

SHAWN O. CLARK

15265 Jessie Drive, Colorado Springs, CO 80921

Phone: (719) 484-0067

Web: www.eBiz4Hire.com

Email: Shawn@eBiz4Hire.com

"I am continuously amazed at his passion for his job and his interest in making a difference and providing new value to his customers. Shawn exemplifies the highest level of productivity and dependability."

Manager, 2005 Performance Review

"Shawn embodies all of the Agilent values to the highest extent possible. He

- Moves forward with great speed;

- Is very focused on the most impactful opportunities;

- Is 100% accountable for things he controls;

- Has the trust and respect of those with whom he works;

- Is a valued team member;

- Has tremendous initiative and is always innovating in some way;

- And lastly, has uncompromising integrity."

Manager, 2004 Performance Review

"While the workload was way in excess of one person, he has managed to successfully deliver customer-facing projects that directly impact CSG's business."

Manager, 2003 Performance Review

"Shawn's achievements in the last year have been astronomical ... I see

OBJECTIVE

A strategic role in management within a progressive, challenging, and globally diverse organization.

PERSONAL EXPERIENCE SUMMARY

- Self motivated visionary with more than ten years of experience providing enterprise-level management, planning, and business development solutions in international business settings.
- Unique combination of people management, business, marketing, and technical experience.
- Ability and initiative to identify and implement strategy in order to build long-term business.
- Adept at people management and translating business needs into successful IT projects.
- Confident, articulate communicator with German language skills and international business experience.

JOB HISTORY

Program Manager

November 2004 – Present

Agilent Technologies, Colorado Springs, CO

Selected, trained and managed all aspects of remote team tasked with conducting all support and development activities for 15 enterprise level applications and multiple architectures. Managed the architecture, strategy, direction, operations and communications for Agilent's innovative and award winning Partner Portal. Worked closely with numerous internal organizations to ensure satisfaction and deliver requirements necessary to meet critical business goals. Identified and managed the implementation of numerous innovative projects which resulted in reduced support resource requirements, improved customer satisfaction and company savings of more than \$300K/year.

eBusiness Manager

November 2002 – November 2004

Agilent Technologies, Colorado Springs, CO

Selected, trained and managed worldwide teams supporting all aspects of eBusiness activities including strategy, operations, customer satisfaction, privacy, marketing, budget and communications. Responsible for the planning, execution and management of enterprise eBusiness projects including requirements identification, budgeting, scheduling, quality control and work schedule. Represented the organization in enterprise-wide committees to oversee critical Web services and set company eBusiness strategies. Initiated and implemented a lead routing and rating system which reduced cost by \$100K per year through elimination of software license fees, increased customer satisfaction and enhanced ability to respond to and close leads quickly.

Internet Strategist

January 2001 – November 2002

Agilent Technologies, Colorado Springs, CO

Managed worldwide project teams, external resources and vendors to deliver successfully on enterprise level Internet projects in a time and resource constricted environment. Instrumental decision-maker on cross-functional, globally diverse teams. Improved customer service and support experiences, reduced operational costs and increased up and cross sell. Conducted customer satisfaction studies and customer experience assessments. Initiated and implemented progressive Web applications such as online 'Request a Quote' which generated over \$11M in potential business during the first six months of operation.

Infrastructure and Hardware Manager

June 2000 - December 2000

Hewlett-Packard, Böblingen, Germany

Implemented and managed corporate eBusiness architecture and strategy for European eCommerce store across five different countries, currencies, and languages. Managed development teams throughout all aspects of the software lifecycle. Established policies and guidelines for the organization. Coordinated and managed complex, multi-server infrastructure utilizing Broadvision, Netscape Enterprise Server, Oracle, and HP-UX. Advised on, and implemented new functionalities within support and marketing organizations.

Quotes in the left margin of this resume are from past performance evaluations and co-workers. References available upon request.

SHAWN O. CLARK

15265 Jessie Drive, Colorado Springs, CO 80921

Phone: (719) 484-0067

Web: www.eBiz4Hire.com

Email: Shawn@eBiz4Hire.com

"Thanks for the great job you are doing in managing your business expectations. You are one of the strongest resources I have ever worked with." **Corporate Project Lead, 2002**
Email

"I'm absolutely thrilled with Shawn's first year at Agilent. He has quickly made himself indispensable, and is the lynch-pin of the CSG e-Business Team." **Manager, 2001 Performance Review**

"She also mentioned that you think strategically and outside of the boundaries of our business alone, and that this is a rare strength. I hope that you feel great about the work you're doing. Not only am I noticing, but so is the rest of the company." **eBusiness Manager, 2001**
Email

"Shawn has continued to show his technical awareness and knowledge in areas of web design, web development, web management, network design and management, and software engineering" **Manager, 1999 Performance Review**

"His strengths have been his professional, yet easy going style

Web Hosting / Application Engineer Hewlett-Packard, Böblingen, Germany

December 1999 - June 2000

Managed and administered all aspects of Internet and Intranet hosting services for HP Germany and HP Switzerland. Administered NT and UNIX-based Internet infrastructure, software, hosting services, middleware, and direct customer support. Planned and developed future hosting strategies and service level agreements. Managed numerous cross-functional project teams. Scripted tools to aid automatic Website configuration as well as statistical reporting.

Webmaster / System Administrator Hewlett-Packard, Boise, ID

June 1997 - December 1999

Installed, administered, and maintained UNIX and NT-based Web and file servers using Apache 1.3.x, Microsoft Internet Information Server 4.0, FrontPage 98, and 2000. Set up and administered a Web-based email distribution system incorporating Majordomo, Hypermail, PERL, and CGI. Scripted online administration, training, and collaboration tools for project management, as well as a Web interface to automatically format and publish test results. Performed complex project management and scheduling tasks utilizing Microsoft Project.

EDUCATION, HONORS, AND AFFILIATIONS

- Highest personnel performance ranking (Rank 1), Agilent Performance Evaluation 2001-2005.
- Agilent SPARK performance award recipient (multiple awards), given to the top performers across Agilent Technologies, 2001, 2002, and 2003.
- Agilent Innovates Unit and Merit award winner 2005
- President of the Board, Colorado Association of Internet Professionals, 2002-2004.
- Bachelors in Computer Science (5 course remaining) Boise State University; Boise, ID.
- Actively working on Business Administration Degree; Regis University, Denver Colorado
- Various other technical certifications (Six Sigma White Belt, Oracle DBA, BroadVision One-To-One, ...)
- Founder and President, Boise State University Cryptology Club 2000.

MILITARY SERVICE

US ARMY - April 1992 - February 2002

- *AIT Distinguished Honor Graduate runner-up 1992*
- *82nd Airborne Division Soldier of the Year runner-up 1993*
- *82nd Airborne Division Soldier of the Month, August 1993*
- *Army Achievement Medal 1994, 1995*
- *Army Reserves Achievement Medal 1996, 1997*
- *National Defense Ribbon, Honorable Discharge 2002*

Quotes in the left margin of this resume are from past performance evaluations and co-workers. References available upon request.