

JOHN RUSSELL RHOADES

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JR@RhoadesInc.com

SENIOR INFORMATION TECHNOLOGY MANAGER *International Arena & Fortune 100*

Industry experience in Defense, Energy (Fortune 100), Government, Higher Education, Healthcare, and Insurance. U.S. citizen with MBA degree and IT Project Management certification. Information management leader with proven track record designing, developing and delivering successful cost-effective, high-performance technology and information systems solutions. Results-driven, analytical problem-solver adept at increasing operational efficiencies, improving customer service levels, and implementing and maintaining IT initiatives to support successful business processes and meet multinational business demands. Core competencies include:

- Customer Service
- Change Management
- Systems Engineering
- Project Management
- Vendor Relationships
- Systems Administration
- Leadership & Staff Development
- Accounting, Budgeting & Reporting
- Troubleshooting & Support

PROFESSIONAL EXPERIENCE

BEST TITLE SERVICES CORPORATION, Dallas, Texas
ESCROW ASSISTANT / MANAGER

2007 - Present

Coordinates the investigation of all information related to closing a transaction, which includes: contracts of sale, title searches, commitments for title insurance, blue line surveys, real estate taxes, loan transactions/mortgage papers, conveyances and/or other instruments related to a real estate transaction. Reports to the President and coordinates activities of personnel and temporary staff. Texas Notary Public. Familiar with Ramquest, Data Trace, and online resources.

- Performs title abstracting/examination and preparation of closing documents for closing.
- Supervises preparation and delivery of title insurance forms, closing the transaction, and disbursing the transaction.
- Performs post closing audits, escrow accounting and policy production.

RJT PROPERTY & MANAGEMENT, Dallas, Texas
BUSINESS CONSULTANT

2007

Provided business process and IT consultancy to develop solutions for car insurance, property management, and flood/fire restoration business line issues of owner.

MIDDLE EAST TECHNICAL UNIVERSITY (COMPUTER CENTER), Ankara, Turkey
SMART CARD PROJECT MANAGER

2004 - 2006

Recruited during the second year of a 4-year \$900,000 sponsored project in order to direct ongoing efforts to develop a smart card system for 25,000+ users. Used *Philips Mifare* standards to develop e-wallet and e-identification applications that allowed users to make micro-payments or gain access electronically.

- Performed analysis and design activities to ensure that system functionality met end-user and administrative requirements.
- Reported to the Director of the Computer Center and had four direct reports.
- Directed the planning, testing, and implementation of in-house software applications until, due to resource issues, those efforts were outsourced in order to obtain a customized turn-key solution.
- Evaluated industry to develop a list of key potential vendors, both international and national, and, after determining critical elements for success, met and evaluated potential vendors to determine ability and compatibility.
- Planned and supervised the execution of outsourced work by 3 different contractors with a total value of contracts exceeding \$140,000. Also, planned second-phase turn-key activities worth an additional \$120,000.
- Designed and coordinated activities with 11 departments in 5 faculties and 15 departments in 5 administrative divisions.

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TREASURY, REPUBLIC OF TURKEY (WORLD BANK), Ankara, Turkey 2000 - 2004
SYSTEM ENGINEER, AGRICULTURAL REFORM IMPLEMENTATION PROJECT

- Provided technical guidance as the sole information management professional for the Project Coordination Unit.
- Key member of \$20 million sub-project to establish a country-wide IT infrastructure for agricultural systems.
- Worked with seven vendors to install an IT infrastructure (LAN / Telephone / UPS cabling, Internet connection, network equipment, servers, PCs, laptops, printers, copiers and faxes) at a new office site with a cost of \$199,000.
- Served as technical advisor on 21 additional procurements of equipment / software / services worth a total of \$229,000.
- Reduced cost of normal Internet connection 50% by using a wireless connection, and reduced contract payments 16%.
- Managed all the project office IT systems (Accounting and Finance Database, E-mail, Internet, Network, and Security).

AYDIN SOFTWARE & ELECTRONIC INDUSTRIES, INC., Ankara, Turkey 1998 - 2000
MIS MANAGER

- Planned, procured, installed and maintained all aspects of information systems for headquarters and factory facilities, for a total of 160 users.
- Reported to the CFO as the lead IT decision-maker, had four direct reports, managed a \$275,000 budget.
- Designed and implemented IT infrastructure for new factory and upgraded headquarters, coming in under budget by 37%.
- Enhanced legacy system operations, reduced a 6-week lag in manpower reports and decreased accounts receivable cycle.
- Increased accuracy of reports by reducing errors due to unintentional charging to the wrong project.
- Directed investigation, remediation and documentation for Y2K compliance of all company internal systems and products.

SEVGI INVESTMENT HOLDING, INC., Ankara, Turkey 1996 - 1998
MIS MANAGER

- Established the MIS department, including policies, procedures, information systems, and hardware / software configurations for 50 users at company headquarters.
- Reported to the VP as the lead IT decision-maker, had 3 direct reports, managed an annual budget of \$75,000.
- Educated top management on the significance of a strong technology infrastructure.
- Established information systems policies and procedures, and developed corporate-wide financial consolidation and discrepancy reports.
- Provided an accurate presentation of financial issues in a reduced timeframe allowing top management to be better informed when making decisions.
- Assisted in defining scope requirements and implementation plans for Marketing, Strategic Management, and HR projects.

EXXON COMPANY USA, Houston, TX 1994 - 1996
SYSTEMS ANALYST, PAYROLL AND BENEFIT ACCOUNTING SYSTEMS

- Provided support services to include enhancements, consulting and on-call (24/7) assistance for production runs.
- Handled problem analysis and correction, programming, software installation and LAN connections.
- Reduced potential problems and payroll reruns by providing internal error checking and automatic notification to analysts.
- Provided encrypted upload and download of employee information between CORS and accounting group enabling a secure method for transferring confidential earnings and payroll information between headquarters and service stations.
- Enhanced timekeeping peripheral systems increasing effectiveness of interfaces and reports. Project increased efficiency in data input process for time sheets and accuracy of related reports.

TEXAS TECH UNIVERSITY (COLLEGE OF BUSINESS ADMINISTRATION), Lubbock, TX 1992 - 1994
ASSISTANT DIRECTOR, BUSINESS ACADEMIC COMPUTING SERVICES

- Reported to the BACS Director, involved in bidding and staffing processes, supervised up to 10 part-time employees.
- Directed the daily activities of staff (using prior 2 years of experience) to ensure effective dealing with PC / MAC, network, and printing for 200+ faculty / staff and COBA computer laboratories, which provided services for hundreds of students.
- Managed the Data Center that included VAX mainframes, Alpha servers, and backup units to maintain the level of research, programming, and print services provided.

EDUCATION

MBA, *Management Information Systems* (GPA: 3.2), TEXAS TECH UNIVERSITY, Lubbock, TX 1992 - 1994
BBA, *Management Information Systems* (GPA: 3.5), TEXAS TECH UNIVERSITY, Lubbock, TX 1987 - 1992

CERTIFICATIONS

IT Project+ (2003 Objectives), CompTIA 2004

TECHNICAL SKILLS

Operating Systems: Windows 2000 / NT Server (AD, DHCP, DNS, IIS, PDC); XP / 2000 / NT; OS/2 Warp; VAX / VMS
Language/Scripting: Access, HTML; Kixtart; Oracle PL/SQL (8i); BASIC; COBOL; V. BASIC (dos); DB2; VAX Datatrieve
Software: Microsoft - Backup; Exchange 2000 / 5.5; Office XP / 97 - Access, Excel, PowerPoint, Word; Project;
Ramquest (Title), Data Trace (Tax) Symantec / Norton Anti-Virus; GFI MailEssentials (Anti-Spam)
Legacy Systems: IBM JCL; IBM TSO / ISPF; IBM DB2; IBM IMS / DLI
Hardware: PCs; Servers; LAN - Cable, Modem, Switch (TCP/IP); Cisco PIX 501; Checkpoint FW-1 / VPN-1 / FG

** Additional workshops in MS Office, PC, NT/2000 Servers, LAN's, Firewalls, IBM & DEC mainframes, COBOL & Telon