

Frank Eaton

(904) 504-5200 frank.eaton@comcast.net

Information Technology Management Specialist

Over twenty years experience in the IT industry involving engineering, project management, enterprise management, market management, and vendor management. Strong knowledge of the technical industry with a unique style of presentation skills for technical/non-technical audiences. Former Chief Engineer and infrastructure service manager (voice and data) of 3 Fortune 500 corporations.

Known for improving the performance and profitability of the company's IT Infrastructure Management services in the most cost effective and timely manner possible

Professional Competencies

- IT Service Management ITSM
- IT Infrastructure Library ITIL
- Pre/post-sales Management
- Market Management
- Enterprise Management
- IT Strategic Planning
- ROI - Budget Management
- Vendor Management
- Project Management
- IT Consulting
- Engineering Support
- Intellectual Property

Qualified for the **Project Management Professional (PMP)** certification from the Project Management Institute (PMI). An active member of PMI and the Northeast Florida chapter (PMI-NEFL).

Significant Management Achievements

Chief Information Officer (CIO) FAMILY SUPPORT SERVICES, a community based care state agency in Florida. Head of all of IT and executive officer of the company.

Board of Directors JACKSONVILLE IT COUNCIL (JITC) Jacksonville Regional Chamber of Commerce IT business council. Still active and serving my 3rd year on the Board.

Board of Directors INTERACTIVE FINANCIAL EXCHANGE (IFX) FORUM worldwide bank to bank e-commerce computing standards organization.

Infrastructure Market Manager SUN MICROSYSTEMS responsible for management and development of the hardware and software performance applications market place.

Technical Account Manager SUN MICROSYSTEMS senior technical consultant for the management and support of CitiGroup financial services accounts in Florida and South America.

Senior Software Consultant BMC SOFTWARE and **BOOLE & BABBAGE** consultant and support specialist of all information systems platforms (mainframes, minis, micros, LAN / WANs, automation, voice & data systems) in customer environments along the entire east coast.

Chief Engineer COTTON STATES INSURANCE an alliance of COUNTRY FINANCIAL

Chief Engineer GEORGIA FEDERAL BANK now part of WACHOVIA BANK/ Wells Fargo

Chief Engineer MANAGEMENT SCIENCE AMERICA (MSA) now part of DUN & BRADSTREET SOFTWARE

Employment History

FIDELITY INFORMATION SERVICES (FIS) Senior Project Manager (2013 to Nov 2013)

ITIL Contractor responsible for the management of Fidelity National Financial (FNF) projects in the locations they currently operate in. This involves IT consulting, ITIL management, Change Management, Enterprise Management, Stake Holders and Executive Sponsorship reporting.

SUNVIEW SOFTWARE Senior Sales Engineer / SME (contractor) (2012 to Dec 2012)

Responsible for ITIL / ITSM technical pre-sales, consulting and Subject Matter Expert (SME) for the sales cycle worldwide. This includes presentations, RFP, RFI, and project planning.

FAMILY SUPPORT SERVICES IT Director / CIO (2010 – June 2012)

Responsible for all of IT including strategic planning, enterprise management, positioning, infrastructure, operations, applications, networks, voice and data communications, service and support, technology growth and development, ROI management, projects and vendor management for the entire company and state agencies. Executive officer of the company.

FRANK B2B COMMUNICATIONS Chief Executive Officer (2008 to present)

Owner of this high tech management and consulting company. Producer of marketing communications materials and programs that include Branding, Sales Presentations, Trade Show Materials, Brochures, Catalogs, Sales Collateral, e-Books, Technical Letters, White Papers, Success Stories, Case Studies, Press Releases, Blogs, Newsletters, E-Zines, and website content.

SUN MICROSYSTEMS, Inc. Market Segment Manager (2000 - 2008)

Developed and managed the Performance and Application Enhancement (PAE) marketplace, valued at \$3B in 2006 by the industry analysts firms. Promoted in 2007 to manage the NorthEast and Southern Regions for Market Development. This involved partner recruitment, adoption of Sun IP, partnering programs, and management of these partners in the 2 GEOs.

- Secured 34% of the marketshare (\$1B+) for Sun Microsystems with management and joint ventures with independent software vendor (ISV) partners.
- Steered the design and commercialization of a high speed data volume traffic switch application, and powered introduction to telecommunications and financial services markets worldwide.
- Generated \$500,000 in partner and Sun sales in 2008 through capture of 889 new partners, over-achieving fiscal 2007 goals.
- Increased Java tools Web visibility and partners adoption through conception and creation of an external website targeting the developer and programmer marketplace.
(SUN Commercial Software Developer Resources & Information)

BMC SOFTWARE (formerly Boole & Babbage) Senior Software Consultant (1993-2000)

90% travel throughout the US to support the sales cycle and customer base, which involved technical sales support, consulting, configuration, pricing, customer support, and training as well as pre- and post-sales activities within a vendor environment.

- Ranked in the top 10% of consultants amongst 10,000 engineers.
- Mentored five engineers to eventually become senior-level consultants.
- Awarded President's Club each year 1993-1998.
- Awarded Winner's Circle each year 1993-1997.
- Awarded 1997 System Engineer of the Year award for the eastern region.

COTTON STATES INSURANCE Chief Engineer/ Sr. Data Comm Specialist (1991-1993)
Full Service Insurance Company, Life and Casualty. Atlanta, Georgia.

GEORGIA FEDERAL BANK Chief Engineer / Manager Field Engineering (1989-1991)
Full Service Bank. Atlanta, Georgia.

MANAGEMENT SCIENCE AMERICA (MSA) Chief Engineer (1982-1989)
Financial Services Software Company. Atlanta, Georgia.

Technical Expertise

Network cabling, protocols, and services: Ethernet, Gigabit Switching, CAT 5, TCP/IP, DNS, NTP, FTP, Telnet, Web Servers: SNMP, SMTP, XNS, NFS, FTP, Caching, in-memory database.

Server Operating Systems: Unix (AIX, HP_UX, Solaris, Linux), Windows NT / 2000 / 2003.

Desktop OS: DOS, UNIX, VMS, Windows NT / 2000 / XP / Vista.

LAN/WAN: Netware, Unix, Frame Relay, ISDN, T-1, ATM, MAN, MPLS.

Systems Management software: BMC Patrol, Command/Post, HP OpenView, IBM Tivoli, ITIL

Software: Microsoft Office, PowerPoint, Excel, MS Project, WordPerfect Office, Sun StarOffice.

Hardware: Sun, IBM, HP, Dell, Apple, MacIntosh, desktops, laptops, blades, enterprise servers.

Formal Education & Training

Masters Level Executive Management Training, Sun Microsystems, Inc.

Masters Level Marketing and Business Management, Sun Microsystems, Inc.

Masters Level e-Commerce Marketing, American Writers & Artists Inc (AWAI)

Associates Degree Electronics Technology DeVry University, Atlanta, Georgia

Novell Certified Netware Engineer (CNE)

Associations

Board of Directors, Jacksonville Chamber's IT council – JITC (2011- present)

Board of Directors, IFX Forum, banking standards organization (2002-2006)

WHO's WHO Business Executives (Biltmore MIT Registry 2006)

WHO's WHO Professional Management (International Registry 2003)

WHO's WHO Professional Executives (Lexington Registry 1999)

WHO's WHO Business Professionals (Citation Registry 1993)

Computer Measurement Group (CMG 2001-2006)

AWAI Masters Copywriter Circle of Success (2005- present)

e-Marketing Association (2008-present)

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