

Dan Milam
908 Greenwood Drive
Burleson, Texas 76028
817-715-1375
dan.milam@att.net

Seasoned technical leader and Veteran of the US Coast Guard with over 25 years troubleshooting multiple hardware and software systems. This includes design, develop, test, and evaluate integrated systems for managing industrial production processes including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.

PROFESSIONAL EXPERIENCE

Johnson County, Information Technology Cleburne, Texas

July 2010 - Present

IT Director

Totally transformed the Information Technology Department from an embarrassing newspaper headline to one of the most respected Information Technology Departments in the Region.

Designed and implemented a helpdesk for Johnson County Information Technology.

Designed and implemented a Disaster Recovery Site for Johnson County.

Established policies, procedures and standardized all areas of the Information Technology Department.

Reviewed over 40 contracts. This resulted in reducing annual spending by over \$250,000. Three examples are;

AT&T Data Circuits	\$67,260.00
McAfee	\$33,243.00
Cisco	\$54,000.00

Formed a team to review, select and implement a County wide jail, clerk, prosecutor and court software package. This includes four Justice of the Peace courts, two County Courts of Law and three District Courts.

Formed a team to review, select and implement a regional law enforcement software package that coordinates LE efforts between the cities of Johnson County.

Chemical Lime, Information Technology, Fort Worth, Texas **The world's leading producer of Lime and Dolomite.**

February 1997- February 2010

Manufacturing IT Manager
IT Operations Manager
Business Services Manager
Network Administrator

January 2006-February 2010
June 2001-January 2006
March 1999-June 2001
February 1997-March 1999

Established a Manufacturing Information Technology Support department for North America serving 47 production plants. Developed technology strategy and industrial roadmap based on corporate business priorities. Increased focus on standardization by constructing a high-performance manufacturing environment. Created nationwide support for all technology, leveraging all assets in contract negotiations. Used root cause analysis, business process mapping and SPC analysis to reduce technology caused plant outages. Created standard operating procedures with problem resolution directives. Reduced spending on manufacturing technology by optimizing unused or improperly used assets. Developed expert knowledge in our industry and techniques to convey knowledge to others.

- Researched, selected and implemented JWS shipping system for the Sand and Gravel business in California that reduced truck load time from 60-90 minutes to less than 15 minutes. As a direct result of this installation, Chemical Lime was awarded a three year contract worth approximately \$6M to deliver sand and gravel to the Monterrey Peninsula. This project was instrumental in developing the Manufacturing IT department. It extended the IT department further into Chemical Lime and reinforced our position as solution providers and business partners.
- Coordinated Process and Automation Engineers in the creation of a corporate wide, consolidated, automation system that standardized and modernized all Allen Bradley PLC hardware, Wonderware software, standards and processes. The process has significantly reduced spending but more importantly reduced the man-hours required to accomplish everyday tasks that were unorganized and chaotic. Everyone is on the same page, so to speak, and functioning as a team.

As IT Operations Manager, directed the planning and implementation of additions, deletions and major modifications to the supporting infrastructure corporate-wide. This included coordination of all corporate help desk activities. Helped decide, in conjunction with leadership, which software and hardware products and other equipment are most suited for use within Chemical Lime.

- Served as key participant in team meetings, often as focal point of the department. Confronted issues openly and quickly, effectively communicating relevant IT-related information to superiors and peers. Handled difficult personnel situations directly but tactfully, using personal experience, HR advice, and respect for the individual.
- Ensured that appropriate department resources were monitoring, analyzing and evaluating performance and working on resolution of problems. Assisted with IT staffing and budgeting projections on a corporate-wide basis. Challenged others to develop as leaders while clarifying roles and responsibilities. This included mentoring peers and managers, formally or informally.
- Earned Achievement Award from CEO for reducing telecommunications cost by \$500,000 annually. Designed and implemented Telecommunications cost reductions by auditing incoming invoices, eliminating unneeded data and phone lines across the United States. Signed national contract for local and long distance contract.
- Designed and implemented a plan to reduce ERP server downtime by improving fault tolerance and disaster recovery methods. Server downtime for Q3 2001 was over 40 hours. By Q1 2002, server downtime had been reduced to less than one hour and continues to be less than one hour per quarter.

Pilgrim's Pride Corporation, Network Administrator December 1995-February 1997

Individually served as Network Administrator and PC Technician for a 50 user Novell 3.12 Token Ring Network. Provided on-site end-user support and training for all users.

Microsoft Corporation, Software Support Engineer Training August 1995-December 1995

Training provided by Microsoft's World Wide Training Staff and included Micro-computer Architecture, PC Architecture, MS-DOS Architecture, Network Architecture, Windows 3.1x support, Windows 95 support, Access 2.0 and 7.0 support and Visual Basic for Applications. They also provided several classes and exercises on providing end user support. This training proved to be an invaluable compliment to my experience. Microsoft Certified Professional in MS Access.

US Coast Guard - Computer Specialist GS-334-09 February 1991-August 1995

Served as System Administrator for a Prime Computer System, UNISYS Computer System, Automated Storage and Retrieval Carousel System and Defense Automated Messaging Exchange System and Oracle RDBMS.

Served as staff programmer developing and modifying detailed and logical code.

Managed and maintained Ethernet networks, Windows NT and Novell servers.

US Coast Guard - Active Duty, Electronics Technician August 1985-February 1991

Successfully completed over 900 hours of Electronic Training.

EDUCATION AND TRAINING

American InterContinental University June 2005 - Bachelor Degree, Business Administration
SMU Cox School of Business – Management Training February 2001

SAP

Material Management Buyer (MM) March 2004

Material Management Inventory Control (MM) April 2004

Business Enterprise Mapping

Power of Process Mapping November 2007

Process Mapping using Visio April 2008

Mastery of Process Mapping August 2008

PMI

Front End Loading Refresher April 2008

Fundamentals Refresher July 2009

Donald J Wheeler

Understanding Statistical Process Control December 2008