

**DAVID  
DIENHART**  
(859) 230-6774



"David is a well-disciplined, industrious person with a pleasant personality. He **went well beyond the requirements in both the quantity and quality of his project**, putting in a lot of extra research and attending extra office hours every week."

Chris Hall  
Database Administrator  
ACS, A Xerox Company

"Great work ethic. **Every deployment was managed within budget, on time and without costly "rework"** post implementation. Managing the IT portfolio (ACS) for Met was definitely made easier with the support of David Dienhart."

Marianna Vranicar  
Vendor Manager  
MetLife Disability

"I have had the pleasure to work with David for over 2.5 years now and I can honestly say he is top notch and always is someone you **can depend on to dig in and do what is needed to satisfy the customer.**"

Frank Mangano  
IT Infrastructure Manager  
ACS, A Xerox Company



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<http://www.dienhart.com>

## Objective

A career position where my Information Technology, Software Development and Electronic Engineering skills will add value.

## Profile

I have delivered over 300 high quality software development projects of varying sizes (up to 5000 hours) as both a manager and developer while at ACS. These projects have improved quality, reduced processing costs, improved efficiency, and generated revenue for the customer.

## Accomplishments

- Planned and Delivered a Web Load Balanced Web Server solution to improve customer site speed and stability. (2011)
- Assembled team consisting of Development, QA, DBA, Production Control, and Production Support. Created and rolled out operating and SDLC processes and procedures and enforced "Best Practices" to ensure smooth operation. (2010)
- Met 99% on-time delivery Service Level Agreement for the 20 months that I managed the development team for account. (2010)

## Special Skills

My project management, software development and research and development experience has honed the following skills:

- **Leadership** – Proven leader of teams consisting of up to 18 direct reporting members.
- **Communication** – Able to see the "big picture" and effectively communicate with various teams consisting of customer, business, production, and development personnel to provide high quality results.
- **Management** – Effective manager of personnel, hardware, and time.
- **Execution** – On-time delivery of projects while maintaining high quality standards.
- **International** – Comfortable working with teams at various locations both on and offshore.

## Experience

### ACS, A Xerox Company – Lexington, KY

Division Software Manager – Information Technology Organization  
Service Delivery Manager – Information Technology Organization  
Project Manager – Information Technology Organization  
Senior Application Developer – Business Process Unit

### Feb 2005 – Present

Jul 2010 – Present  
Nov 2008 – Jul 2010  
Nov 2005 – Nov 2008  
Feb 2005 – Nov 2005

### Sargent & Greenleaf, Inc. – Nicholasville, KY

Design Engineer – Product Development

### Mar 2001 – Feb 2005

Mar 2001 – Feb 2005

### Daboo Development/Jaron USA, Inc. – Knoxville, TN

Senior Application Developer – US Development Team

### Feb 2000 – Mar 2001

Feb 2000 – Mar 2001

### Denso Manufacturing, TN – Knoxville, TN

Equipment Design Specialist – Production Engineering

### Apr 1996 – Feb 2000

Apr 1996 – Feb 2000

## Computer Skills

Expert PC skills on Windows, Mac, and Linux/UNIX OS including:

- **Office** – MS Office, MS Project, SharePoint, Sametime, WebEx (Web Meeting)
- **Development** – PHP, Delphi (Pascal), C/C++, PERL, JavaScript, HTML, Objective-C
- **Database** – MySQL, DBISAM, ElevateDB, MSSQL
- **Other** – Drupal (Content Management System)

## Education

- Bachelor of Applied Science, Electronics Engineering Technology Nov 1996  
ITT Technical Institute, Knoxville, TN
- Associate of Applied Science, Electronics Engineering Technology Aug 1995  
ITT Technical Institute, Knoxville, TN