

PROFILE

Amitai Sela is an accomplished computer support technician with over 30 years' of experience in the field. He has managed systems as large as 250,000 global users to as small as a 3-person law firm. In late 2012 Amitai became physically disabled limiting his ability to work a standard office job. Despite these limitations, he would still like to work within his limits. He is currently available to work remotely and support from home. In his previous professional experience, he did this commonly as a routine part of the job during 24-hour on-call periods. His available systems from PC to network to Internet connectivity is more than adequate to support any remote work. Further, he has access to 3 backup PC/laptops with which support can be provided.

EXPERIENCE

Advanced Device Repair, LLC (dba ADR)

January 2024 – Present

Columbus, OH

TITLE: CO-FOUNDER, CO-OWNER

- Run all backend aspects of business
- Manages Finances, Marketing, and Capital Items
- Total employees (including 1099) - 2
- Vendor Management
- Management of all technology and accounting for business

Everything is Negotiable, LLC (dba Cool Light Sabers)

January 2022 – Present

Columbus, OH

TITLE: OWNER

- Run all aspects of business
- Manages Sales, Marketing, and development managers
- Total employees (including 1099) - 13
- Vendor Management
- Management of all technology and accounting for business

Amitai Sela Computing

January 2013 – January 2014

Columbus, OH

TITLE: PRESIDENT / LEAD CONSULTANT

Responsibilities and accomplishments include:

- Run all aspects of business
- Consult on a variety of topics from-
 - Backup
 - Data Integrity
 - Process Reengineering
 - Software Development
 - Network Design
- Working with a number of companies ranging in size from 1 – 100 workers
- Working with a number of companies with revenues ranging from \$500k to >\$10M annually
- Management of web hosting and Exchange email hosting environments (SAAS)

Tek Systems / Honda

October 2011 – March 2012, April 2012 – July 2012

Columbus, OH

TITLE: CONSULTANT / LOTUS DOMINO ADMINISTRATOR / BLACKBERRY ADMINISTRATOR

FUNCTIONAL ROLE: SYSTEMS ADMINISTRATOR

Responsibilities and accomplishments include:

- Support Honda America Manufacturing groupware environment in preparation for transition to IBM.
- Support Honda America Manufacturing Blackberry server and devices in preparation for transition to IBM

Performance Management / Nationwide

May 2010 – March 2011

Columbus, OH

TITLE: PROJECT MANAGEMENT CONSULTANT/ LOTUS DOMINO ENGINEER (ELECTRONIC COLLABORATION SYSTEMS)

FUNCTIONAL ROLE: SYSTEMS ENGINEERING AND PROJECT MANAGEMENT

Responsibilities and accomplishments include:

- Requirements gathering and analysis for database and system projects
- Support run book development for the Electronic Collaboration Systems team including managing SDLC for runbook Lotus Notes Application development
- Supporting IONet Change Manager system monitoring application
- Support engineer to project manager on mail server scaling project seeking estimated cost savings of \$500k
- Support engineer to project manager on Windows to Linux systems conversion. Gathered and developed requirements and initial performance testing scenarios
- Support of lead lab manager in maintaining prototype, development, integration, and performance labs.
- Software used includes – Clarity, Domino, Visio, MS Project

Mindray Global

October 2008 – May 2010

(Global medical device manufacture and sales)

Mahwah, NJ

TITLE: SENIOR LOTUS NOTES/DOMINO GROUPWARE ARCHITECT / GROUPWARE PROJECT MANAGER

FUNCTIONAL ROLE: PROJECT AND SYSTEMS SUPPORT FOR ELECTRONIC COMMUNICATIONS AND COLLABORATIONS.

Maintained systems and coordinated major electronic communications and collaboration projects including requirements gathering, scope statement, stakeholder communications, project and resource scheduling, WBS, and elements of the cost and budgeting process. Also was lead troubleshooter on problem issues outside the EC space that could not be resolved by assigned staff including an ERP workflow issue which resulted in the recovery of \$1.5 million before quarter-end reporting closed. Worked with all levels of the business, from warehouse staff to C-level executives in project management and execution.

Responsibilities and accomplishments include:

- Project management of several projects with multiple stakeholders and reports using agile methodology
 - IT integration of a newly purchased company
 - Coordinated requirements, design, integration, implementation, and testing between the network team, server team, and local IT support for 3 sites (Seattle, Vancouver, & Toronto) for integration into parent company WAN, ERP, and EC systems.
 - Integration of email and collaborative systems with the new parent company
 - Full leadership of the entire project from requirements gathering through to project close integrating NJ based division to new Shenzhen based parent company.
 - Rearchitecture of global email system to reflect differing jurisdictions and regulations
 - Initially shared management duty of global routing project with Chinese counterpart.
 - Given complete control of the project after the failure of the Chinese team to meet assigned stakeholder deadlines.
 - Project was completed on time with reduced staff allocation.
 - Conversion of collaborative systems from Windows to Linux
 - Completed domain split from previous parent company
 - Came on mid-project.
 - Previous outside consultant had no documentation on specifications, scope, budget, or test plans
 - Identified stakeholders, established requirements, set scope, and allocated resources.
 - Adjusted project schedule from 2 weeks to 12 hours and managed implementation when the previous parent company abruptly terminated DNS entries with 1 day's notice.
 - Requirements gathering and analysis for multiple database development projects
 - Rearchitecture and implementation of mail routing and replication schema update
 - Correcting workflow errors in the new SAP system resulting in the recovery of \$1.5M
 - Was brought in due to inability of the existing project manager to identify defects in implementation that lost \$1.5M in the new SAP-based ERP system.
 - By properly identifying stakeholders, was able to improve communication and determine failure points in workflow implementation.
 - Worked with additional stakeholders to implement a manual workaround during design or permanent fix.
 - Led walkthrough testing of newly designed fix.
 - Turned over implementation to the ERP project management team
 - \$1.5M was recovered and posted to revenue before quarterly books closed which moved quarterly results from a net per share loss to a net per share gain.

- *Project Management skills including –*
 - *Project plan development including scheduling, budgeting, communications, and risk assessment*
 - *Requirements gathering and analysis*
 - *Requirements and scope management*
 - *SDLC management*
 - *Project monitors and controls*
 - *Change management*
 - *Test planning and management*
 - *PM software used – MS Project*
 - *Communications software – MS Word, MS Excel, MS Powerpoint, MS Visio, IBM Lotus Notes (also expert user of MS Outlook)*

Micro Data Systems / American List Council

October 2007 – October 2008

(mailing list management and sales)

Princeton, NJ

TITLE: LOTUS NOTES/DOMINO ADMINISTRATOR/DEVELOPER / GROUPWARE PROJECT MANAGER

FUNCTIONAL ROLE: PROJECT AND SYSTEMS SUPPORT FOR ELECTRONIC COMMUNICATIONS AND

COLLABORATIONS.

Maintained systems and coordinated major projects in the electronic communications, collaboration, and workflow space including requirements gathering, scope statement, stakeholder communications, project and resource scheduling, WBS, and elements of the cost and budgeting process. Projects included systems upgrades, various workflow software developments and implementations, server consolidations, and disaster recovery/business continuity planning. Mentored junior support desk staff in general IT processes and project work. Worked with all levels of the business from sales staff to C-level executives in systems support, project management, and execution.

Responsibilities and accomplishments include:

- *Project management for various software development and system upgrade projects using agile and waterfall methodologies*
 - *Rearchitecture and implementation of mail routing and replication schema update*
 - *Managed project from presenting the need for the project to senior management through project close.*
 - *Project manager for Domino 8 upgrade planning and implementation*
 - *Identified cost savings opportunity for management*
 - *Managed project coordination between groupware, server, desktop, and OS teams*
 - *Maintained stakeholder communications throughout the process*
 - *First-year savings estimated at \$120k*
 - *Text stream to fax/email system*
 - *Gathered requirements and working with vendors to identify opportunities for a new systems solution*
 - *Determined during the budgeting phase that the project would not be cost-effective and recommended kill.*
 - *Project termination approved by management.*
 - *Project manager for List Management and HR support FAQ and help-desk systems software development.*
 - *Form processing workflow system*
 - *Domain migration plan*
 - *DR/BC planning and implementation*
- *Project Management skills including –*
 - *Project plan development including scheduling, communications, and risk assessment*
 - *Requirements gathering and analysis*
 - *Requirements and scope management*
 - *SDLC management*
 - *Project monitors and controls*
 - *Change management*
 - *Test planning and management*
 - *PM software used – MS Project*
 - *Communications software – MS Word, MS Excel, MS Powerpoint, MS Visio, IBM Lotus Notes (also an expert user of MS Outlook)*
- *Update and support system documentation*
- *Security audits and updates of the environment*

Fitch Ratings

June 2002 – March 2007

(Credit ratings agency)
New York City, NY.

TITLE: LEAD LOTUS NOTES ADMINISTRATOR/DEVELOPER / MESSAGING TEAM LEADER AND PROJECT MANAGER

COMPLIANCE MANAGER (TECHNICAL)

FUNCTIONAL ROLE: PROJECT AND SYSTEMS SUPPORT FOR ELECTRONIC COMMUNICATIONS AND COLLABORATIONS.

Maintained systems and coordinated major projects in the electronic communications, collaboration, and workflow space including requirements gathering, scope statement, stakeholder communications, project scheduling, WBS, and elements of the cost and budgeting process. Projects included systems upgrades, stock trade tracking database implementation, email policy tracking software and process implementation, various workflow software developments and implementations, server consolidations, and disaster recovery/business continuity planning. Major project successes include implementing a system stabilization project that took an electronic communications system down 4+ hours a week to a system that had not had a user-facing outage in 2.5 years when Amitai left the EC team. The collaboration system went from the least stable in the company to the model of stability that all other system uptime and redundancy was compared to. This was done through the judicious application of expert knowledge, IT and PM best practices, and excellent communication and presentation techniques used to sell the project phases. Additionally, mentored junior staff in the help desk in general IT processes and project work. Worked with all levels of the business from analyst staff to C-level executives in systems support, project management, and execution.

Responsibilities and accomplishments include:

- *Project lead / Manager on multiple system upgrade and software development projects*
 - *Management of trading compliance verification system*
 - *Secured internal mass mailer for executive notices*
 - *Executive management determined that only executives should have access to the "mail to all" functionality*
 - *Managed project for gathering requirements, stakeholder identification, and scope, through design, testing, and implementation to close.*
 - *Search utilities for the legal department*
 - *Identified gaps in the legal department's subpoena search system.*
 - *Managed process to create a new system that securely processed requests.*
 - *New process reduced processing of requests from an average of 2 weeks without key document header information to 2 days with all information retained.*
 - *Training & Conference scheduling systems*
 - *Change control, travel reservation system, and other workflow databases*
 - *Migrated users from a newly acquired company from Outlook / Exchange to Notes / Domino.*
 - *Reengineering and implementation of new global replication and mail routing schema.*
 - *Global Domino email reengineering including global migrations from 5.04a to 5.0.8, 5.0.8 to 5.0.12, and 5.0.12 to 6.5. Also technical lead for global email retention and document management system*
 - *Managed global administration team across more than a dozen global sites*
 - *Implementation and management of SPAM and anti-virus systems*
 - *Converted annual and quarterly compliance certification process from paper-based to Lotus Notes workflow database.*
 - *By introducing automation and workflow management to the process, we were able to shorten the compliance certification process from 3 months to 1.25 months.*
 - *Reduced defects in the process by introducing automatic audits*
 - *Improved compliance registration within required timeframe from <75% to 97%.*
- *Budgeting and long-term project planning for groupware and collaborative systems*
- *Project Management skills including –*
 - *Project plan development including scheduling and communications*
 - *Requirements gathering and analysis*
 - *Requirements and scope management*
 - *SDLC management*
 - *Project monitors and controls*
 - *Change management*
 - *Test planning and management*
 - *PM software used – MS Project*
 - *Communications software – MS Word, MS Excel, MS PowerPoint, MS Visio, IBM Lotus Notes (also expert user of MS Outlook)*

- Training and project coordination for junior administrators/help center personal
- Lead Administrator/Architect in NY-based team (1 Sr. Administrator & 6 Jr. Administrators), with 4 administrators
- Senior mail & applications support for 1500+ users in an environment of 40 servers (R5.0.4 -R5.0.12) in 16 countries (19 sites) on Win NT 4, 2k, and Solaris)
- Security audits and updates of the environment
- Developed and implemented a series of standards involving day-to-day operations of the email environment
- Electronic discovery (in Lotus Notes) and technical support in support of litigation
- Electronic auditing of any transactions or holdings that violate company compliance and trading policies
- Day-to-day monitoring of all North American employees' securities trading and holdings via online RDBMS
- Presentation of compliance policies to new hires and processing of initial compliance paperwork
- Compilation of compliance group procedures manual

Avon Products

August 2000 – May 2002

Rye, NY.

TITLE: SR. IT ANALYST (LOTUS NOTES ADMINISTRATOR/DEVELOPER) / ADMINISTRATION PROJECT LEAD

Responsibilities and accomplishments include:

- Responsible for strategic planning and deployment
- Managed, architected, planned, and deployed new routing and replication schema
- Managed, architected, planned, and deployed upgrades from R4.6 to R5.0.4 and R5.0.4 to R5.0.8
- Managed initial testing and designed rollout for iNotes.
- Lead Administrator/Architect in Rye, NY-based team (2 Sr. Administrator & 3 Jr. Administrators), with 7 administrators supporting additional regional hub sites
- Senior mail & applications support for 18000+ users in an environment of 83 servers (R4.x-R5.0.4 -R5.0.8) in 40 countries and 125,000 users in an environment of 3 servers in 1 site.
- Administration support for LEI-driven application

CSC / Pratt & Whitney / FTS, Inc.

September 1997 – July 2000

East Hartford, CT

TITLE: COLLABORATIVE COMPUTING / GROUPWARE SPECIALIST, LOTUS NOTES & DOCUMENTUM

ADMINISTRATOR

Responsibilities and accomplishments include:

- Junior Administrator in East Hartford, CT based team (1 Sr. Administrator & 1 Jr. Administrator), with 4 developers supporting additional regional hub sites
- Junior mail & applications support for 12000+ users in 20 countries in an environment of 8 servers (R4.x)
- Application development in support of administration functions
- Support for NotesPump driven application

Southern New England Telecommunications, Inc.

July 1996 - August 1997

New Haven, CT

TITLE: PROGRAMMER

EDUCATION

Southern New Hampshire University (online program)

Present

MBA

Rensselaer at Hartford

1998 - 2002

Hartford, CT

MS in Management with an MIS project management concentration (December 2002), GPA 3.6

Classes taken included: Management of Technical Projects; Designing, Developing, and Staffing High-Performance Organizations; Financial and Managerial Accounting; Financial valuation of Firms; Statistics and Operations Management; MIS for Managers, Marketing and Product Management, Advanced Systems Analysis and Design, Databases for Managers, & Technology and Competitive Advantage.

Southern Connecticut State University

1993 - 1996

New Haven, CT

Bachelor of Science in Computer Science, Spring 1996

University of Connecticut

1991 - 1993

Storrs, CT
Majored in computer science

Yale University

Summer 1990

New Haven, CT

Various Technology Training Courses

1998 - 2010

PROFESSIONAL TRAINING

SUSE Linux

Lotus Domino Administration / Development through r8

PMI CAPM (abandoned study for contract opportunity)

Written courses for both general and Python specific programming

PROFESSIONAL CERTIFICATIONS

Mensa

IBM Certified System Administrator

Lotus Notes and Domino 8

Principal CLP

Notes R4.x & R5.x Systems Administration, Notes R5.x Application Development

CLS

Notes R4.x Application Development

A+, Network+

CompTIA Certified PC Technician, Network Technician / Administrator

ADDITIONAL EXPERIENCE

Amitai Sela Photography

Powell, OH

Own and manage event and portrait photography business. Management of 2 employees and a variety of product and service vendors. 1 employee runs day-to-day operations, the other handles day to day photography assignments. I handle large scale weekend event photography such as weddings and bar/bat mitzvahs. All events are schedule a minimum of 4 weeks in advance and all have backup photographers on standby so availability is not compromised.