

David R. Metraux

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EDUCATION: Syracuse University, Maxwell School of Citizenship and Public Affairs, Syracuse, NY
Master of Arts, expected May 2007
Major: International Relations
Focus: Global Development
Regional Focus: East Asia
GPA: **3.8**

Syracuse University, School Of Information Studies, Syracuse, New York
Bachelor of Science, May 2000
Major: Information Management and Technology
Minor: Management Studies
Independent Concentration: East Asian Studies
GPA: **3.5**, Major GPA: **3.9**
Academic Honors: Tuition Exchange Scholarship (Full Tuition Scholarship), Dean's List,
Golden Key National Honor Society, National Dean's List, Senior Scholar

City University of Hong Kong, Hong Kong, China
Spring Semester 1999

- Studied the cultural, historical, and political evolution of the People's Republic of China.
- Analyzed the economic significance of East Asia in the global economy.
- Traveled extensively throughout East Asia, focusing on China, Japan, and Southeast Asia.

EXPERIENCE: United Technologies Carrier Corporation, Syracuse, New York **6/99 to Present**
Senior Business Consultant **5/98 to 12/98**

- Leading a \$2 million application and infrastructure implementation since project inception. Successes include detailed requirements gathering, global project acceptance, vendor negotiations, and application selection.
- Analyze technical environment and related business practices of potential merger and acquisition partners
- Audited field locations to ensure Sarbanes-Oxley IT audit compliance. Developed and implemented plan to successfully bring locations into full compliance.
- Managed day-to-day operations, contractual issues, and long-term strategic goals of a \$3.4 million annual relationship with a major IT outsourcing partner.
- Developed, implemented, and documented corporate-wide procedures and guidelines for engaging India-based outsourcing companies. Negotiated and managed contracts and work proposals for multiple engagements. Served as single point of contact for divisions wishing to utilize India-based vendors
- Selected to lead \$3 million ERP consolidation project across multiple factories and joint-ventures in Shanghai, China
- Upgraded Intranet site and web server for Asia-Pacific Headquarters in Singapore to provide more interactive and intuitive features for users around the world.
- Consulted with managers, technical staff, and users to develop a useful Intranet presence for corporate office in Hong Kong.
- Served as single point of contact for web hosting projects originating in Europe, Asia, and South America
- Provided 24/7 technical support for applications and infrastructure within a Unix / Windows-based hosting center
- Designed template to standardize web development throughout corporate Intranet with over 6000 unique daily users.
- Developed corporate-wide procedures and guidelines for Intranet site management and standardization.
- Provided tier-3 technical support for web-related issues, including HTML coding, site maintenance, and usability issues.
- Developed extensive test environment for determining future hardware and software standards for corporate Intranet. Benchmarked and documented performance levels for all server products.

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American Red Cross, Syracuse, New York

August 2005-Present

Documentary Photographer

- Photographed multiple American Red Cross events with an administrative, community, training, and fundraising focus.
- Developing structure and content for Onondaga-Oswego Youth Services website.
- Trained and certified in mass care, shelter operation, and family services.

Lovell White Durrant International Law Firm, Hong Kong, China **Spring 1999**

Intellectual Property Associate

- Researched and documented current legal issues in electronic commerce.
- Summarized and reported recent developments in intellectual property law.
- Organized evidence and supporting documentation for use in criminal proceedings.

Syracuse University Computing & Media Services, Syracuse, NY **1/98 to 12/98**

Computer Consultant

- Performed system installations, repaired malfunctioning machines, and networked office computers.
- Answered questions pertaining to hardware, software, and networking problems.
- Setup, installed, configured, and maintained PCs and printers on a Novell based network
- Created and modified technical documents for use in campus-wide knowledge database.

SKILLS:

Professional:

- **Vendor / Relationship Management:** Responsible for simultaneously managing relationships with over one dozen vendors. Skilled at developing and implementing compromises for difficult situations.
- **Negotiation:** Key figure for negotiating contracts, proposals, and business decisions.
- **International Relations:** Continuously work with customs and cultures which demand different ways of thinking. Have personally visited 35 countries & territories in Asia, Europe, North America, and South America.
- **Project Management:** Ability to understand complete scope of projects while successfully segmenting them into manageable tasks. Currently in process of obtaining Project Management PMP certification. Estimated certification date in Q2 2006.
- **Leadership:** Frequently provide direction within many business situations. Promoted to managerial role with expanded responsibilities

Technical:

- **Operating Systems:** DOS, Windows, UNIX, Linux
- **Business Software:** Microsoft Office Suite, Microsoft Project, Adobe PhotoShop, Apriori (Help Desk Software), Visio Professional
- **Server Software:** Microsoft Internet Information Server, SunOne Web Server, BEA WebLogic
- **Internet Software:** HomeSite, Dreamweaver MX, WebTrends Suite
- **Programming / Scripting Languages:** Delphi (Object Oriented PASCAL), HTML, JavaScript, UNIX Shell Scripting, Cascading Style Sheets
- **Ability:** Ability to troubleshoot, assemble, disassemble, repair, upgrade, install, and network computer systems. Ability to author professional web sites without utilizing an HTML editor.
- **www.davidmetraux.com:** Designed and developed highly-rated, nonprofit travel web site with comprehensive travelogues which feature original photography taken around the world and other original content. Received more than 5.1 million page views since inception.

Photography:

- **Medium:** Skilled in 35MM and digital SLR photography.
- **Organizations:** Official photographer for American Red Cross Onondaga-Oswego Chapter
- **Major Publications:** Images have been published by CNN.com, the Boston Globe, Syracuse Post-Standard, and the American Red Cross and have been featured on numerous travel-related websites.