

Karl Barger

3324 Heather Glen · Flower Mound, TX 75028 · (972) 814-3282 · karl.barger@weboniks.com

BACKGROUND SUMMARY

Innovative and strategic **IT professional** with expertise in software development and production support management. Strong analytics. Effective communication style that bridges problem resolution. Demonstrates ability to make sound judgments in fast-paced, high-stress environments. Adept in training, motivating, and directing high-performing, cross-functional teams. Adds value to all phases of software development life cycle. Intuitive and detail-oriented problem solver. Specific expertise in:

- Software Architecture
- Business Process Automation
- Budget Administration
- Workflow Forecasting
- Program Management
- Strategy Formulation
- Vendor Relations
- Staff Development
- Outsource Governance

PROFESSIONAL EXPERIENCE

SPRINT NEXTEL, Irving, TX

1992 – 2009

Third largest provider of residential and commercial telecommunication products

Senior Manager

Directed geographically diverse team involved in the analysis, design, development, implementation and 24x7 support of large-scale software applications. (2004 – 2009)

- Responsible for mission critical applications which generated over 110B call detail records producing \$6.5B in annual revenues.
- Managed \$10.8M, 150-person project that transitioned 103 applications comprised of over 5,000 components spanning both midrange and mainframe platforms to outsourcing partner.
- Obtained funding for, set technical direction of, and managed a \$1.5M, 50-person database infrastructure consolidation project that increased data integrity by 90% and eliminated risk of exceeding database capacity.
- Championed 5,600 hour project that increased call rating accuracy by 38% while eliminating legal exposure of reporting incorrect invoice data.
- Improved organization's ability to staff future projects by 25% by creating project horizon process that confirmed project viability, funding, timeframe and strategic corporate fit.
- Facilitated as coach and mentor 50-member junior-level software engineer forum that developed and implemented ideas to improve the development organization.

Technical Specialist

Developed and implemented highly complex technical and business solutions. Worked with peers to coordinate inter-dependent activities. Identified and implemented business process improvements. (1998 – 2003)

- Patented inventor of Centralized Monitoring and Early Warning Operations Console that enabled senior IT executives to review real-time metrics that communicated billing system's state of readiness.
- Led the business analysis and technical design of FCC-mandated project to expand the customer database to accommodate new toll-free area codes. Recognized by Director of Voice Product Management for outstanding teamwork which resulted in the successful completion of the project.

- Directed team to inventory, document, and diagram the “as is” state of the billing domain and presented findings to executive management. Paired “as is” state artifacts with strategic “to be” blueprint to build project roadmaps that were utilized to initiate development projects.
- Fulfilled technical liaison role that coordinated project activities between system engineering and application development organizations which insured flawless enterprise upgrade of primary development language and database.

Programmer Analyst

Assessed customer requirements and developed project deliverables. (1992 – 1997)

- Initiated a four phase project that identified obsolete database columns which were referenced in 7,000 components. Completion of project improved quality of impact analysis and eliminated wasted time spent analyzing data that was no longer relevant.

WEBONIKS, Flower Mound, TX

1992 – 2009

Sole proprietorship that provides internet solutions for small businesses.

Project Consultant / Web Developer

Design, implement and support custom web-based solutions for non-profit organizations and small to medium sized businesses.

- Designed and implemented SaaS solution for 80 automobile dealers country-wide that is used to manage work orders and communicate with vehicle owners during the repair process.
- Converted commercial painting estimating system from Visual Basic/Access to PHP/MySQL which reduced new client set time by 95% and eliminated software versioning issues.

OTHER EXPERIENCES

Business Analyst and Programmer Analyst at Annuity Board of the Southern Baptist Convention (currently Guide Stone Financial Services) and the University of Texas at Arlington.

- Gathered, interpreted, and translated customer specifications into design documents.
- Produced system specifications and requirements from high-level design documents.

EDUCATION

BS Management Information Systems, University of Texas at Arlington, Arlington, Texas

PROFESSIONAL DEVELOPMENT

PMI PMBOK Training (16 hours)
Implementing Lean Thinking
Active Leader Development
Crucial Conversations
Workplace Diversity