KEITH DUNCAN

Atlanta Georgia

Inventor of: Keith@ElectronicNapkin.com

4177 Ancient Amber Way, Norcross, GA 30092

COO and CIO Executive - Principal Technologist and Business Method Creator.
Emphasis on Business Methodology / Systems Design / Project Management / Sr. Business Analyst

Keith's Passion:
Creating and running high technology based companies in all aspects of strategy, business operational procedures, and creating company performance models that are scalable, highly profitable, and self-sustaining. Keith's primary motto is: 'Use Technology to Sell Technology'.   Keith runs high technology companies using IT Corporate level Operational Process metrics. He has designed multiple future generation telecommunication product solutions for commercial and high end residential use.

Management and Technical SUMMARY
From period year 1995 to present, 85% of work has been as IT Systems Management Consultant to Bellsouth, Cingular, Cox Communications and other high technology businesses developing multiple million dollar Telecomm Projects. Roles are COO, Project Management, Senior Business Analyst, Operational Process Consultant, and Senior Systems Designer. Consulted for IT systems deployment, Billing Systems, Customer Care, UNIX/SQL DB design, finance, and reporting systems. Emphasis roles are always on coordinating design of projects and managing deployments as a project interface specialist between business and technical groups.

Areas of Expertise

• COO of High Technology Solutions Provider firms with emphasis on Business Operations transformation.
• Telecommunications Systems Design
• IT Project Management for next generation products and services.
• Excellent presenter and business case representation for Business units
• Technical Liaison between systems design architects, top program management, and strategic business groups.
• Client, Partner & Vendor Relationships
• Change Management
• Business Process Redesign
• Software Deployment
• Strategic Planning and Execution
• Business Case Development
• Business Requirements Definition

Skill set:
- Turn-around Small Business Coaching and process transformation.
- Project Management. Perform detailed Systems Architecture Design, Business Intelligence, SQL DB statistical analysis/design/tuning/reporting, technical support, and UNIX admin.
- Highly proficient in writing RFPs, Business and Technical Requirements.
- Manage all levels of documentation efforts, QA testing strategy, and client/vendor relation
- Expert proficiency in design of statistical reporting tools, Business Objects, MS Project and all MS Office applications.

Industry fields of
Telecomm, Finance/Banking/Accounting, IT Systems Management, Billing Systems, and DB warehousing.

EXPERIENCE
Undisclosed Extremely High End Home Automation Firm Cumming GA
Partnership Owner –COO and Senior V.P. Managed all operational and sales activities for extremely high end Home Automation System Integration firm valued at $5 million. Directed highly skilled teams of designers, sales force, installation, warehouse/inventory, and accounting. In charge of all sales and marketing strategies, and coordinating multiple large system projects. Concentration on developing sustainable new business operational practices using corporate methodology. Ran sister company offering full service lighting fixture/design center/installation services with integrated control systems. Exited firm after unable to finalize partnership agreement. Actually got defrauded and therefore learned 20 years worth of Financial and Legal knowledge having to fight to get my own $$ back. Still fighting a year later. End result: Invaluable insight into judging the ethical behavior of others.

The following group is for period of 1995 to 2007 -Professional Consultant working consecutive engagements for High Technology firms, Bellsouth, Cingular, and Cox Communications.

Cox Communications/– Alpharetta, GA

Senior Business Analyst and Designer Consultant.   Researched, designed, and specified Business Operational Requirements for future generation of telecom services for IT Headquarters. Instrumental in streamlining business processes and operational procedures to reduce costs as well as increase new market share in VOIP (Voice over IP) and related commercial/residential data/voice communication offerings. Coordinated with consortium of other cable company technical engineers on shared services.

Link Your House - Atlanta GA

Business Development and Operations Manager Consultant.   Developed business practices for Systems Integration firm. Identified and corrected business workflows to maximize profits and focus on specific operational problems. Wrote and delivered business planning and operational methodology procedures.

Cingular Wireless– Alpharetta GA.

Principal Business Analyst and PM Consultant for IT Business Strategy Group. Did future planning and roll out of tools, apps, and processes for National Campaign Marketing group. Analyze and provide business reporting against DB Warehouse using Business Objects and SQL toolsets.

Principal Business Analyst Consultant for Retail Point of Sale Applications

Designed system requirements for all new product offerings, services, and features at IT Headquarters. Managed heavy technical exchange of information across all business groups and resolving design issues.

DataScan Technologies

Release Project Manager Consultant -Automotive wholesale financing software. Managed the software production cycles for 125 person organization.

Pinnacle Data Technologies Inc.

Product Manager and Systems Consultant. Developed and deployed new remote Oracle DB monitoring tool on LINUX platform. Responsible for converting product into a mass producible and product line.

BellSouth eStore (Customer Technologies)

Senior Web Analyst Consultant. Ran the BellSouth.com Web site Application Support Team and managed the residential and small business ordering, telephone service provisioning, and electronic bill view payment.

EnvisionSoft Consulting

Director of Systems Design –Partner/Owner

PBX Telephone Switch and Network Management Systems. Designed applications running on nationally ranked Hitachi PBX telephone systems for the hotel industry.

Scientific Atlanta

Senior Developer Consultant Customized and delivered two embedded control systems for Satellite Imaging Receiver stations for NASA South Pole and China.

BellSouth (4 consecutive consulting engagements)
Applied Technologies Local Number Portability Senior Developer Consultant: Managed staff members of LNP Integration Test Team on mission-critical infrastructure systems. Ran the Tier 2 and Tier 3 Help desk.
Applied Technologies Senior Developer Consultant Regional Database Management: Designed Systemwide reference system.

Information Systems Lead System Design Engineer Consultant   Designed the first Bellsouth Long Distance Billing System.

IT - Birmingham, AL Senior Developer Consultant   Designed the new Outside Plant Construction Management System

The following group is for period 1981 to 1995

SunGard Trust Systems - Birmingham, AL

Senior Technical Analyst. Designed financial Client/Server Trust Accounting and Management Systems for financial reporting and money manager controls to manage multi-billion dollar trust assets.

Broadway & Seymour Financial Consulting - Charlotte, NC

Senior Technical Consultant   Managed mid-level programmers. Delivered IBM's MVS financial transaction processing system. Taught multiple MicroSoft technology classes.

Digital Communications Associates - Atlanta, GA

Sr. Software International Design Leader Designed the first PC to Mainframe connectivity solution

EDUCATION

North Carolina State University - Raleigh, NC   B.S. in Computer Science, 1980

LEADERSHIP &- Technology Atlanta Group

AFFILIATIONS - Network for Success (Business Improvement Accountability group)
- Founded, organized, and managed experimental aviation group with 60 members.
- Previous was President of similar aviation group.
- Since 1990 Deeply involved in multiple church wide ministries. 7 hrs/week contribution.
- Multiple Sclerosis Society Atlanta Chapter, Fundraiser for 7 years.

Career focus Summary:

COO, System Designer, Operational Process Consultant, Senior Business Analyst, Project Management, Billing Systems, Customer Care Design, Telecommunications design, coordinating deployments and technical interfaces between business groups, Database statistical analysis + design + tuning. Extensive experience in all phases of running companies, project management, systems architecture, business analysis, requirements, design, QA testing, technical documentation, and client relations in the fields of Telecommunications, Finance and Banking, Network Management, Billing Systems, Database Storage and Query, front-end GUIs, and Warehouse management.

Keith's Credentials.

Here is a list of Keith Duncan's Active Organizations and Participation. Please note that I am not tooting my own horn. I am one of the most conservative and thoughtful gentleman you will ever know. I DID believe it was important to show my community and business activities so all readers are aware that I am not the money hungry and dominating personality type.   I assure you that my heart is in developing systems for individuals, groups, and corporations that truly enhance our day to day enjoyment of life.

1. Author of new Electronic Book 'Turn Your Teen Into a Money Machine'. Website www.TeenMoneyMachine.com Info@TeenMoneyMachine.com   Published end of January 2009. Professional website will be up approx Jan 20.
2. New Vice President of Inventors Association of Georgia 2009. www.georgia-inventors.org Norcross GA
3. Member www.BuckHead-club.com   and Buckhead 8 group. BuckHead Club near Lennox Mall.
4. Institute for Entrepreneur Innovations.   www.iei-inc.org Active Participant in monthly meetings.
5. Frequent Technology Atlanta Group (Entreprenuers) www.tagonline.org with his attendance.
6. Founder and past President of Stone Mountain Radio Control Flyers www.SMRCF.com and Atlanta Radio Control Club www.AtlRCclub.com   Keith designs, builds, flys, and instructs on Remote Control Aircraft.
7. Institute of Management Consultants www.imcGeorgia.org   Highly skilled Business Owner Consultants.
8. Active BlackStar member of www.Ecademy.com Friends with Jim Ziegler, nationally known Speaker and Sales Training.
9. Expected new Associate membership in National Speakers Bureau www.nsa**georgia**.org *Georgia Chapter.*
10. Associate Director of International Business Academies International*.* www.IBALnet.com *Building the Norcross Business Community.*
11. Active in Norcross High School Foundation*. Group of 80 busieness owners and community leaders creating additional resources for this 2,500 student High School.*
12. Very active in Norcross High School Band Boosters. *Particularly Marching Band.*
13. Long term Ordained Deacon at Peachtree Corners Baptist Church, Norcross GA. And 15 years as Tenor in Church Choir.
14. Recent four year Active participant and Table Leader in Mens Step Up. www.MenStepUp.com Alpharetta GA
15. *Active Member of* www.GoSmallBiz.com *Fran Tarkenton's Small Business Enterprise group. And Member of Pre-Paid Legal Services.*
16. *New Ambassador with* www.HighTechMinistries.org *(In training). 1800 member High Technology Leader Christian Ministry.*

Portfolio of Keith Duncan
Role: Hi Tech Business Development Executive
Concentration on Technology & Business Operations

4177 Ancient Amber Way, Norcross Georgia 30092
Keith@ElectronicNapkin.com and Keith@TeenMoneyMachine.com

As a highly experienced IT professional and technologist for the past 27 consecutive years, I desire to run a technology oriented company as a Senior Executive or owner. I live in Norcross Georgia near Technology Park Atlanta.

My career role is a Business Development and Operations Executive utilizing high end technology in the commercial and residential arena. I consistently merge technology, clients, customers, and vendors for technology focused companies such as BellSouth, Cingular, and Cox Communications as a leading Designer and Operations Specialist. With a profound understanding of applying technology and business procedures, I solve everyday business issues by meeting specific needs. As part of my fundamental interest in dedicated hardware and software solutions, I have developed a deep understanding of all aspects of telecommunications, IT systems, and electronic applications. With a minor in E.E and stellar engineering training, I possess exceptional knowledge of Systems Design. My career focuses on Business processes, software and hardware development, new product development, technical sales consultant, Business Analysis, and Program Management.

Starting in 1980, I developed complex computer systems and applications. In 1986, I worked developed UNIX solutions with concentration on Project Management, Business Analyst work, development of web site servers, financial and business applications, customer care, performance and tuning of enterprise systems, and database warehouse management projects. From 1995 to present, I consulted for 8 different BellSouth companies designing their system applications. Since 1998, I have concentrated on streamlining business processes. My engagements are heavily people oriented to utilize my outstanding analysis background coupled with a consistent focus on solving problems and reducing employee workloads by building automated systems.

I just completed my COO position of running a $4.5 million/year high end Systems Integration company. I managed all aspects of Executive Management, finance/accounting/payroll/ payables/collections, design department, vendor relations, sales and business strategy, client relations, and project management.

Sincerely, Keith Duncan