

GARY A. MUSGJERD

6420 Tanagers Point
Excelsior, MN 55331

garymusgjerd@msn.com

952-474-5544 (H)
952-200-8819 (C)

SUMMARY

Results-driven Information Technology professional with extensive information technology and financial management experience with rapid-growth organizations. Major strengths in strategic planning, leadership, communication and team building. Strong analytical and problem solving skills. Extensive project management experience in application system implementation and infrastructure development.

SKILLS AND QUALIFICATIONS

- Leadership and management
- Strategy development and alignment
- Project management
- Focus on ROI
- Oral and written communication
- Employee selection and development
- Team building
- Energy and professionalism

PROFESSIONAL EXPERIENCE

ROCKLER COMPANIES, INC. – Minneapolis, MN 2003 to 2009
\$110 million multi-channel, specialty retailer that markets, sells and distributes woodworking products to customers around the world.

Director, Information Technology

- Reduced IT expense by \$417,000 over 6 years while improving support and service levels. Restructured department, outsourced non-strategic services and renegotiated vendor contracts. Revenues grew 35% during the period.
- Installed new POS software and hardware at 32 retail stores. Created efficiencies that reduced store labor by 10%, reduced IT support requests by 15% and achieved PCI DSS (credit card security) compliance. Skilled IT project management resulted in a successful implementation in 7 weeks without an onsite IT presence at the store.
- Implemented data warehouse using SQL and OLAP technologies to drive timely decision-making. Data refreshed from each retail store every hour. KPI sales and margin reports using OLAP's Reporting Services module rolled out daily and automatically. With Analysis Services, created drill-down tools to analyze and manage multi-tiered price discounts.
- Selected for project management skills, directed a \$1,000,000 supply chain project to improve the efficiency of pick, pack and ship operations and inventory storage capacity in the distribution center (DC). Over the course of 1 year, the project team installed new storage racks and automated conveyors, increased DC capacity and developed improved processes. These changes increased order lines picked per hour by 24%, reduced order line labor costs by 14% and extended the life of existing storage capacity by 5 years.
- Improved technology infrastructure resulting in enhanced internal and external customer satisfaction, improved security and reduced costs:
 - Implemented offsite disk backup system for company data saving \$42,000 annually.
 - Installed kiosks and wireless (RF) technology in all retail stores and in the DC that improved customer satisfaction and operational efficiency.
 - Implemented VoIP, T1 communications that increased capacity 5 times and reduced overall costs by \$40,000 annually.
 - Converted Novell GroupWise to Microsoft Exchange.
 - Installed new servers, firewall, switches, thin client technology (WTS), network segments and spam protection that improved network security, capacity and performance.
- Developed a detailed Request for Proposal (RFP) to replace existing order management system. Selected and distributed to potential software vendors and analyzed responses. Disappointing ROI and current economic conditions suspended further project activity.

MINNESOTA HOSPITAL ASSOCIATION – St. Paul, MN 2002 to 2003
A trade association representing Minnesota's hospital and health systems.

Project Manager – Consultant

- Engaged to develop IT strategy, assess IT staff and organization and to develop business requirements for Association Management and Financial Software. Final proposal completed and reviewed with MHA Executives just prior to joining Rockler Companies, Inc.

ABRA, INC. - Minneapolis, MN
\$145 million provider of vehicle collision repair, glass replacement and paintless dent removal services through 73 company-owned and franchise locations.

1998 to 2002

Director, Information Technology

- Developed a comprehensive information technology strategy. Aligned with business strategy, the completed plan included a reliable and consistent technology infrastructure, cost-effective centralized support, a best-of-breed, packaged software architecture design and high-speed wide area network communications.
- Directed the selection and implementation of a \$4 million collision repair process management system (hardware, software, network and training) for 49 repair centers in a 6-month period, on time and within budget. Efficiencies gained improved vehicle delivery times by 15%. Infrastructure consistency lowered total cost of ownership by 20%.
- Restructured IT staff to match demands of a high-growth, geographically dispersed business. Brought in required technical skills and outsourced support for remote locations. Reduced staff by 40%.
- Deployed new Internet and Intranet websites. Featured the presentation of real-time vehicle repair status information for insurance companies and individuals. Also included an automated help desk ticketing and tracking system that helped reduce support call volume by 20%.
- Selected and implemented a centralized accounting system from Lawson Software that provided improved financial information, timing, efficiency and a foundation for future growth. Created automatic interface to repair center systems. System successfully installed in 3 months.
- Developed and implemented a web-based, appointment scheduling application. Used by the call center and 73 repair center locations, this competitive edge tool streamlined the claims management process and improved customer satisfaction.

EMPAK, INC. - Minneapolis, MN
\$150 million high technology plastics manufacturer serving the semiconductor and computer disk industries from eight worldwide locations.

1994 to 1998

Director, Information Services

- Jump-started a stalled ERP system implementation through a detailed plan driven by focused resources. Successfully completed the first installation in 12 weeks. Close coordination with plant management, solid project plans, teamwork and careful staff selection resulted in successful installations at 5 subsequent locations, on time and within budget.
- Designed and installed local and wide area data and voice communications network that provided seamless, efficient connections to all company locations.

NORTHGATE COMPUTER SYSTEMS, INC. - Minneapolis, MN
\$125 million manufacturer of custom, high performance PC's for direct market consumers.

1992 to 1994

Director, Information Services

- Aligned IS strategy with Northgate's business mission and initiated a Steering Committee to guide the process. Reorganized and led staff of 12 in the overhaul of Northgate's computer systems.
- Enhanced IS/user group relationships through communication meetings and sound listening skills. Provided stable and effective systems support in the face of company-wide work force cutbacks.

STARKEY LABORATORIES, INC. - Minneapolis, MN
\$300 million manufacturer of hearing aids, largest in the United States.

1988 to 1992

Director, International MIS

- Directed the international information systems function and a staff of ten for seven manufacturing locations in Europe, Australia and Japan (represented 40% of company revenues). Initiated and coordinated a consulting engagement that matched company strategic information needs with MIS department support.
- Rolled out a new, local language order processing system to 7 locations in 9 months. Streamlined the order entry process, improved order status information availability and shortened the product delivery cycle.

ELECTRONIC DATA SYSTEMS (EDS) CORPORATION - Minneapolis, MN
\$5 billion provider of information technology services.

1986 to 1988

MIS Manager

- Chosen by EDS (IT function outsourced to EDS from SNYDERGENERAL) to lead a staff of 22 in a multi-plant manufacturing environment. Established system development plans, negotiated contracts and successfully installed a customer-located order management system, which reduced processing costs, shortened delivery lead-times and improved pricing accuracy. Provided competitive edge tool.

SNYDERGENERAL CORPORATION/MCQUAY, INC. - Minneapolis, MN
\$750 million manufacturer of heat transfer products for worldwide commercial and residential markets. (McQuay acquired by SNYDERGENERAL, 1984)

1975 to 1986

Held progressively more responsible positions as **Manager of Financial Systems**, **Manager of General Accounting**, **Manager of Cost Accounting**, **Systems Analyst** and **Programmer**.

- Developed and implemented strategic financial systems and processes that assisted operational decision-making through improved accuracy and timing of financial information. Used communication and teamwork skills to quickly grasp new responsibilities in accounting and management.

EDUCATION

UNIVERSITY OF ST. THOMAS, MBA Management

St. Paul, MN

GUSTAVUS ADOLPHUS COLLEGE, BA Business Administration

St. Peter, MN

TECHNOLOGY-BASED SKILLS

- Windows Vista, XP, Linux, UNIX and AIX operating systems.
- LAN, WAN and TCP/IP network technologies.
- Internet and Intranet website development, using Cold Fusion, HTML and Java.
- SQL, XML, Visual Basic, COBOL, BASIC, Progress languages.
- Oracle, Progress and SQL relational databases.
- Report writing software tools from Lawson and Progress.
- VoIP, T1, VPN, frame relay, satellite and wireless telecommunications technologies.
- Compaq, IBM, HP, Dell, and Cisco hardware.