain and to Exchange 2003, consolidation of data centers into a single, co-location facility and transitioning of Dresser's Network Service Provider to achieve lower cost and higher service levels.

PEROT SYSTEMS, PLANO, TEXAS   **2005**
Contact Assignment through Plexent LLC

Senior Transformation Manager for migration of over 700 servers from 10 client sites to Perot Systems data centers in Plano, Texas and Woonsocket, Rhode Island. All related systems, hardware, software, tools and processes are included within the scope of this initiative.
- Project was subject to particular constraints regarding application outage and contract delivery deadlines.
- Transformation of information technology operations to Perot Systems provided standard, cost-effective services and emerging technologies for this major client.

CAPGEMINI ENERGY, DALLAS, TEXAS   **2004 to 2005**

Position was transitioned from TXU Business Services to the Capgemini Energy joint venture effective 1 July 2004. Continuation of management role for Enterprise Infrastructure Project Management and selected project initiatives enabled a smooth transition to service-based corporate entity.

- Complementary role as Program Manager for Infrastructure Management tower for Distributed Delivery initiative to offshore certain technical and financial positions to India, Poland and China helped facilitate $175 million annual cost savings goal for joint venture. Particulars included specification, architectural design and implementation of Supply Chain, Finance and Accounting, Revenue Management, Help Desk and Application Maintenance and Development delivery silo infrastructure requirements.
- Ancillary project areas of responsibility included new service provider commercialization initiatives, improved ITIL (IT Infrastructure Library) processes, server and network storage (SAN, NAS) efficiency activities and required infrastructure re-architecture resulting from sale of certain business units.

TXU BUSINESS SERVICES, DALLAS, TEXAS

Information Technology – Manager of Project Management (Dallas, Texas) **2004**

Manager for Project Management Team concentrating on Enterprise Infrastructure operations, including server implementation, patch and security management, identity management and Active Directory initiatives, Call Center enhancements, disaster recovery/business continuity; retail operation and financial system hardware upgrades.
- As the focal point for project management, this newly-formed team is achieving greater efficiencies by developing and maintaining standard methodologies and by improving stakeholder communications.

Information Technology – Project Manager Specialist (Dallas, Texas) **2003 to 2004**

Project Manager for Enterprise X-Calibur server consolidation project.
- Server farm size reductions for application and SQL database servers using virtualization through VMWare and migration to network-based NAS and SAN storage devices will provide up to $2 million cost savings to Information Technology operating budgets for 2004 and beyond while retaining or exceeding existing service level agreements. Enhanced security, monitoring and business continuity capabilities will provide enhanced reliability.

Information Technology – Program Manager (Dallas, Texas) **2001 to 2003**

Manager directing a Team of Project Managers providing support for internal server and network topology initiatives and Information Technology infrastructure design, construction and implementation for new Company locations.
- Formation of new organization to complement Application Development efforts resulted in immediate reduced cost savings, decreased schedule and increased client satisfaction.
- Process and framework initiatives, including participation in corporate Capability Maturity Model CMM 2 certification and CMM 3 target initiative, ITIL foundation and incorporation of industry "best practices" provided a basis for an effective, efficient team and improved project success.
- Highly-effective Team communications resulted in a high degree of synergy with Corporate Real Estate, resulting in more aggressive build-out schedules and 10 percent cost savings.

Information Technology – Project Symphony (Dallas, Texas) **2000 to 2001**

Project Manager for the Distributed Systems Management – Project Symphony Fulfillment Team for developing Supply Chain Management procedures for computing hardware.
- Development of web-based, user-managed Asset and Ordering systems resulted in Information Technology personnel savings costs in excess of 12 FTE's.
- Project schedule was compressed by 50 percent with no additional funding to yield immediate cost benefit to TXU.

Project Manager for the Distributed Systems Management – Project Symphony Supporting Processes Team for designing and implementing processes and procedures consistent with Project Symphony objectives.

- Project Symphony was an Excellence in Action (EIA) initiative partnering the Business Units and Information Technology; multimillion dollar annual cost savings for Information Technology desktop support is predicted as a result of this venture.
- Staffing was obtained from several sources to contain costs. Rapid deployment of motivated, coherent team resulted in the ability to meet critical delivery deadlines on a short schedule, thereby facilitating the migration of technical responsibility to the "lights on" organization.

Project Manager Specialist within the Distributed Systems Management - Project Symphony Standardization Deployment Group for corporate initiative to deploy standard suite of software tools (SMS, remote access, security) on all company microcomputers.

- Responsible for deployment for Distribution and Transmission Business Units, comprising 40 percent of company hardware. Developed schedules, processes; managed internal and external consulting support team during the "fast track" implementation phase. Accountable for communication with their respective client areas. Committed to quality and client satisfaction.
- Project exceeded deployment metrics by 20 percent, resulting in year 2000 "Excellence" performance rating for the Project.

MOBIL CORPORATION, DALLAS AND HOUSTON, TEXAS

Professional experience in Brazil, Canada, Colombia, Equatorial Guinea, France, Indonesia, Italy, Japan, Norway, Qatar, Saudi Arabia, South Korea, United Arab Emirates and the United Kingdom.

Global Infrastructure Services Division (Houston, Texas)   1997 to 2000

Manager for Capital Project and Joint Venture information system infrastructure.

- Developed, managed and implemented new enterprise technology in remote-site and joint partnership environments and assisted in resolution of high-level technical problems which resulted in reduction of downtime and the creation of stable, productive user environment.
- Controlled discretionary spending based on thorough understanding of business and technical requirements and planning initiatives which improved work processes and achieved 30 percent cost reduction in managing Capital Project desktop support.
- Developed and implemented the desktop, E-Mail and WAN infrastructure for five site, multinational, multicorporation, 300 node Novell Netware 4.x/Windows NT 4.0 enterprise computing environment, resulting in 50 percent lower desktop and network support costs.

Global Information Services Engineering and Design Division (Houston, Texas)   1996 to 1997

Project Manager and Design Engineer for new-facility telecommunications and data network infrastructure system for the $2 billion Yanpet Petrochemical Expansion Project in Saudi Arabia.

- Functioned as client representative with Saudi joint venture personnel for engineering complete telecommunications and data network infrastructure. Included managing policy adjustments as directed by Saudi management and negotiating with Saudi vendors and suppliers.
- Directed activities of engineering contractor for all phases of the information services design effort. Fostered efficient unified "team" approach between client and contractor, resulting in reduced specification revision and reengineering.
- Defined architectural standards and assisted in preparing business models for construction and permanent phase systems infrastructure, including optimizing design, defining deliverables and tracking costs. Integration schedule integrated with overall plant construction effort. IT project effort was valued at approximately $25 million.

Exploration and Production Computer Tech Group (Dallas and Houston, Texas)   1988 to 1996

Program Manager, technical computing infrastructure for engineering contractor office-based Project Task Forces with a portfolio of over $4 billion of worldwide capital projects.

- Broad-based experience encompassed desktop, network, E-Mail and telecommunications requirement specification, implementation and life cycle maintenance. Proactive role in analyzing opportunities to streamline local and enterprise implementation and reduce telecommunications costs. Demonstrated ability to excel in diverse, dynamic environments.

Project Manager and Design Engineer to develop a microcomputer common computing desktop software environment for company's Engineering Department.

- Managed entire life cycle of a software product defining a desktop load for over 700 workstations. Microsoft Windows-based system included automated software maintenance and upgrade procedures. Software engineering, change management, quality management and revision control principles utilized. Implementation resulted in significant decreases in maintenance costs.
- Product was predecessor for a corporate-wide standard desktop configuration.

Manager for Division technical computing infrastructure team activities, including software evaluation and implementation, hardware, E-Mail and network maintenance for a 100 node LAN.

- Managed budget administration, business analysis, hardware specification and acquisition, and managing network systems engineers and microcomputer technicians. Facilitated technical presentations to all levels of management, industry peers.
- Highly effective client support Team well recognized for dedication, high-performance, responsiveness and client satisfaction. Division achieved one of lowest "per workstation" life cycle costs within company.
- Developed server-based maintenance system for automatic software distribution on networked microcomputers. Streamlined system resulted in significant reduction of support costs, software upgrade implementation time.

Project Manager and Lead Specialist for office automation and desktop publishing initiatives, notably the UNIX-based, SGML-format Engineering Document Enhancement Program (EDEP) application development.

- EDEP provided a cost-effective mechanism for distribution and revision of engineering guides and generation of construction specifications. Embedded "hypertext" functionality was forerunner to web browsers of today.
- HP-UX, RISC 6000 and Sun platforms considered in this initiative.

Offshore Engineering Division (Dallas, Texas) **1980 to 1988**

Developer of offshore installation software applications. Modeled expert systems for economic evaluation applications. Internal consultant role for developing environmental and structural design parameters for worldwide operations, which provided safer, more-cost effective facilities. Designed hardware specifications for meteorological and oceanographic measurement systems.

- Managed technical projects in conjunction with other industrial partners to leverage costs of research, development and data acquisition efforts by up to 80 percent.

EDUCATION AND CERTIFICATIONS

Ph.D. Oceanography. Texas A&M University, College Station, Texas.
M.S. Applied Physics. Stevens Institute of Technology, Hoboken, New Jersey.
B. S. with High Honor with Thesis. Stevens Institute of Technology, Hoboken, New Jersey.

Information Technology Infrastructure Library (ITIL) Foundation Certification.
Project Management Institute (PMI) Project Management Professional (PMP).
Tau Beta Pi Honorary Engineering Society.

SELECTED PUBLICATIONS

Haustein, J. R., 1998: Technical Documentation: *Yanpet Expansion Project Host Microcomputer Environment Workstation Software Load*. Internal Report, Mobil Business Resource Corporation. In conjunction with the Saudi Yanbu Petrochemical Company, Yanbu, Kingdom of Saudi Arabia.

Haustein, J. R., 1994: Technical Documentation, *Standard PC Software Load*. Internal Report, Mobil Research and Development Corporation.

Haustein, J. R., 1989: *Procedure for Virus Protection*. Internal Report, Mobil Research and Development Corporation.

Haustein, J. R., 1989: *LAN Batch Maintenance (LABAM) System*. Internal Report, Mobil Research and Development Corporation.

Haustein, J. R. and J. W. Feeney, 1987: *Expendable Current Profiler Hurricane Measurements*. Presented at the Sixth Symposium for Meteorological Observations and Instrumentations, New Orleans, Louisiana, January, 1987.

Putnam, E. S., J. Baker, K. W. Ruggles, D. D. LaPorte, J. R. Haustein, O. Brown and A. Mika, 1987: *System Concept for Wide-Field-of-View Observations of Ocean Phenomena from Space.* NASA and Earth Observation Satellite Company.

Haustein, J. R. and A. C. Vastano, 1987: *Use of Sea Surface Satellite Imagery for Oil Exploration and Production in the Gulf of Mexico.* OTC 5519, Presented at the 19th Annual Offshore Technology Conference, Houston, Texas, May 1987.

Sanford, T. B., P. G. Black, J. R. Haustein, J. W. Feeney, G. Z. Forristall and J. F. Price, *Ocean Response to a Hurricane. Part I: Observations*. Journal of Physical Oceanography 17(11), November 1987.

Feeney, J. W., T. B. Sanford and J. R. Haustein, 1985: *Observing Hurricane-Driven Waves and Currents*. OTC 4934, Presented at the 17th Annual Offshore Technology Conference, Houston, Texas, May, 1985.

Haustein, J. R., 1983: Technical Services Study Item TSI 57-149, *Offshore Platform Instrumentation for Meteorologic and Oceanographic Monitoring.* Internal Report for ARAMCO Technical Services Department, Dhahran, Saudi Arabia.

Haustein, J. R., 1981: Effects of Shoaling Bottom Topography on the Dynamics of Gulf Stream Cyclonic Rings. Ph.D. Dissertation, Texas A and M University, College Station, Texas.

Haustein, J. R., 1976: Computerized Image Enhancement. Senior Thesis, Stevens Institute of Technology, Hoboken, New Jersey.