

RALPH BACH

OBJECTIVE

A technology leadership position which utilizes extensive project, operations and vendor management experience, advanced business education, information systems expertise and customer service orientation to make significant professional contributions

PROFESSIONAL EXPERIENCE

Project Manager <i>Childs Consulting Associates, Inc., Farmington Hills, Michigan (www.childs.com)</i> Childs consults with school systems, city and county governments, and businesses in the design and development of technology systems. Their primary focus is systems needs analysis, proposal development, bid process management, and management of vendors for client companies. The company works independent of any vendor or manufacturer.	2000 – present
Adjunct Instructor (part-time) <i>Henry Ford Community College, Dearborn, Michigan</i> Taught “Networking with Novell Netware” course	1998 – 2000
Network Administrator	1998 – 2000
Computer Support Manager	1995 – 1998
Computer Lab Manager – Fordson High School <i>Dearborn Public Schools, Dearborn, Michigan</i>	1994 – 1995
Instructor – Internet (part-time) <i>MacTrac, Dearborn, Michigan</i>	1996 – 1999

KEY ACCOMPLISHMENTS

Project / Operations / Vendor Management

- Managed \$100K to \$1.5M information systems projects for clients of Childs Consulting; clients included large school systems, county governments and Fortune 500 businesses
 - Interviewed clients and conducted project needs analysis
 - Educated clients on complex, cutting-edge technology, installation methods and trends
 - Developed project specifications, scope of work and timelines for projects which ranged from videoconferencing systems installation, to installation of structured wiring, to high-speed wide area network (WAN) implementation
 - Compiled and maintained database of qualified vendors in a variety of areas (e.g., hardware, wiring, controls, video systems, security systems, etc.)
 - Wrote request for proposal (RFP) packages
 - Managed RFP process: notified vendors of RFPs and deadlines; disseminated RFP packages to vendors; managed and presented at informational meetings for vendors
 - Reviewed vendor responses to RFPs and made recommendations to clients on vendor selection
 - Negotiated contracts with vendors on behalf of clients
 - Managed multiple vendors during project implementation; resolved day-to-day operations issues and challenges
 - Developed quality acceptance checklists/quality gateways/ benchmarks based on ISO principles; supervised vendors to ensure work was performed as specified
 - Communicated project status to clients
 - Monitored budgets and authorized vendor payments
 - Assisted clients with strategic human resource planning and hiring of permanent personnel to manage information systems and technology; wrote interview questions; interviewed candidates; made hiring recommendations

Information Systems Management

- Managed computer network spanning 32 separate buildings and encompassing over 2000 personal computers for the Dearborn Public Schools system
 - Developed computer systems policies and procedures manuals
 - Developed strategic plans and managed complex data migrations and information systems transitions while working with Childs Consulting and with the Dearborn Public Schools
 - Assisted employees in learning new systems; produced technical documentation and training videos

Ralph Bach (Continued)

Human Resource Management

- Supervised 4 personal computer technicians as a network administrator for the Dearborn Public Schools; responsible for orientation, training, work scheduling, and providing input for performance evaluations
- Trained over 1,000 Flint School District teachers and employees on how to use laptop computers while working with Childs Consulting
- Created instructional training video for Dearborn Schools teachers and employees on how to install desktop computers; video considerably decreased on-site technical support needed during large-scale transition to new equipment
- Managed team of contractors while working as the computer support manager for Dearborn Public Schools
- Managed 12+ employees as an assistant manager at Saks Fifth Avenue; department generated \$3M in sales volume

EDUCATION

Master of Business Administration

Lawrence Technological University, Southfield, MI

May 2005

Bachelor of Arts in Secondary Education and History

University of Michigan, Ann Arbor, MI

April 1988

Minor: Economics

CERTIFICATIONS

Cisco Certified Network Associate (CCNA), 2000

Certified NetWare 5 Engineer (CNE 5), 2000

Information Technology and Services, Michigan State University, 2000

Certified HTML Programmer, 1997

PROFESSIONAL ORGANIZATIONS

Member, Institute of Electrical and Electronics Engineers, New York, NY, 1998 – present

Member, University of Michigan Alumni Association of Metro Detroit, Detroit, MI, 1988 - present

COMPUTER SOFTWARE PROFICIENCY

Microsoft: Word, Excel, PowerPoint, Project, Visio

AutoCAD

GroupWise