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## **OBJECTIVE**

Use my skills in people development, metrics and process improvement to take an entrepreneurial company or department to the next level of process organization.

## **EXPERIENCE**

### ***Senior Business Analyst***

*New Breed Companies, Greensboro, NC*  
2003 – Present

Product and Technologies: warehouse management, supply chain management, third party logistics.

- Used Pareto Analysis, Visio, and Excel to accommodate 90% of warehouse bulk in two package designs.
- Tapped into Kronos database to give managers a labor management tool:
  - Provided real-time, “at-a-glance” information on employees working in labor codes.
  - Predict daily outputs to measure against production targets.
  - Allow managers to play with different staffing scenarios and re-predict output during the shift.
  - Provide a listing of employees cross-trained into other labor codes.
- Evaluated employee turnover by department, shift, supervisor and type (full-time or temporary).
- Co-developed a system to import electronic data from customer records directly into our Warehouse Management System (WMS) saving approximately 1,000 hours of manual data entry.
- Developed a mobile version of WMS for equipment issue at remote customer locations.
- Provide automated audit tools to detect and correct data entry errors for over 100,000 records.
- Developed a workload model for equipment intake, maintenance and issue using flowcharts and Excel. Assigned probability of path selection and applied labor standards to predict workload for a given equipment volume and identify the “best point of attack” for process improvement.

### ***Software Quality Assurance Manager***

*Gilbarco Inc., Greensboro, NC*  
2001 – 2002 (layoff)

Product and Technologies: Point of Sales system for the petroleum industry. Windows NT, SQL Server, C++, Java, Visual Basic, ClearCase, ClearQuest, SQA Robot.

Led a QA department for a new product line. Presided over 87 releases comprising 1500+ defect discoveries for three different products in a year’s time.

- Defined requirements and participated in functional specification development and design.
- Worked with product support and help desk personnel to identify the most critical areas for development and test from the customers’ point of view.
- Developed metrics to demonstrate the stability of the software and aid in decisions on production release.

### ***Project Manager / e-Business Solutions***

*Metro Information Services, Winston-Salem, NC*  
2000 – 2001 (company defunct)

Product and Technologies: e-Business Solutions for small to mid-sized companies. Windows 2000, HTML, Java, PHP, ASP, MySQL, Source Safe

Created a new business unit for the Winston office. Built a technical team, developed processes and established an infrastructure for a solutions center in an organization traditionally dedicated to supplemental staffing.

- Won CEO approval to become the first of only 8 solutions centers in the Metro organization of 36 offices.
- Provided a project management methodology incorporating the traditional waterfall-planning model with continuous process improvement and change management.
- Provided leadership for documentation and training, quality assurance, and systems administration.
- Made client presentations and wrote proposals.

***Product Manager / Senior Manager Product Delivery***

*iWork Software, Greensboro, NC*  
1999 – 2000 (layoff)

Product and Technologies: ERP “extendware” for BPCS. AS/400, Windows NT, SQL Server, RPG, C++, Java, MQ Series, ClearCase, HEAT, Lotus Notes

Managed the company’s product line for existing ERP manufacturing software. Promoted after 10 months to oversee the managers of documentation, training, quality assurance and initial product release to the market.

- Worked across organizational lines to bring documentation and courseware development and QA into the full development cycle. Reduced the “toss the software over the wall” approach to product development.
- Coordinated development, help desk, and field service efforts to solve a major Level Three support problem.
  - Reduced the time for ticket closures from more than 15 working days to less than 3 working days
  - Reduced the number of daily standing open tickets from over 40 to 4 or fewer.
- Responsible for two customer “saves.”

***Quality Assurance Manager***

*Vanguard Information Systems, Greensboro, NC*  
1996 – 1999 (company bought out)

Product and Technologies: Cellular Telephone Billing. Unix (HPUX), Oracle, C++, JAVA, PERL, Shell Script, BattleMap, ACE Insight, QA Automator, Clear Case, Crystal Reports, DP Umbrella.

Built a QA organization and laboratory to provide software quality assurance.

- Provided regression testing and simultaneous testing of multiple products without buying new equipment. New test environment setup was automatic and took minutes. Expanded test capability 9-fold.
- Oversaw the development of test tools to emulate the bill records produced by the cellular switches. Produced precise data for testing at less than 5% of the cost of making less accurate test calls.
- Trained, coached and mentored non-technical employees selected from within the company to make them to quality assurance analysts. Saved recruiting costs, retained employees and improved morale.

***Engineering Standards Manager***

*McCaw Cellular Communications, Inc. Kirkland, WA*  
1989 – 1995 (company bought out)

Product and Technologies: Performance monitoring and reporting software. Unix (System V, Sun OS), C, Informix, Shell Scripting.

- Monitored the hourly data stream from over 2,000 remote cellular sites and provided field engineers with real time on-line statistical process control.
- Delivered and maintained multiple software versions “just in time” by:
  - Working with the field offices to establish data analysis needs and coordinate schedules for switch software upgrades. Completely eliminated cut-over delays and loss of data.
  - Coordinating with switch vendors to get advanced data on release of technical features and schedules.
  - Bringing computer hardware and software vendors into our planning process to upgrade older equipment and software. Obtained free engineering help and good deals on SW & HW upgrades.
- Revised processes and automated reporting to earn universal acceptance of the product by our markets
  - Dropped a \$300,000 per year contract with a third party vendor.
  - Decreased time to release reports to senior management report from 6 weeks to 6 days.

**OTHER**

Several assignments as a technical writer. Published three times in BizLife magazine.

**EDUCATION**

MS            Engineering Management (MBA with technical emphasis); Western NE College,  
Springfield, MA  
BSEE        Manhattan College, NY