

"You have an incredible talent, and would be an asset to any small to mid-sized business. Your talents enabled FSI to appear to be a much bigger business than we really were and therefore enabled us to compete with much larger companies. That is precisely what every small business looking to grow needs."
- PJW, previous employer, June 2002

WORK EXPERIENCE:

Mar. 2013 - **Calspan Corporation** Buffalo, NY
Present Senior Analyst

- Promotion resulting in expanded responsibilities in order to facilitate opportunities to assist the company as a whole. Providing process development, database and technical skills, as well as creative and design capabilities to all divisions.
- Support Business Development efforts by providing assistance to all Business Units in the development of proposals and improving the overall professional appearance of documents, marketing and presentation materials used both internally and externally.
- Finance Department support, including the development of an annual budget application integrated with our current finance systems and customized to meet the Calspan's unique needs, as well as the creation of Financial Reporting tools that allows Business Unit Managers access monthly financial reports with drill down capabilities to retrieve General Ledger Detail in a user-friendly and controlled environment.
- Process flowchart, system documentation and user guide development.
- Creation of Training Database to support Calspan's ISO Certification training and documentation requirements.
- Internally developed a documentation control system for maintaining proprietary documents and preserving the history of the company.
- Assist the Information Technology Department by providing technical assistance and support to all Business Units, including Human Resources and Payroll, Crash and Sled Testing, as well as many others.

Feb. 2012 - **Calspan Corporation** Buffalo, NY
Mar. 2013 Database Consultant

- Internal Consultant for process improvement and development for Calspan's Crash Data Research Center in support of the National Automotive Sampling System (NASS).
- Established new processes and developed an electronic documentation control system used in the process of coding over 26,000 vehicle crash reports annually for the NASS General Estimates System.

Benefits and capabilities of this application include:

- Elimination of time consuming activities including filing and retrieval
 - Workload assignment
 - Management reports to monitor performance
 - Help Desk functionality for coding assistance
 - Quality Control functionality includes random and focused quality control efforts, as well as a coder rating system to track long term proficiency of coding team
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- Trained staff and newly appointed manager on new processes, proper use of the application and reporting system. Provided continual support to manager during transition to this new role, acting as a knowledge base as needed and providing guidance when required. Continue to support both management and staff with process and application.
 - Establish and monitor workload projections in order to guarantee that staff resources will be adequate in meeting customer requirements and deadlines.
 - Improved quarterly reporting provided to customer, providing professional, clear and concise performance statistics.
 - Automated process to regularly provide employees with performance feedback, with reports distributed to coders, field personnel and management staff. With clear objectives and measurements, we have seen a drastic improvement in performance and quality.
 - As a result of budget cuts within the NASS program, worked with NASS Field Manager to transition crash report collection activities in house, resulting in increased efficiencies and the ability to utilize funds in other areas of the program.

Oct. 2002- **Speed Global Services** Buffalo, NY
Jan. 2012 IT Manager

- As IT Manager of Speed Global Services, I held responsibility for both the transportation and distribution divisions at Speed, as well as sister companies, including Royal Customs Brokerage Inc., G&W International, Carrier Terminal Services, and Speed International, Inc., as well as Speed's latest addition, WNY Trucking.
- In my nine years, I was instrumental in transitioning *Speed Transportation* from a local trucking and warehouse company into *Speed Global Services*, a Global Logistics Management Specialist.
- My responsibilities encompassed many items including network administration, hardware and software support, programming, training and documentation, staff and project management.
- The primary focus of my position has been the consolidation of disparate systems in order to eliminate rekeying, improve accuracy and tracking, as well as decrease turn-around time for management reports used in decision-making processes.

Judy Gutowski

Information Technology Professional

- Successfully improved the overall attitude of the company towards technological changes by demonstrating that properly planned and tested changes to systems and procedures, in conjunction with thorough training, would streamline processes and make everyday tasks easier to complete.
- Responsibilities and Accomplishments include: Project Management/Implementation of Several Applications, Microsoft Access development, Training Materials and System Documentation, Telecommunications (Call Center), Cell Phone Account Maintenance, Marketing and Promotional Materials Creation, Development of Business Development materials, ISO 9001:2000 Quality Manager, Security Camera DVR Implementation and Support, Operational and Financial Report Development for Senior Management
- Applications and environments supported include: Microsoft Windows Servers, Microsoft SQL Server 2005, Microsoft Dynamics Accounting, NovaTime Time Clock System, Paychex integration, Crystal Reports, and logistics software, including Computac's ROADVision, Manhattan's Scale, and IES as used in our international freight forwarding and customs divisions.
- In dual-role capacity, provided temporary operational management for six months to newly acquired WNY Trucking division responsible for the home delivery of furniture and large appliances. Implemented routing and scheduling system, provided assignments and routing to delivery personnel and oversaw customer service and billing staff.

Oct. 1996- **UPS Freight Services** N. Tonawanda, NY
Oct. 2002 *Formerly Fulfillment Systems Int'l., or FSI*
IT Manager

- With four warehouses located in NY, VT as well as Canada, some of my primary responsibilities include supervision of staff and project management.
- Responsible for a smooth warehouse relocation effort. Worked closely with contractors, vendors and ISP to effectively minimize downtime.
- Coordinated the installation of systems and software into four brokerage facilities across the Canadian border that were also acquired by UPS.
- Responsibilities and Accomplishments include: Networking/WAN, Telecom/Internet, Microsoft Access Development for Operations, Reporting and Billing Purposes, Website Development, Accounting Import Integration and Support (MAS90, Crystal Reports), Warehouse Applications to support Shipping, Receiving and Warehouse Management System, Implemented the use of hand-held scanners to assist in inventory control, Training on hardware and software.

EDUCATION: **Masters in Business Administration**
Concentration: **Information Systems**
State University of New York at Buffalo
Graduation Date: May 1996; GPA: 3.44

Bachelors of Science in Mathematics
State University of NY College at Buffalo
Graduation Date: May 1992
Graduated **summa cum laude**; GPA: 3.88

ACTIVITIES:

- Team Captain for America's Walk for Diabetes (2004 - 2011)
- Team Captain for the Heartwalk (2003)