

# DON BONER

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## SUMMARY OF QUALIFICATIONS

Dynamic and highly effective Information Technology Project / Applications Development Manager / Instructor / Helpdesk Technician with a stellar track record of providing key leadership and expertise in developing and implementing new software applications as well as supporting existing systems. A versatile, people oriented individual who manages multiple projects under tight time constraints, works in matrix environments and builds positive relationships. Dedicated manager able to recruit, retain, develop and motivate employees to new levels of productivity. Proven strengths in operations management, communication, motivation, sales, administration, business and personnel development.

## PROFESSIONAL EXPERIENCE

**WELLPOINT INC.**, Indianapolis, IN **2008 – 2009**  
**BENDER CONSULTING INC.**, Assigned to WellPoint Helpdesk, **2006 – 2008**

### Help Desk Analyst I

Provided outstanding IT support for 42,000 WellPoint employees. Outperformed a majority of my peers by maintaining exemplary statistics measured by the number of calls taken each day, average call length and first line resolution. Maintained the lowest after call time average between each helpdesk call.

- Received all telephone or automated requests for desktop IT Assistance and accurately recorded and fulfilled requests within established timeframes utilizing Customer Service skills, Troubleshooting skills and Hardware \ Software skills.
- Supporting mission critical applications on over 40,000 corporate computers by installing or repairing malfunctioning applications and by utilizing the correct procedures.
- Made appropriate and timely referrals of any requests that could not be immediately resolved ensuring timely resolution and client satisfaction.

**PROFESSIONAL CAREERS INSTITUTE** (now Kaplan College), Indianapolis, IN **2003 – 2006**

### Instructor

Part-time Instructor at Technical College. Taught Visual BASIC, Visual Basic for Applications, Excel Microsoft Office. Active team member who effectively communicates and collaborates with all levels of staff and students to ensure optimum learning environment and instruction.

- Provided simulated work environment experience with in-house Internships, completed project design and management.
- Created and customized a modular training program for an introductory Information Technology program for the new user to gain hands on experience with Microsoft Office applications to become more proficient in their computer skills.

**ADMAN**, a VNU Company, Indianapolis, IN **1983 – 2002**

### Co-Manager of Operations

1993 – 2002

Oversaw all aspects of operations for a \$2.5 Million business specializing in the accounting, management and reporting needs of advertising agencies and design studios as well as public relations and marketing / communications firms. Managed, staffed and professionally developed 9 Programmers, Quality Assurance and Sales employees along with indirect supervision of 13 Technical Client Support employees. Developed and implemented short- and long-term business plans.

- Led company turnaround from a loss of \$900,000 to net income of \$90,000 within two years by conceiving and effectively executing a plan to reduce labor expenses by 50%.
- Reduced costs while maintaining high quality achieving return on investment (ROI) as high as 22% in a nine-year period by staying abreast of financial trends, ensuring strict spending and expense compliance.

**ADMAN** (continued)

- Developed direct mail campaigns and lead generation initiatives that resulted in increased revenues from \$1.4 Million to \$2.9 Million.

**Director of Product Development & Program Manager**

1988 – 2002

Led all aspects of information technology management and all activities of the software life cycle. Supervised 11 Programmers and Quality Assurance employees. Accountable for technical recruitment, hiring and training.

- Created an innovative job cost estimating system based on a weighted average of actual charges that became a popular and profitable module for the company.
- Played a pivotal role in maintaining company's client base by championing migration of product software from DOS to Windows / MAC that dramatically enhanced software; led flawless conversion completing coding on time and under budget.
- Cultivated a learning organization by creating training programs for new hires and junior programmers.
- Designed and developed an industry-first automated call-tracking system for helpdesk that enabled company to track time spent assisting clients and accurately billing for support.

**Programmer / Analyst Application Programmer**

1983 – 1987

Designed, developed, maintained and enhanced components of the Adman System. Responsible for the development and product life cycle of time and production billing, accounts receivable / payable, general ledger, media billing time history, estimating, job tracking and media ordering software applications.

- Ability to quickly develop technical skills and gain industry knowledge recognized with promotions.

**EDUCATION, CERTIFICATIONS AND ACHIEVEMENTS****I-Net+ Certification**

TQM Training and Project Management, US West, Indianapolis, IN

AA, Computer Technology, Indiana Vocational Technical College, Indianapolis, IN,  
Graduated with High Honors. GPA = 4.0 / 4.0

Certificate, Broadcast Management, Tennessee Institute of Broadcasting, Nashville, TN

Certificate, Film Production, New York Film Academy, New York, NY

**Wrote and directed the following films**

Ripple, 15 minutes, a science fiction story, URL <http://www.dl-sites.com/ripple.htm>

The Bumbling Detective, 5 minutes, a non-sensible comedy,  
URL <http://www.dl-sites.com/the-bumbling-detective.htm>

Welcome to Kentuckiana, 13 minutes, satire that shows the absurdity of stereotyping

Losers Lounge, 87 minutes, film noir-style murder mystery-awarding winning (2004 BBIF)

Somewhere In Indiana, 87 minutes, drama, psychological pilgrimage distributed by Echelon Entertainment

The Report, short winner 2007 Worldfest Huston REMI

URL <http://www.somewherein.in.com> / <http://www.the-report.info>

**TECHNICAL KNOWLEDGE BASE**

<b>Project Management / Spreadsheet Development / Word Processing</b>	Microsoft Project 2000, Excel, Word
<b>Image Editing and Creation</b>	Adobe PhotoShop
<b>Non-linear Editing</b>	Adobe Premiere, Adobe After Effects
<b>Database Management</b>	Visual FoxPro, FoxPro, Microsoft Access
<b>Language</b>	Visual Basic, HTML
<b>Operating Systems</b>	Windows, Windows NT, MacOS9, UNIX