

William A. Cleaver, Jr.

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4602 Anderson Street

Shawnee, KS 66226

Summary

- 15 years in depth consulting and project management experience focused on web based legal client applications and internal tools, manufacturing, and distribution data collection technologies.
- 8 Years consulting and selling multiple SAAS offerings to the legal industry
- Strong technical background in Microsoft Server software, systems management and architecture, MSSQL database design, LAN/WAN network design.
- Managed ongoing support and new development budget of 3 million
- Direct management of employees both technical support and sales
- Lead cross-functional product development team designing web based applications for the legal industry
- Highly knowledgeable in design and application requirements development

Experience

Current Employer – Overland Park, KS | May 2012 to Present

- **Sr. Product Manager Responsibilities:**
 - Evolve their product line to Sales Dept., Client Base and Competitive demands.
 - Deal with product related support questions concerning how the product functions.
 - Solicit input from Sales Dept. and Client base on a routine periodic basis.
 - Maintain the online product knowledge base for use in the Client Base, Support, and Training & Development.
 - Responsible for all training materials (Internal and Client) and content for sales material.
 - Prioritizing all enhancements for the next release related to the product line.
 - Development of long-term future growth planning for their product line.
 - Maintaining product line budget.
 - Coordinating all new 3rd party integrations related to their product line.
 - Presentations and Trade shows as needed.
 - Maintain online Product Bulletins.
 - Aid in Design and work with the Internal Development Team for development of Wizards/Tools.
 - Lead the Product Line Development staff in all product enhancements and evolution.
 - Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
 - Develop QA Test Criteria/Scenarios for our internal QA Teams.

(Self Employed) Shawnee, KS December 2011 – Present

- **Website Design** (Dreamweaver, PHP, MYSQL, SQL and .Net)
- **Ecommerce (PayPal – Adaptive Payments)**
- **SEO Optimization**
- **IT Infrastructure Support and Training**

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- **End User Support and Training**
- **Project Consulting**

National Registered Agents, Inc. – Princeton, NJ/O.P. Kansas | September 2004 – December 2011

- **Director of Client Technology / Application Development**
 - Owned oversight of application development life cycle for core enterprise applications generating 1.8m in revenue
 - Overall Team management to keep reports motivated and on task to achieve company goals including meeting plans, compensation plans, bonus objectives and team building and motivation.
 - Creation of sales compensation plan and bonus objectives for direct reports.
 - Worked with VP of Sales on sales staff goals, training initiatives and compensation plans for overall sales team.
 - Developed employee management plan for support desk staff including hiring, compensation (base/incentives) and goal setting.
 - Managed project managers, third party development teams, and business partners to drive project completion.
 - Directed development planning to determine direction based on needs, resources, and budget constraints
 - Developed new features, functionality, and applications to enhance NRAI's core offerings to meet the customer's needs, increase value, and generate more revenue.
 - Collaborated with key clients, prospects, and internal resources to determine product direction and focus for NRAI application development strategy
 - Sold to new and existing account base growing Entity Pro from 7 accounts to well over 100
 - Drove Business Partner Alliances
 - Created and piloted Entity Pro Support Desk and Entity Pro Sales.

Data Systems International – Overland Park, KS | June 1999 - September 2004

- **Business Development / Project Management**
 - Managed JD Edwards "World" and "OneWorld" ERP integration implementations, managing implementation and design consultants
 - Crafted requirements, defined scope of work, work organization, and assessed work progress.
 - Oversight (managed, mentored, defined scope of work) for integration consultants and Sr. consultants to ensure project objectives were completed per scope
 - Reviewed, validated, and documented client business processes relevant to the scope and dimension of their solution needs
 - Created and maintained written and diagrammed designs of programs and scripts
 - Recommended processes to fulfill requirements identified and agreed to within scope of the project
 - Installed, configured and tested dCLINK software and hardware products

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- Designed and tested warehouse and distribution center management systems, based on client's scope of work.

Cardinal Health – Dublin, OH / Kansas City, MO | March 1996 – June 1999

- Director of Information Technology
- Sales Executive

Consumer Products Management Group (CPMG) | May 1994 – March 1996

- Manufacturers Sales Representative

Technical and Management Skills

Operating Systems: Windows Server and Desktop operating systems

Cloud Computing and Network SANS

Networking: TCP/IP, Routing, Remote Access, VPN, Firewall configuration and penetration

Applications: JD Edwards, PeopleSoft, Comprehensive understanding of Microsoft's application suite, Confluence - JIRA Issue and development tracking, Google Apps for Business

Education Qualifications and Certifications

BA - Social Sciences, Pittsburg State University, Pittsburg, KS (1995)

MCSE – Microsoft Certified Systems Engineer

PMP – Project Management Professional – in Process

Outside Involvement

- Co-Founder / Executive Director over Operations for OBR (Operation BBQ Relief) a 501.c.3 non-profit helping to provide meals to those affected by natural disasters.
- Board Member – Sigma Chi (Zeta Iota Chapter)
- President – Oakbrook of Crimson Ridge HOA

References Available upon request