

Frank P. Caruso

OBJECTIVE

Results driven IT professional with success in directing a broad range of small business, Governmental, and Commercial based initiatives. My role has included planning, analyzing and implementing solutions in support of business objectives. Project Management and multi-tasking have been and still are part of my daily responsibilities. I have database, programming, design and analysis expertise with small and large scale applications. With my expertise I can bring to the table new ideas and concepts to help meet business requirements. For the past 12 years I have worked as the Director of Information Technology and Telecommunications for a Municipal Government with a Budget of 19.1. million. I worked as a Consultant for both IBM and MOBIL Chemical on a number of highly detailed projects. My project management experience includes the design, building and launch of a 10 million dollar telecommunications fiber to the home system. This project including the hiring of a number of sub-contractors and was recognized by the State of PA Governor for "Excellence in Technology"..

EXPERIENCE

Project Management
Employee and Contractor hiring and management
Manufacturing
Construction
Distribution
Municipal Government
Retail
Financial Services
Fiber Plant Distribution
Medical Billing / CSR
Apparel
AMI
Telecommunications

WORK HISTORY

City of Easton 2013-Current Information Technology Manager

Mange all IT functions for seven facilities and 235 desktops. Custom program online applications and database projects. Implement new solutions. Manage three consultants and two IT staff members. My role with the City was to revamp the IT infrastructure and aggregate facility services and also find and implement new software solutions.

The Borough of Kutztown 2000-2013 Director of Information Technology

As Director of Information Technology I am responsible for all Technology Services which includes seven Governmental Departments, and six business enterprises. The enterprises include Electric, Refuse, Water, Sewer, Television and Internet services. My department includes IT personnel, an office clerk, and two field technicians. I also manage sub-contractors and contract services. Included with my duties I write RFP's, RFQ's, and prepare departmental budgets, review and initiate contract services. My strength is in Project Management and multi-tasking.

Provide project, integration management, and configuration support for **TCP/IP, VOIP, DHCP, Routers, Firewalls, VPN's, and Security Certificates.** Recent experience includes implementation and integration, **VMWARE and VMSHERE** . My role also includes programming

, hardware and software configuration, internal training and departmental implementation planning and support, software analysis and implementation planning as well as sub-contractor hiring and management. I have also developed websites in ASP, LOGIC XML, HTML and have experience with Content Management Systems for web services.

One of my major accomplishments was the building and **integrating** a Fiber Optic Fiber To the Home system providing Internet, Television, Telephone, and VOIP services, launched in 2002. This has become one of the Borough's business enterprise's and generates one million dollars per year in sales. I managed this project from inception including budget and project presentations.
Currently I manage IT Technical personnel.

F.P. Caruso & Associates Owner 1990-2000 Owner

I formed this company to provide Consulting & Programming Services to IBM mid-range customers utilizing IBM S36,S38,Advanced 36 and IBM business products such as MAPICS (manufacturing) DMAS (Distribution) (CMAS (Construction). I also custom installed networks for NOVELL as a CNI/CNE. When necessary, I used a number of third party contractors to perform programming and support services. The primary strength of this company included customized programming services and personal attention. I also became certified by NOVELL and held seminars and in-house education teaching networking services and installing NOVELL networks.

Systems and system integration including solution planning and testing was a core component of my business. During this time, PC networks were taking place along with emulation to mainframes and mid-range systems such as the IBM AS400, System38 and System36. During this time I continued programming in OCL, JCL, and RPGII and III.

During this time I also developed a number of customer service and billing applications with Database tools such as MSACCESS, FOXPRO, ALPHA4 . This lead to integration of data to spreadsheets in EXCEL and interfaces to VISIO and PROJECT.

Computer Management Assoc. 1980-1990 Co-Owner V.P. Technical Services IBM Agent Firm

With a partner, we formed a consulting company working as an Agent of IBM. We assisted in marketing the platform of IBM products as well as provided installation, training, and support services. We initially started with three employees including ourselves and grew to thirty (30) employees and 32 full time customers. Our scope and effort focused on working directly with IBM. My overall responsibilities included preparing proposals, marketing assistance and the management of programmers, projects and the hiring of sub-contractors. I also designed and programmed applications.

Conrail and Delta Management Systems 1978-1980 (DMS-part time programming contractor)

Emco Wheaton Corporation 1977-1978 (First Programming full time position MFG)

ICM School of Business 1975-1977

U.S. Army 1972-1975

I was assigned to Finance and Accounting Offices. Performed audits for military basis.
Honorable Discharge (E5)

EDUCATION

Novell Certified Netware Instructor, Atlanta GA (CNI)
Novell Certified Netware Engineer, Atlanta GA (CNE)
ICM School of Business Cleveland Ohio (CDP) 1975-1977
U.S. Army Finance Center Indianapolis IN (Finance and Auditing) (1972-1975)
St. John High School, Ashtabula OH (1972)
IBM Technical School, Rochester, NY (1984,1986)
Central Texas College, Business Economics (1974)

CERTIFICATIONS

Certified Instructor, IBM Business Center, Dallas, TX
Certified Netware Instructor, Novell Training Center, Atlanta, GA
Certified Netware Engineer, Novell Training Center, Atlanta, GA
CDP, The Institute of Computer Management, Cleveland, OH
IBM Certified Business Analyst (Software)

SUMMARY

- Experience with Information Technology, management, consulting, systems, design,
- Software Development, Project Management, including team building, experience with implementation, covering a number of Industries.
- Creative, enthusiastic with strong organizational, analytical, problem solving, supervisory, and communicative skills.
- Capable of developing a project from start to finish including, functional specification, budget preparation, scheduling, hiring and management of contractors.
- Customer Service Oriented, Department Technical Liaison.
- Enjoy the challenge to seek out new technologies.
- Manage teams to resolve problems, identify new options and reduce costs.
- Extensive project management expertise.
- Awarded the "Excellence in Technology Award" by the Governor of Pennsylvania.
- Prior experience includes ten years as a Technology Consultant / Programmer / Developer.
- Management roles in private, public, and government verticals.

PROFESSIONAL ACCOMPLISHMENTS

- Conceptualized, Engineered, Developed, and Spearheaded the Kutztown Borough Fiber To the Home Project providing voice, video and data services. Annual Revenue base of \$525,000-\$685,000 per year.
- Created an ISP center for Internet Service for a community of 5000.
- Upgraded Borough wide WAN to interconnect multiple facilities activating full network connectivity including the implementation of a Digital IP based phone system. The cost savings to the Borough, \$4000 per month.
- Redesigned and reprogrammed our in-house Utility Billing system to generate external export files for outsourced printing reducing processing costs by 50% per bill. This initiative is also a direct correlation to reduced labor and preparation time.
- Prepared the grant application for Homeland Security to secure \$25,000 to install a video surveillance system at two primary water tower locations. Grant has been awarded and project construction underway.

- Designed, planned and integrated automated meter reading and analysis system and incorporated live interfaces into the Borough Utility Billing Systems. Reduced both labor and costs by 60%.
- Coordinated the research, recommendation, implementation and coordination of new Financial and Utility Software Applications.
- Implemented a total automated metering service and process within one year of conceptualizing. This included design, budgeting, hiring of consultants, product research, implementation and training.
- Implemented a total Security video and surveillance system with WI-FI and localized reporting and dispatch.
- Designed and Implemented Digital Phone Service throughout Borough facilities, consolidated phone services into a single system reducing maintenance costs.

TECHNICAL SYSTEMS

- Software Integration, Software Design and Development.
- Programming and Application Utilities – Electric Water Sewer Refuse Telecommunications
- Billing, Inventory, Financials including Budget, Data and CSR Software Support.
- Systems Design, Programming, Database Management, Data Analytics
- Strong Programming, Systems Design, Software Solutions Integration.
- Customer Service Oriented.
- Database development and Reporting.
- Financial and Inventory expertise, MRP, CRP.
- SCADA - Control Systems (PLC) – Wonderware - SCADAPACK
- Fiber Optic Telecommunication Networks Wide Area Network Location Interface
- ISP – NOC / Television Distribution Systems (DNS / VOIP / DATA / VIDEO)
- Digital and IP Telephone Systems / VOIP – Installation, Review, Integration
- AMR (Automated Meter Reading Data Collection Systems) TWACS, RADIX, BADGER
- Fiber To the Home PON (Passive Optical Networks)
- WAN / LAN / VPN – (DNS and WINS experience) Configurations Installation Design
- Finance CSR Integration - Credit Card Processing / Online Banking
- Television Distribution and Satellite Distribution (TV Head End)
- Television Over-The-Air Digital and High Definition Distribution
- Web site design
- Capital Budget Preparation - RFP, RFQ and vendor Selections
- Email and Integration Mail Experience.
- CALIX C7 OS400 – FTTH – SIP -VOIP
- Data Conversions.
- Help Desk and Data desk support
- Digital Communication Services

PROGRAMMING & TECHNICAL EXPERTISE

RPG II / III	ASP	HTML
VBA Scripting	MSQuery	ODBC / OLAP
DHCP / DNS	SQL	PHP
MSACCESS	ALPHA 4	logiXML
VISIO	Crystal Reports	Data-AsAP
Web Easy Professional	Page Breeze	

OPERATING SYSTEMS

Windows (95,98,XP,NT, 2000, 2000,2003 SERVER, Exchange)
 Microsoft Exchange Server
 IBM Midrange advanced 36(SSP)
 Datapoint 5500 MODBUS
 Windows Exchange Server

Novell Netware
LOGIX
Active Directory

SOFTWARE SUITES

Microsoft Office Suite of Applications
Exchange and Exchange Server
IRONSPEED RAD Software Development Tools
MAPTITUDE GIS
DCSI/TWACS TNS
New World Systems Financials (NWS)
Professional Computer Systems (PCS)
Email (Rackspace.com 123together.com)
Time Clock Plus
Municipal Gov't (Fund Accounting & Utility Billing)
Fund Accounting and GASB
AP/GL/PR/HR/IM
Data Collection Services
Automated Metering Services
MAPCIS, CMAS, DMAS