

Peter Latsos

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Orland Park, Illinois

QUALIFICATIONS

- I am a highly motivated individual with over twelve years experience in designing and developing customer information systems. I have worked with small businesses and large organizations to implement systems that improve all areas of the customer lifecycle. Whether the work involves a simple marketing list extract or a full scale enterprise-wide CRM solution, my commitment to a successful project is unmatched.
- My exceptional problem solving skills are based on a pragmatic results driven approach. My experience with a diverse list of clients from a variety of different industries has given me a well-rounded understanding of the complexities and nuances involved in producing real-world solutions.
- My ability to learn quickly and adapt to any project environment are among my strongest assets.
- I hold a Bachelor of Science degree in Electrical Engineering from the University of Illinois at Urbana-Champaign.
- My technical skills include experience with the following languages and packaged software products.

<u>Languages</u>	<u>Years of Experience</u>	<u>Packages</u>	<u>Years of Experience</u>
C#	4	Pivotal CRM	9
ASP.NET, XML, SOAP	4	Crystal Reports	10
SQL	12	Siebel	1
JavaScript	6	Oracle	1
AJAX	1	E.Piphany	2
HTML, CSS	6	UML (Visio)	4
Crystal Reports	10	MS Office	12
Visual Basic	10	XP Office Developer	1
Object Pascal	3		

PROFESSIONAL EXPERIENCE

Independent Consultant Orland Park, Illinois

2002 to present

Publishing

Systems Architect, Developer

Ziff Davis Media, Inc., New York, NY

- Participated in the requirements gathering and software selection phases. Produced workflow, use case and sequence diagrams as part of the deliverables. The diagrams also served as a tool to facilitate discussions regarding business processes and responsibilities.
- Managed a team of developers as the systems architect and lead developer of this enterprise-wide customer relationship management project. The primary objectives were to centralize all customer information, create a custom order entry system, and integrate to the company's website, billing and publishing systems.
- Planned and co-developed the migration strategy that was used to move data from over 30 Notes databases, one for each territory, to the new system.
- Designed and built a custom order entry module capable of handling complex orders that provided a single entry point for all order processing within the organization. Co-wrote a two-way integration solution to move order entry data to ADMARC, and later Great Plains billing systems.
- Designed and developed a custom territory management module that allowed the sales organization to share select accounts and opportunities across multiple independent sales forces.
- Replaced existing ad material tracking system by adding a new tracking application directly to the order entry module. The new solution enhanced collaboration between sales reps, ad coordinators and production staff, which eliminated double entry and minimized missing material issues.
- Designed and wrote a fully configurable email reporting tool using C#, XML and ADO.NET. The tool is used for multiple purposes, including daily sales tasks reminders, weekly executive summaries and territory management forecasting reports. Each email sent by the system includes hyperlinks to relevant data within the CRM system, such as advertisers, opportunities, campaigns and orders.

- Co-wrote a two-way integration application to a third party online advertising inventory management system. The application was written in C# and compiled as an ActiveX component in order to integrate with the Pivotal CRM Windows interface. The communication with the third party service was via a Web Service client embedded into the ActiveX component.
- Designed and developed a general-purpose lead capturing Web Service used by third party web developers to insert leads directly into the Pivotal CRM system. The application was written in C# and communicates with the Pivotal CRM system's middle tier using XML.
- *Technologies:* Pivotal CRM, Crystal Reports, SQL Server, ASP.net, XML, SOAP, VB, C#, ActiveX

Brand Security

Developer

GenuOne, Inc., Boston, MA

- Developed a specialized web-based order entry and processing system to allow manufacturers in Asia to place and track orders for security products.
- Performed extensive modifications to Pivotal Software's PartnerHub product in order to accommodate the unique requirements of the order entry process.
- Wrote validation and confirmation workflows to minimize errors and simplify the ordering and fulfillment processes.
- Created sales order, inventory tracking and shipping pick list reports.
- *Technologies:* Pivotal CRM, SQL Server, ASP, VB, Crystal Reports

One Community, Inc. Oakbrook Terrace, Illinois

1998 to 2002

Principal Consultant

Internet Banking

Systems Architect

nFront, Inc., Atlanta, GA

- Designed, developed and deployed a customer sales and support system for a leading provider of Internet banking services.
- Developed a custom support module that enabled quick modifications to critical business rules to keep pace with a continually changing environment caused by rapid growth. The module enabled an administrator to reconfigure the business process (workflow) without programming. This minimized the cost of ownership while maximizing agility and responsiveness.
- *Technologies:* Pivotal CRM, Crystal Reports

Software Development

Technical Lead, Developer

Seagull Software, Atlanta, GA

- Managed a group of five developers in the design and implementation of an enterprise-wide customer relationship management system for a leading software manufacturer.
- Designed an opportunity management module that empowered the sales force to perform complex roll-up reporting. The new reporting capabilities improved communications between management and sales staff, and eliminated the weekly task of gathering and formatting data.
- Developed a web-based customer support interface which allowed customers to enter their own support incidents, request literature and activate software licenses.
- Developed an integration solution that communicated with a proprietary UNIX-based licensing application using the company's own middleware product.
- *Technologies:* Pivotal CRM, Crystal Reports, JWalk

Millennium Access Group, Schaumburg, Illinois

1993 to 1998

Principal Consultant

- Started a sales automation consulting practice with two partners, which focused exclusively on the information needs of a company's sales and marketing departments.
- Used a combination of packaged software products and customized solutions to rapidly deploy systems that were powerful and cost effective.
- Responsible for all technical aspects of each project, including requirements analysis, system design, integration strategies, implementation planning and execution and quality assurance.