

**WILLIAM J. CARLTON JR.**

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SKILLS SUMMARY

More than 10 years of experience in system analysis and administration, interfacing among all levels of personnel and management. Experience in Information Technology focusing on hardware and software, desktop, server and network support.

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EXPERIENCE

**MHN (Managed Health Network, Inc.), Rancho Cordova, CA** 3/06 – 8/08

*Benefit Recovery Analyst*

- Developed and implemented project plan to move Institutional Benefit Recovery procedures from a manual paper process to an electronic format
- Designed and implemented plan for tracking imaged claims being processed through MHN's autojudication system
- Responsible for over 1.1 million dollars in institutional benefit recoveries

**Cottam Heating & Air, Bronx, NY** 6/03 – 2/06

*IT Manager / Systems Engineer / Project Manager*

- Responsible for all IT needs for HVAC company generating over 6 million dollars in revenue
- Reduced costs by gathering and assessing requirements for reducing errors by drafters – these errors were causing significant increased costs in the field.
- Migrated Microsoft Exchange Server 5.5 to Microsoft Exchange Server 2000

**Lufthansa Systems, USA, Meast Meadow, NY** 7/98 – 5/03

*Network Manager / Project Manager, North America Division*

- Member of 7 person mobile team on-call to travel worldwide to resolve technical issues
- Participated in Project Management and installation for the North American installation of 'Bag Scan,' a wireless bag reconciliation requirement
- Microsoft Exchange Administrator for North America

**Goldman Sachs, New York, NY** 5/98 – 7/98

*Systems Engineer/Contractor*

- Completed the Windows NT 4.0 deployment for Goldman Sachs global headquarters in New York City

**QuickStart Technologies, Newport Beach, CA** 9/96 – 4/98

*Project Manager / Systems Engineer*

- Managed the deployment of Windows NT 4.0 for the following companies:
  - Nissan North America, Inc., Torrance, CA
  - TRW, Redondo Beach, CA
  - PacifiCare, Cypress, CA

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SYSTEMS PROFICIENCY

**Hardware / Operating Systems**

Microsoft WinXP (MCP), Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), Cisco Wireless LAN Support Specialist (WLANFE)

**PC Software**

Microsoft Project, Autodesk AutoCad 2005 Certified

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EDUCATION / CERTIFICATES

**Project Management Institute (PMI)** Jan 2009 (In Progress)

*Certified Project Management Associate (CAPM)*

**Harvard University, Cambridge, MA**

*Certificate of Special Studies, Administration and Management*

**Boston University, Boston, MA**

*Bachelor of Arts, Philosophy*