

# JEFFREY HAWS

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## ITSM APPLICATION MANAGER

*Customer Support • Project Management • Business Software Programming*

Dynamic career as a Business Applications Manager and Developer with more than 25 years of experience in the management and development of solutions in business enterprise applications. Strong experience with ITIL and supporting applications for ITIL. Experienced at working on projects from initial idea and development phase (vision/analysis), performing all design/architecture work and delivering the completed product. Self-disciplined, highly organized professional with the ability to thrive in high-paced environments. Ability to manage many projects at once while working within strict deadlines and maintaining professionalism. Skilled in providing effective leadership in fast-paced, deadline-driven environments. Outstanding presentation and communication skills and works exceptionally well within a team environment and individually.

### CORE COMPETENCIES

- ITIL
- Process Design/Development
- Requirements Gathering
- Automation
- Process Analysis
- Process Efficiency
- Mentor/Trainer
- Knowledge Management
- Project Management
- Customer Support
- Troubleshooting

### TECHNICAL SKILLS

- Enterprise Software:** RSA, Identity and Access Management, BMC CMDB and BMC Remedy ITSM, and Vantive/PeopleSoft
- Languages:** CSS, Visual Studio, Visual Basic, Perl, Unix Shell Scripting, Java (Basic knowledge)  
Secondary languages Visual C++
- Database Systems:** SQL Server, Oracle, Sybase  
Excellent knowledge of Transact SQL and PL/SQL and database design, Crystal Reports, SQR
- Operating Systems:** Window 7, Window Server 2008- 2012, Windows XP, Solaris, OS X
- Web Tools:** CSS, HTML, DHTML, Java Script, VBScript, XML and XSL
- Enterprise Tools:** Visual Studio, Visio, COM+ Services, VBA, ActiveX, COM and DCOM.
- Desktop Applications:** Microsoft Office 2003-2013, Visio, Power Point, Word, Excel

### PROFESSIONAL EXPERIENCE

#### Group Health • Tukwila, WA Systems Architect: 2010 - 2014

- Promoted to positions of increasing authority because of project management and leadership skills

- Utilized extensive technical skills to evaluate enterprise software including RSA, Identity and Access Management, BMC CMDB and BMC Remedy ITSM, and Vantive/PeopleSoft
- Successfully directed the installation and integration of the software ensuring all projects were completed on time, under budget and exceeding expectations
- Efficiently maintained the software ensuring minimal downtime and optimum system performance
- Proactively documented the software to enhance end-user acceptance and efficiency
- Effectively migrated systems and changed processes to ease the transition from Vantive/PeopleSoft and Remedy to Service Now, increasing corporate efficiency
- Created an Outlook function to allow the Helpdesk to email the entire assignee team, increasing team efficiency and reducing issue response times
- Proactively trained report owners to utilize Adobe Professional to allow end-users to search PDF reports for text, significantly decreasing search times

**Systems Specialist Applications: 1997 - 2010**

- Provided exceptional customer service while serving in multiple roles as a systems specialist
- Served effectively as team leader for Vantive/PeopleSoft applications; primary developer, administrator and business analyst for ITSM system for IT; developer for a separate Customer Service system used by service representatives with Group Health customers, and as Knowledge Engineer
- Streamlined the pager notification process, eliminating delays of 30 minutes or longer in page and SMS deliveries
- Created a solution to allow the Helpdesk to support Mac users increasing Mac user efficiency
- Wrote Outlook integration to allow creating a task, e-mail or calendar item from within Vantive/PeopleSoft, increasing workflow efficiency
- Revamped the classification of incidents in the system to increase management and reporting efficiency
- Implemented peer review of knowledge articles increasing article quality and transfer of knowledge
- Developed a “post-it note” system for a client to provide the ability to keep notes on cases that did not become part of the permanent record
- Trained customers to build searches with a minimum number of criteria to increase system search performance

**EDUCATION**

**ITT Technical Institute, Seattle, WA**  
**Programming**

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**ADDITIONAL CREDENTIALS**

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**INTERESTS/HOBBIES**    HAM Radio, Outdoors

**VOLUNTEERISM**        Western Washington Medical Services Team

**References: Available Upon Request**

