

BEN F. SAYER

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CAREER SUMMARY

Software Quality Assurance Manager with more than seven years of success in software development companies. Broad leadership expertise in software quality, infrastructure implementations and support, and software development. Highly regarded for interpersonal and leadership abilities. Track record of quickly learning diverse technologies. Process and results oriented team leader who can recruit, develop, motivate and retain high-quality professionals.

PROFESSIONAL EXPERIENCE

R. L. POLK & CO., Southfield, MI 2003 – 2010
Polk is the recognized expert for automotive intelligence and marketing solutions.

Manager, Software Quality Assurance 2006 – 2010
Managed staff and contract SQA analysts and \$300k operating budget. Led departmental transformation from waterfall to agile testing practices.

- Increased total testing time by implementing agile testing practices.
- Commended for having “made noticeable improvements” to my team’s hard and soft skills by providing feedback, coaching, and delegation.
- Developed software testing processes that resulted in zero post-launch defects over one-year period.
- Recognized for having “significantly increased the productivity of the SQA team” by defining and continually improving core processes.

Process Manager 2003 – 2006
Improved Polk Software Development Life-Cycle (SLC) methodology by means of documented, continuous improvement process; provided guidance to development and project management communities; and audited process, policy, and standards compliance.

- Developed and delivered root cause analysis training and was recognized with the 2007 Award of Excellence for Outstanding Human Performance Intervention.
- Improved software project gate review approval rate from 58% to 92% by creating and improving software documentation templates and deliverables work instruction.
- Reduced average software development project schedule variance 19.2% and average budget variance 15.4% by conducting project gate reviews and improving software development methodology.

AJILON, Southfield, MI 2002 – 2003
Ajilon Professional Staffing is a leader in recruiting and project consulting.

Senior Consultant
Provided Linux expertise to clients on contractual basis.

- Developed and tested WebSphere on Linux application server software image used by Ford Motor Company to reduce total cost of ownership.

GREAT LAKES TECHNOLOGIES GROUP, Southfield, MI 1998 – 2001
Great Lakes Technologies Group was a provider of information technology consulting and services.

Senior Consultant
Managed in-house projects and augmented client staff on diverse information technology projects.

- Established client relationship by leading software development project delivering customized, re-branded JSP site on time and on budget.

- Successfully mitigated resource loss by managing final phases of automotive industry product content management web page development project.
- Developed in-house expertise with new technology by acting as infrastructure architect and project lead for client n-tier web development research and development group.
- Supported divestiture of two divisions by separating complex, heterogeneous network resulting in no unplanned down-time.
- Improved client relationship by establishing new data center and administering Digital UNIX, Novell NetWare (4.x and 3.12), and Microsoft NT 4 servers.

TRILLIUM TEAMOLOGIES, Royal Oak, MI 1997 – 1998
Trillium Teamologies provides a wide variety of technology services including consulting, technical support, software development, complete creative design.

Senior Consultant

Augmented client staff on contractual basis, provided sales support, and performed system administration.

- Wrote application and database development proposals and responses to requests for quotation resulting in client engagements.
- Supported client project delivery by administering Microsoft servers, SGI workstations, and SGI Origin 2000 server.
- Satisfied new client by performing one-month intranet study describing current state and high-level improvement plan.

PEROT SYSTEMS, Troy, MI 1996 – 1997
Perot Systems is a provider of technology - based business solutions.

Senior Consultant

Consulted on client engagements and provided leadership to site support, communications, and system administration groups.

- Installed NetWare 4.11 server into existing, mixed Novell environment (3.x and 4.x) increasing client file and print serving capacity and reducing login latency.
- Managed local area network (LAN) assessment at four healthcare facilities.
- Reduced data center maintenance cost by successfully managing relocation and re-engineering of Sun Microsystems server based data center.

ELECTRONIC DATA SYSTEMS, Detroit, MI 1985 – 1996
Electronic Data Systems offers information technology applications and business process outsourcing services.

Manager, Office Automation and Voice and Data Communications 1993 – 1996

Managed staff of 18 responsible for supporting two PBXs and more than 2000 phones, maintenance and growth of enterprise wide area and campus network, and support of over 1200 PCs connected to Ethernet network and IBM mainframes.

- Created implementation plan and cost model for project that would lower total cost of PC ownership by reengineering office automation processes and standards.
- Supported corporate MRPII migration program by leading client deployment project.
- Performed infrastructure study for Saab Cars USA account, enabling them to contain costs by following the resulting three-year plan.

EDUCATION

49 credits toward B.S., Computer Information Systems, Eastern Michigan University, Ypsilanti, MI

PROFESSIONAL DEVELOPMENT

Six Sigma Black Belt Training, Eastern Michigan University 2006
Six Sigma Green Belt Certification 2005

MEMBERSHIPS AND AFFILIATIONS

Agile Groupies
Michigan Agile Enthusiasts, Member 2009
Michigan Python Users Group