

## Chad A. Jackson - Resume

7953 Hickson Dr. • Blacklick, OH 43004 • ChadAlanJackson@gmail.com  
Home: 614.860.9984 • Office: 614.343.1925 • Mobile: 614.282.9956

### Summary

I am an innovative thinker and business partner with extensive technical acumen and broad experience solving complex business problems. I communicate efficiently and effectively. I am a leader in both technical and non-technical circles. I have the ability to deal with low-level detailed work while keeping the big picture in mind.

### Professional Experience

#### Portal Manager • NetJets, Inc. 10/2002 - Present • Columbus, OH

##### Responsibilities

I manage the NetJets portal deployment through specification and delivery of new enterprise portlet web services, portlet templates, and portlet-based enterprise applications. I manage the portal team and I am responsible for resource allocation, technology selection, and direction for portal related technology. I work as a liaison between the business and portlet developers to ensure both sides arrive at the most efficient solution.

##### Achievements

- Managed effort for company-wide adoption of portal technology.
- Formulated and executed portal vision and strategy.
- Built and maintained close relationship with the NetJets business community.
- Led portal User Interface redesign effort.

#### Implementation Manager • Plumtree Software, Inc. 08/2000 - 10/2002 • San Francisco, CA

##### Responsibilities

I managed large scale enterprise deployments including scoping, project management, and product customization and configuration. I integrated a variety of enterprise level applications such as CRM, DM, and SSO into the portal architecture. I provided technical pre-sales support to sales managers and assisted with RFP's and RFI's. I presented employees, customers, and partners with product training courses and workshops.

##### Achievements

- Selected to develop business and conduct training throughout the Asia Pacific region (APAC).
- Worked with Ford to implement a B2E portal for 250,000 internal users.
- Led the effort at Johnson & Johnson to implement Plumtree's first portal in Japan.
- Worked with Ford to implement a 500,000 user portal for Ford dealerships.
- Served as a Content Management, Knowledge Management, Document Management, Taxonomy, and User Interface Expert.
- Successfully implemented a struggling portal project for Avery Dennison.
- Assisted sales reps with building partner relationships.

#### Developer • EDS (Contract) 05/2000 - 08/2000 • Dayton, OH

##### Responsibilities

As an EDS contractor with General motors, I primarily determined project specifications for a number of projects. This included building a web-based reporting application for GM's Manufacturing Systems Database, creating a custom time and expenses system, and implementing an extensible portal for delivering GM web applications.

##### Achievements

- Headed user interface standardization efforts.
- Provided software training to GM crew and management.
- Recognized with two employee of the month awards.
- Recognized for outstanding results for the development of portal platform.

#### Web Developer • Wright State University (Contract) 11/1998 - 08/1999 • Dayton, OH

##### Responsibilities

I redesigned existing web sites for the Department of Education and Human Services. I was in charge of adding and managing new content for the site. I provided faculty and staff with standard hardware and software support. I conducted training classes for faculty and staff.

##### Achievements

- Defined style guide that was adopted for all of Wright State's web sites and user interfaces.
- Streamlined business processes for the Department of Education and Human Services.

#### Principle • TempesT Communications (Freelance) 03/1998 - 08/2000 • Dayton, OH

##### Responsibilities

I attended to all aspects of the business including: sales, invoicing, collections, and design. I provided services and solutions including: web design, corporate image creation, database design, desktop publishing, web application design, and business solutions.

##### Achievements

- Contract with Wright State University (see above).
- Contract with EDS (see above).
- Shopping cart for AltXCD.com (now defunct).
- Design and development of Tonesmith.com.

#### Technical Sales Manager • MainNet, Inc. 10/1996 - 03/1998 • Urbana, OH

##### Responsibilities

I generated sales leads via cold calling area businesses. Sold web design, web based solutions, database design, access and hosting services. I hired sales reps to develop a sales staff. I managed and trained the staff according to their rolls. I managed the design and implementation of the solutions.

##### Achievements

- Promoted to position from Help Desk technician.
- Sold 1.2 Million USD in web design services and training.
- Worked with Brown Publishing to deliver online newspaper and training for staff.
- Built sales pipeline from scratch.
- Designed a custom service, sales, and billing database.

## Education

### **Wright State University - 08/1995 - 12/2000**

#### **Five Years Educational Experience**

Majoring in Technical Writing with an emphasis in Technical Design. Studies Included: English, Human Factors Engineering, Computer Science, Fine Arts, and Digital Design in order to provide a well rounded background for the Information Technology Industry.

### **Certifications - 06/1999**

#### **Technical Writing Certificate**

#### **Business Writing Certificate**

## Professional Affiliations

#### **International Webmaster's Association (IWA-HWG), Member**

1996 - Present

#### **National Association of Photoshop Professionals, Member**

2000 - Present

#### **DCMI, Dublin Core Metadata Initiative, Participant**

2000 - Present

#### **CG Society, Member**

2005 - Present

## References

#### **Available Upon Request**

Please email your request to [ChadAlanJackson@gmail.com](mailto:ChadAlanJackson@gmail.com)

## Other Resources

#### **Online Portfolio**

[Click here for portfolio](#)

#### **Skills Matrix**

[Click here for skills matrix](#)