

LexaMed

Curriculum Vitae

DIRECTOR, INFORMATION TECHNOLOGIES

JULIA L. ROESNER

Mobile Phone: 419.708.7701

Summary of Qualifications

Julia has over 20 years of experience in the information technologies industry, specializing in networking, application deployment, data management, systems implementation and management (ITIL), Tier I, II, and III support, software and system validation following 21 CFR Part 11, software control IQ, OQ, PQ design and execution, IT auditing, asset tracking and inventory control, customer service, network administration, telecommunication including telephony management, web site design and support, IT training, and business IT technology management deployment.

Professional Experience

DIRECTOR, INFORMATION TECHNOLOGIES, *LexaMed, Ltd.*

- Provide direct management of all information technologies for the company including network design and implementation, peripheral implementation and support, data management, application and connectivity deployment support, and business application support.
- Provide consulting services
 - in all areas of software validation compliance with regulatory guidelines, and validation master plans and data management.
 - in IT auditing plan creation as well as conducting IT audits.
 - in data management projects specializing in SOP/Protocol/Final Report management, asset management, and inventory control.
 - Use and deployment of SharePoint web technologies, Microsoft® Access and SQL database and reporting, and Intuit QuickBase database web interface for internal intranet or application database.
 - in control systems for equipment to be deployed in sterilization project(s).
 - in the area of translating business correspondence (i.e., letters, protocols, SOP's, final reports) between German and English.
 - In conducting compliant system implementation and validations per 21 CFR Part 11.
- Author and execute IQ, OQ and PQ for software control applications.

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- Provide QA compliant statistical reporting infrastructure for quality data management.
- Upgrade design, deploy, and support company proprietary sample tracking system.
- Deploy Network Administration, both local and remote.
- Design, implement and verify Network Security, including firewall maintenance.
- Design and maintain company web site including secure access and domain management.
- Design, implement, and maintain Network Disaster Backup and Recovery protocols.
- Author and deploy IT usage protocols, policies, and standard operating procedures.
- Coordinate all marketing and business activities related to the support of remote consultants.
- Conduct client software validations as a result of needs assessments.
- Conduct IT training for employees or client base.

REGIONAL DIRECTOR, *Advanced Communications, Inc.*

Directly managed the geographical region of telecommunication cable installation, support, and tracking for a primary contractor for Comcast Cable Communications in the greater Chicago, Illinois area.

- Managed over 143 daily routes in the City, North and West regions of Chicago, IL Comcast markets.
- Directly participated in the creation and management of company-wide budget creation and tracking for the growth from an \$83 million budget to a \$120 million budget, including the tracking, trending and management of week P&L statements by business operating unit.
- Participation in the deployment and enforcement of standard IT policies to all employees within the company.
- Deployed protocol for Comcast proprietary web-based job and technician tracking system usage, including trending reporting and analysis.
- Participated in management committees for vendor selection and software testing and validation.
- Reported directly to the President of Advanced Communications, Inc.
- Participated in the creation and deployment of standard business and accounting practices within the multiple business operating units within the company.

DIRECTOR, CUSTOMER SERVICE, *Advanced Communications, Inc.*

Created a centralized help-desk, functioning seven days a week to support over 420 technicians in the field at multiple locations in

- Dallas, TS
- Chicago, IL
- Greater Detroit, MI area
- Baltimore, MD, and
- Pittsburgh, PA

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- Managed over 16 employees, operating 2 shifts, 7 days a week, including the training, associated with customer service for the company.
- Participated in and managed daily customer conference calls with detailed status reports to upper management and remote locations.
- Created and submitted standard reporting protocols to each operating business unit manager for analysis.

ENTREPRENEUR/INDEPENDENT BUSINESS OWNER, *Quantum World Technologies*

- Co-owner of an independently owned business.
- Managed projects and personnel, to provide consulting services to support projects in the cable, construction and healthcare industries.
- Conducted software validation for companies in the healthcare industry.
- Developed and implemented proprietary software to manage data to support upgrade and rebuild cable projects with inventory management, asset tracking and management, multiple dwelling unit tracking and quality control tracking. Primarily SQL and Microsoft® Access databases utilized.
- Member of management team to analyze current business projects, future opportunities, financial statements, profit and loss by project, division and company as a whole.
- Participation in the analysis of customers' issues and needs, develop viable turnkey solutions, and employ timely implementation, to further support greater return on investment and longevity.

COLLEGE INSTRUCTOR, *Owens Community College*

- Taught postgraduate courses in networking, database design and implementation, web page design using HyperText Markup Language (HTML), network administration and support with Microsoft® networking, Microsoft® Office applications, and introduction to computers utilizing a lab, hands-on approach.
- Provided students with career guidance and pertinent computing application for the real, existing business world.
- Created examinations and supplemental coursework to enhance courses.
- Participated on a team to develop new IT courses to meet market demand.

MESSAGING CONSULTANT, *Compaq Corporation*

- Provided consulting services of project management, design, implementation, support and training plans for e-mail deployments, enhancements and system upgrades, and network upgrade and deployment.
- Provided feedback, improvement recommendations and support on existing messaging environments in Fortune 500 companies or larger, as well as practical business solutions for desired usage of a global messaging infrastructure.
- Specialized in Microsoft® e-mail connector designs and implementations.
- Created support and training documentation and full reporting as needed per client.

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MESSAGING ARCHITECT CONSULTANT, *EPIC, USA, Inc.*

- Technical Leader for supporting the messaging system for a global Fortune 500 company to ensure successful and timely transmission of e-mail messages, not only between the Internet and internal multiple e-mail systems, including PROFS, cc:Mail, Microsoft® MS-Mail and Exchange, but also between the company's employees and their customers and suppliers.
- Participated on company-side conversion from current host and multiple platform LAN-based email system to Microsoft® Exchange.
- Managed consultant presence and associated projects for customer.

NETWORK DESIGN AND SUPPORT CONSULTANT, *Benchmark Technologies Corporation*

- Designed, implemented and managed a centralized Help Desk for another global Fortune 500 company responsible for all Information Systems problem calls associated with physical connectivity to all company and customer remote locations, the mainframe operating systems and LAN applications, and the enterprise-wide messaging system, EMC2/TAO.
- Responsible for and managed all Help Desk operators; duties included, but not limited to:
 - operator hiring and training,
 - support documentation,
 - company deployment software validation,
 - project management, and
 - customer reporting interface.

NETWORK SUPPORT SPECIALIST, *Owens Corning*

- Supported the company messaging infrastructure, internal e-mail systems and external connectivity to ensure successful and timely transmission of e-mail messages between all users in the company and their respective customers, located in 67 sites in the U.S., Brazil, Canada, Mexico, Hong Kong and several locations in Europe.
- Monitored database integrity to reduce corruption, maintained up-to-date directory structure, and fielded any e-mail user questions.
- Supported connectivity between PROFS and cc:Mail systems utilizing Soft-Switch.

GERMAN TRANSLATOR, *Van Deilen Industries, Inc.*

- Translated legal, written and verbal correspondence between the presidents of Van Deilen Industries, Inc. and Thyssen Sthal, a multi-billion dollar German company.

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Education

- ◆ MBA, Information Technologies, University of Toledo, Toledo, Ohio
- ◆ BA, German and Business, Bowling Green State University, Bowling Green, Ohio

Technical Certifications and Achievements

- ◆ Continuing education through seminars, and business management
- ◆ Recipient of placement in the Owens Corning Special Recruitment in New Talent (SPRINT) program
- ◆ Recipient of full scholarship for undergraduate and post-graduate studies
- ◆ Recipient of full scholarship for one-year study abroad program in Germany during post-graduate studies

Professional Associations

- ◆ Julia maintains active membership in the local chapter of WIB (Women in Business).