

MICHAEL FIELDEN

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DIRECTOR/VP OF INFORMATION TECHNOLOGY

project manager, infrastructure, development

Multifaceted business, IT and facilities professional with exceptional background building and implementing processes that increase revenue, reduce downtime, and allow for peak operations. Exceptional research and analysis background, with a demonstrated ability to clearly assess fragmented information and create successful solutions. Extensive background in leading and overseeing professional teams, including developing and mentoring employees. Premier IT experience, including creating and managing computing platforms, database and voice networks, applications systems and websites. Expertise in contract negotiations. Adept manager; experienced in overseeing budgets exceeding \$25 million annually. Able to translate and explain complex technical concepts to diverse audiences.

CAREER HIGHLIGHTS

- ✓ Led the technology growth of Intero Real Estate Services from a company of 7 to over 1000 employees in less than 24 months.
 - ✓ Implemented over \$500,000 worth of software for Valley Oak Systems, Inc.
 - ✓ Saved over \$1,500,000 by effective negotiation of contracts for construction and furniture purchases during the growth of Intero Real Estate Services.
 - ✓ Increased Mercado's ROI on software and hardware, saving over \$250,000 annually by effectively managing IT assets and resources.
 - ✓ Founder of successful software company, and the development and launch of more than a dozen enterprise class web sites for companies like 3Com, learning.com, Acer America, and Digital Equipment Corporation.
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PROFESSIONAL EXPERIENCE

WebTraverse, LLC., San Jose, California 2005 – Current
Founder

Independent technology consultant hired to provide planning, web-design, systems integration and security planning. Verifiable track record of success providing project/process leadership to a varied group of companies including start-ups, established businesses and technology companies. Contributions include development of business requirements, management and direction of system design and integration, security, training and documentation.

Valley Oak Systems, Inc., San Ramon, California 2004 – 2005
Implementation Manager

Project/implementation manager for the deployment of insurance claims management software. Managed customer installations, including requirements documentation, implementation management, conversions, end user training, and support.

- Managed key customer implementations valued in excess of \$500,000 at customer locations throughout the US.
- Developed the project management documentation used by all project managers in the implementation services organization.

Intero Real Estate Services, Inc., Cupertino, California 2002 – 2004
Vice President of IT and Facilities

Member of the executive leadership team with overall responsibility for technology, including hardware and software, web development, help desk services, tenant improvements, new construction, and building maintenance. Manage strategic planning, vendor partnership negotiations and selection, and manage contracts and vendor performance.

- Implemented a customer relationship management system, custom designed with our help, that resulted in customized lead management, client management, and enhanced marketing. Improved company perception and agent retention by providing recognized leadership in technology and facilitated growth from 7 to over 1000 people in two years.
- Managed technology planning, acquisition, and implementation of over \$2.5 million, including Cisco voice-over-IP rollout to 25 offices with over 1500 handsets, voicemail, and web integration.

Mercado Software, Inc., Fremont, California 2000 – 2002
Director of Information Technology
Managed four staff members, providing worldwide support for this search software developer. Managed technology and software assets in the US and Israel, while supporting sales and staff in the US, UK and Israel.

- Saved the company nearly \$500,000 by negotiating with hardware and software vendors, borrowing equipment for development purposes, and structuring leases to benefit the organization.
- Integrated Pivotal for customer relationship management (CRM) and Epicor for accounting.
- Provided process planning, implementation, documentation and support for the integration of Mercado product with clients including: Macy's Sears, Pottery Barn, and Federated.

RedCipher, Inc., Fremont, California 1998 - 2000
Founding Partner, CTO
Responsible for building start-up plan and rolling out a multi-national customer services firm for key clients including 3Com, learning.com, and Hitachi.

- Managed customer relationships and generated new business in excess of \$5 million annually.
- Actively responsible for the development and implementation of dozens of enterprise class web sites.
- Managed over 20 developers and 7 staff members in the United States while successfully integrating a 20 developer office in India.

Government of Singapore, Redwood City, California 1997 – 1998
Director of Information Technology
Managed the strategic growth and upgrade of the US offices for the Government of Singapore, including the interconnection of 17 national locations with the overseas operational offices.

- Successfully integrated frame-relay, replacing point-to-point connections, effectively saving nearly \$100,000 annually in circuit costs.

Internet Technology Group, Inc. 1992 – 1997
Founder
Startup partnership of database developers with an emphasis on the residential real estate market. Responsible for start-up, marketing, and product implementation in a client facing role.

- Successfully implemented over \$1 million in custom developed real estate software.
- Hired and managed a team of 12 developers.

EDUCATION AND TECHNICAL EXPERTISE

Ongoing Seminars to enhance personal and professional goals. Please ask for additional details on my efforts to continually improve my skills and technical knowledge.

2003 Cisco Introduction to Voice Over IP Training

2001+ Online attendee at the University of Phoenix seeking a Bachelors degree in information technology with plans to attain a Masters of Business by 2008.

2000 Attended the Stanford sponsored Information Week IT Executive Boot Camp.

1998 ACE Project Management Course Graduate.

Microsoft Specialized Training in:

- TCPIP Applications and Protocol
- TCP/IP Architecture and Routing
- Supporting Windows NT 4.0 Server
- TCP/IP Management/SNMP
- Administrating Windows NT 4.0
- Microsoft Project 98

Provide volunteer support and technical services for Children's Gaucher Research Fund. Visit <http://www.childrengaucher.org/> for specific information on their efforts and how you can help.

2005 Licensed California Real Estate Agent.