

Anthony J Manni

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Summary

Successful manager possessing a unique blend of leadership, vision, broad-based experience, and the ability to deliver results. Consistently exceeding organizational goals and delivering customer satisfaction. Ability to communicate with and motivate others. Successful at recruitment, mentoring and retention of exceptional personnel dedicated to excellence.

Experience

University of Louisville

2013 - Present

Instructor for CIS100. Topics include use of microcomputer application software and Microsoft Windows to create business documents and conduct business analysis. Course emphasizes Microsoft Office: Word, Excel, PowerPoint and Access. This course provides an overview of computer concepts and technology, such as the various types of hardware, software, firmware, memory and networks.

Instructor for CIS150. Topics include application systems, enterprise-wide systems (such as enterprise resource planning and customer relationship management), project management, and IS career opportunities. Course emphasizes the key components of information systems (people, software, hardware, data and communication technologies) and how these components can be used in global organizations to create competitive advantage.

Faculty Advisor for DELTA SIGMA PI Business Fraternity

United Parcel Service –

2003 - Retired March 31, 2015

UPS Airlines, Louisville KY

Project Coordination Manager for Louisville Shared Services Business Design and Integration team. Responsibilities for this team include the design, testing, documentation, implementation and support training for UPS projects. Including infrastructure, hardware, application and third party software, operating system, storage and backup solutions; coordinating, the efforts across multiple functions.



Application support manager responsible for application testing across multiple hardware platforms, requiring broad experience with business, functional and system requirements. Infrastructure and application changes were tested in multiple scenarios: individually, regression, integration, capacity impact, end to end cycle.

Managed the infrastructure implementation for a nationwide project to provide next generation of in-vehicle information systems. The devices measure all engine telemetry, GPS data, and driver activity providing real time communications with management teams. Additionally, an 802.11 wireless infrastructure was designed and implemented to provide over the air communications while on company property.

Project manager for a team that completed a detailed feasibility and cost analysis to provide an alternate computer room for Louisville Worldport operations. Analysis was presented to senior UPS management and resulted in a commitment to fund construction. The project has completed the design and implementation phase with the build and test phase in progress. When completed the alternate computer room design will allow for complete system support and failover from a physically separate location.

Managed team responsible for Airline Business Continuity (ABC), Change and Problem Facilitation (CPF), Infrastructure Systems Management (ISM) and Louisville Computer Facilities (CF). The ABC team worked with airline management to facilitate the planning and execution of semi-annual failover exercises in accordance with FAA guidelines. CPF coordinated and monitored all infrastructure and application changes to ensure that operation system functionality was not compromised. ISM developed a Configuration Management Database (CMDB) to provide visibility into the interconnection and interaction between applications and infrastructure. CF maintained authority over all computer room locations; limiting access and monitoring all hardware installations and removals.

Managed team directly responsible for support of 8000+ desktops and laptops. This included all aspects of the operating system build, security, virus protection; patch management, application version control and monitoring. Implemented an automated, server based build process that eliminated the CD based manual method of operating system installation. This solution resulted in significant savings in CD duplication and distribution, improved resource utilization of field technicians and eliminated issues with installations due to key entry error.



IT Training and Special Projects

Director for Sonic Air Smart Courier Program

Managed a nationwide program that provided expedited component exchange. Developed and implemented controls to provide a high level of technical service to 88% of the U.S. business population in two hours or less for major clients IBM and Compaq. Responsible for all staffing activities, including workforce planning, interviews, hiring and training of field support services and 24x7 call center support staff.

IT function manager on a team that transitioned UPS internal computer hardware support from a cost center into customer facing profit center supporting UPS and other external clients with state of the art technical facilities.

Developed, designed and implemented a PC Literacy training program for East Central Region office staff. This included course development, testing and follow-up training for region office staff members as UPS migrated away from various document and word processing applications to Microsoft Office product suites. Program and training was later expanded to seven states under Region Management control.

Led "Train the Trainer" workshops throughout East Central Region to teach support personnel the elements of bar-code standards. This was part of a UPS initiative that introduced package tracking scanning on every level of service. Included an overview of multiple bar-code standards and in-depth study / tests on recognition of bar codes used for UPS package tracking.

East Central Region (ECR) coordinator for Finance & Accounting and Hub & Feeder departments. This involved training on infrastructure installation, operating system installation, support, and problem determination for local District IT support functions.

ECR representative selected to teach UPS ISMS (Information Services Manager School). This school was created as UPS implemented new technology along side of legacy systems. The main purpose was to educate IT Managers in the use of current technology and give them the education necessary to support new technology. Problem solving, security, installation and support for back office applications were some of the main focus areas. Each ISMS class lasted two weeks and was held at the UPS Data Center in Mahwah, NJ.



Community Service

Habitat for Humanity: Volunteer along with children attending Assumption and St. Xavier high school.

United Way Coordinator for UPS Supply Chain Solutions – Louisville Service Parts Logistics.

Transfiguration RC Church: Middle school youth minister.

St. Bernadette RC Church: St. Vincent DePaul volunteer.

Oldham County Youth Football League: 2003 – 2008 videographer for multiple teams.

Education

MBA – Widener University - Major electives include Managerial Accounting, Information System Management and Decision Support Systems.

BS Magna Cum Laude – Widener University – Major electives: Systems Analysis, Structured System Design.

I have attended numerous training / certification workshops within UPS and IT industry. Most recent was Microsoft Windows 2008 and Windows Server 2012.