

**CHIPPER FARLEY**  
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## WHO I AM

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I am a 34 year old father of three with a broad skill set and many talents. I have very diverse and experience, especially in Third Party Logistics and Business IT. My communication skills are excellent and I have a proven track record of strong customer facing abilities combined with solid technical knowledge. At my current employer, Zethcon Corporation, I report to and work hand-in-hand with the President.

## EXPERIENCE

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**October 2006-Present - Zethcon Corporation - Chicago, IL**  
***Director of Business Development and Customer Service***

- Work remotely from home office in Nashville.
- Report directly to the CEO
- Responsible for all outside sales activity, managing our pipeline, reporting on sales progress, and keeping comprehensive records in CRM
- Am point person for Zethcon at annual industry conferences
- Provide demonstrations of the software
- Develop pricing for complete software solutions

**August 2005-October 2006 - Zethcon Corporation - Chicago, IL**  
***Director of Customer Service***

- Work remotely from home office in Nashville.
- Provide executive level customer service functions to Zethcon's customers in support of their deployments of Zethcon's warehouse management system, Synapse, and related technologies.
- Handle all modification requests, including development of functional specifications and pricing.
- Along with members of the development team, sit on Zethcon's Strategic Planning Committee to select new development platforms and initiatives.
- Plan and execute user conference meetings for clients.
- Provide strategic direction to clients in areas of product deployment, IT strategy, and infrastructure planning.
- Assist clients in their operational execution, advising on best practices in warehouse operations and management.
- Created a usability initiative in the company focused on creating a better end user experience for the our customers.
- Meet with prospects to provide support to sales team during sales cycle.

- Provide input to company executives on the strategic direction of Zethcon software and services.

**February 2004-August 2005 - Zethcon Corporation - Chicago, IL**  
***Director of Implementations***

- Worked remotely from home office in Nashville.
- Responsible for implementations of Zethcon warehouse management software. This includes advising clients on associated software and hardware purchases, installation and configuration of ancillary software, install and configuration of hardware, configuration of Zethcon software, end user training, go-live preparation and support.
- Performed project management functions for Zethcon to ensure projects stay on schedule and under budget.
- Typically worked with CEO/CIO, President, VP, and Director level client personnel.
- Additionally supported ground-level operations personnel in the deployment of the software. This included warehouse managers, supervisors, and warehouse associates.
- Was directly responsible for over \$175,000 in new business in 2004.
- Developed new suite of marketing materials for Zethcon.
- Provided software demonstrations to prospective clients.
- Wrote technical specifications for modifications to Zethcon software.

**2002-January 2004 Ozburn-Hessey Logistics - Nashville, TN**  
***Manager of Training and Systems***

- Managed the reports department and members of the systems deployment team.
- Provided all training to higher level Synapse (Ozburn-Hessey Warehouse Management System) users including users at the supervisor level and above.
- Provided mission critical systems support for Synapse including database maintenance and backend (Oracle & HP-UX) systems support.
- Developed and deployed a full intranet site to provide documentation and training request functionality company wide. The site is divided into three components (Documentation, Quick Reference Guides, and Training Requests) and is available to the entire company.
- Developed a suite of web-based utilities for systems support personnel to utilize in their daily activities. These utilities interacted directly with Synapse's Oracle backend.
- Developed online applications using PHP and MySQL for logging system events and data maintenance occurrences.
- Provided ongoing management level support for all IT functions for hpsshopping.com.

**2002-2007 Freelance Contracting - Nashville, TN**

- Provide technology services to small business.

- Current project involves web site development and installation of a Linux network - including file and print serving for Windows clients, DNS, web serving, and email serving for Ozburn Properties.

### **2000-2002 Ozburn-Hessey Logistics - Nashville, TN**

#### ***Business Systems Analyst***

- Participated in the design and development of an enterprise Warehouse Management System (WMS) called Synapse for the company. Voted on a team to approve all design specs. Tested all new deliverables for acceptance.
- Was completely responsible for designing, testing, and deploying the full suite of returns processing functionality in Synapse.
- Created design specifications for functionality to be added to the system.
- Jointly spearheaded the development and deployment of the first two pilot accounts for the system in Nashville.
- Was one of three people in the company that designed the initial major implementation of Synapse in our hpshopping.com account. Hpshopping.com now enjoys nearly 100% order fulfillment and 99.97% inventory accuracy.
- Provided 24/7 Helpdesk support for the system to nearly 100 users.

### **1998-2000 Ozburn-Hessey Logistics - Nashville, TN**

#### ***Special Projects Manager***

- Participated in all special projects to provide management level support during new account startups and for accounts experiencing difficulty.
- Served as interim Inventory Control Supervisor during startup of a facility for Murray, Inc. This project required me to manage inventory in 1.2 million square feet of warehouse space with a total of 12 employees working over three shifts. When I arrived, inventory accuracy was estimated at just above 50%. After three months I completed my portion of the project with inventory accuracy was around 90%.

### **1997-1998 Ozburn-Hessey Logistics - Nashville, TN**

#### ***Sales Associate***

- Developed marketing program for company including graphical standards and competitor analysis.
- Provided inside and outside sales support.
- Landed accounts worth over \$500,000 in new revenue.
- Reviewed existing accounts for profitability, developing and negotiating new rate structures where necessary.
- Managed pricing and customer relationships for approximately 100 accounts.

### **1996-1997 Ozburn-Hessey Logistics - Nashville, TN**

#### ***Marketing Associate***

- Managed all marketing aspects of the company.
- Handled inside sales.
- Developed core presentation materials.

**1996 Sunshine Homes of Tennessee - Chattanooga, TN**  
***Counselor***

- Supported an eight client group home for dually diagnosed teenage girls.
- Administered psychotropic medication.
- Evaluated client progress and stability.

**MY SKILLS**

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- Business IT
- Project Management
- Software Design, Testing, and Technical Writing
- Training
- Warehouse Operations Management
- Distribution systems Design and Deployment
- Sales and Marketing
- Windows Server, Citrix
- Microsoft Project, Microsoft Office
- .NET development, UML, Database Normalization
- Red Hat Linux, SuSE Linux, HP-UX
- PHP, HTML, SQL, JavaScript
- MySQL, Oracle, Access, Apache, IIS
- Postfix, VSFTP, Samba
- Corel Draw, Corel Photo Paint, Adobe Photoshop
- Networking
- Trained Forklift Operator

**EDUCATION**

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**1991-1995 University of Miami - Miami, FL**

- B.A. in Psychology
- Minor in English