

# KENNETH S. BECKER

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## IT MANAGER AND BUSINESS ANALYST

Customer service and business solution focused individual with a history of successful project management and advancing business goals with technology. Early career focused on technical support, and local and wide area networking. In recent years, concentrated on implementing projects, business analysis and ERP administration.

- History of increased responsibilities in all aspects of IT – PC support, network administration, software development, business process improvement, ERP support and administration and IT personnel management.
- Demonstrated capacity to manage projects that improve business processes and productivity.
- Hands-on experience in all areas of IT.
- Outstanding leadership abilities; able to coordinate and manage all aspects of an IT department while managing, motivating and leading IT workers.
- Passionate about customer service and helping business leaders achieve their goals with technology.

### CORE COMPETENCIES

- People Management
- Project Management
- ERP System Administration
- Manufacturing business systems
- Customer Service
- Communication

### TECHNICAL ATTRIBUTES

**ERP systems:** Manage 2000 (M2K)—ERP, Collect 2000—warehouse management and barcoding, Analyze 2000—business intelligence, Cognos, exposure to J.D. Edwards and Oracle

**Software development:** Visual Basic, PHP, Java Script, ASP, CSS, Microsoft SQL, MySQL, Apache, HTML, HomeSite, familiarity with other languages

*Familiarity with many software packages and various technology.*

### EMPLOYMENT HISTORY

#### Magnetek, Menomonee Falls, WI

March 1998 – Present

Magnetek, Inc. makes “uncommon” power control products and systems for communications, data processing and storage, medical electronics, consumer products, industrial automation, transportation, energy management and other applications throughout the digital economy requiring highly reliable, precise, energy-efficient power.  
*(from the Magnetek website)*

#### IT Business Systems Manager (October 2006 – Present)

Assumed control of the applications side of IT after divisional and corporate IT merged.

##### *Key contributions:*

- Developed Business Systems team of Business and Systems Analysts
- Developed several BI tools for various departments
- Implemented training program for ERP system new users, regular users and super users
- Created a Sharepoint 2007 web site for IT
- Worked with internal and external auditors to pass SOX audit
- Completed a project under budget and ahead of schedule to implement M2K in the London, England office.

#### IT Manager (April 2004 – October 2006)

Resumed leadership responsibilities over the divisional IT group after focusing on several ERP system implementations. Dramatically improved customer service while successfully encouraging members to focus on important business issues.

##### *Key contributions:*

- Led a project to upgrade the ERP system to the latest version in all business units. Required implementing many customizations, testing all new features and training end-users.
- Implemented a barcode system at the Menomonee Falls facility which required many process changes on the shop

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floor. Facilitated positive change and overcame major resistance from end-users in one business unit.

- Committed substantial time in 2004 to support and enhance the ERP system.
- Implemented policies and procedures to achieve improved customer service and help the business achieve its goals through technology.
- Staff consisted of three technical support people and one business analyst and work with consultants as needed to achieve results.

## **Manager of ERP Systems** (February 2003 – April 2004)

Focused on improving the ERP system while helping to integrate a new business into the division. Oversaw one business analyst and a programmer.

### *Key contributions:*

- Created a help desk in ASP to manage all tasks and automatically notify requestors of status changes.
- Worked with business users to enhance the ERP system by improving business processes and tailoring M2K as needed.
- Led the project team that helped move a newly acquired radio business from Chicago to the Menomonee Falls facility.
- Wrote Microsoft SQL scripts to convert data from legacy JD Edwards system to the division's ERP system – M2K.

## **Business Analyst** (October 2000 – February 2003)

Temporarily taken out of leadership responsibilities to lead several projects relating to the installation of a new ERP system in three business units of the division.

### *Key contributions:*

- Wrote Visual Basic programs to convert data from legacy Oracle system to new ERP system – M2K.
- Wrote Microsoft SQL scripts to convert data from legacy TCM ERP system to M2K.
- Created asp-based web sites to communicate project statuses.
- Performed all data conversion tasks and participated in the leadership of the ERP implementation project for the first two business units.
- Led the ERP implementation project for a third business unit in Toronto, Canada.
- Made many customizations to the ERP system including screens, reports, forms, data dictionaries and Unibasic code
- Supported business users of the ERP system. Trained new hires.
- Created several data warehouses for legacy ERP data.

## **Manager of Technical Services** (March 1998 – October 2000)

Headed up the technical services team to support approximately 300 users and thirty-five sales reps. Managed changes due to a major downsizing plus several acquisitions that changed the structure and technology of the department.

### *Key contributions:*

- Integrated technical staff from an acquired company into existing team.
- Created an intranet site and developed pages detailing topics relevant to technical support staff such as technical documentation, technical resources, project plans, and staff-related information.
- Provided formal training and cross-training so team members could perform all tasks.
- Upgraded computers, printers, and LAN technology in support of the division-wide upgrade to Oracle.
- Upgraded the division's telecommunication and voice mail systems. The project included hardware and software upgrades in the PBX, CCR script design and programming, and training for all associates.
- Organized the purchase, setup, and distribution of new laptops for all sales and field service staff.

## **Lutheran Social Services, Milwaukee, WI**

April 1992 – February 1998

Lutheran Social Services (LSS) of Wisconsin and Upper Michigan touches the lives of over 100,000 people every year through a variety of compassionate social services from adoption to counseling to older adult services.

## **Director of Information Services** (December 1995 – February 1998)

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Ensured that the agency was able to further its mission through technology by directing a seven person staff of programmers and technical support people.

## *Key contributions:*

- Developed a project plan to create a client-server data warehouse for all agency data.
- Directed the implementation of phase one of the above project – purchasing and installing hardware and software and helping design a normalized data dictionary.
- Directed the conversion from Futurus Team to GroupWise for 500 email customers.
- Served on task force that analyzed the current managed care market and created a strategic plan to address managed care's impact on the agency.
- Planned and executed the move of the corporate headquarters building's network and phone system in 1998. Oversaw contractors renovating the new building.
- Guided the software design team through updates of our major database application.
- Led a project to create a new application that manages the business side of a 57,000 life managed care contract.
- Led a Total Quality Service team that won Team of the Year honors.

## **Network Supervisor** (March – December 1995)

Oversaw three person technical support team. Supported four technical people at the various regions of LSS and application team at corporate.

## *Key contributions:*

- Created a system that allows over 20 offices to send daily data files to the corporate master database via modem.
- Installed and setup an electronic mail system that connects over 500 people in the agency, outside companies, the Internet and fax machines.

## **Technical Support Specialist** (April 1992 – March 1995)

Responsible for day-to-day technical support of all technology in use at the corporate office and WAN equipment across the agency. Performed training for common software packages. Noted for exceptional customer service.

## *Key contributions:*

- Participated in and directed much of the implementation of a state-wide, eleven file server WAN.
- Created a home page presence on the world-wide web (url: <http://www.lsswis.org>).
- Created a company wide Intranet system using Netscape Navigator software and Microsoft Internet Information Server on an NT file server.
- Planned and executed the successful move of the corporate headquarters building's networks in 1994. This included wiring a new building for over 200 PCs and phones, setting up a telecommunications infrastructure for the LANs and WAN.

## **J.C. Penney Catalog, Milwaukee, WI**

April 1990 – April 1992

The J.C. Penney Catalog center was one of six warehouses in the United States J.C. Penney used to store merchandise for its stores and to fulfill catalog orders.

## **Hardware Technician**

Performed hardware support for all technology in use at the Catalog Center in Milwaukee. Mainly worked on PCs, printers and Sun minicomputer end-user equipment. Also, worked on mainframe terminals, installed cables and made cables and connectors.

## **PROFESSIONAL ASSOCIATIONS**

Member of The Association of Operations Management (APICS).

## **EDUCATION**

Bachelors of Business Administration (1990), with a strong emphasis in Computer Science / Information Systems from Wisconsin Lutheran College

Earned a **CPIM** (Certified in Production and Inventory Management) from APICS in November 2007.