

# Roy P. Taylor • roy@roytaylor.info

## Summary

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Technology generalist and ombudsman with a proven record of high performance in management, communications and technical support for large organizations. Experience includes:

- Support of proprietary UNIX and Windows applications in a critical production environment
- Managing up to eight direct reports with responsibility for performance and evaluation
- Maintaining strong relationships with clients' key technical and management personnel
- Creating and delivering training and ongoing education on technical subjects
- Reviewing proprietary products and writing internal training and briefing documents

## Professional Experience

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### **Thomson Reuters Corporation** *Chicago, IL, August 2000-Present*

#### **Technical Account Manager/Datafeed Technical Support Engineer** *December 2002-Present*

Provide pre-sales and post-sales support to potential and existing customers of Thomson real-time datafeed products. Conduct technical requirements analysis with all potential clients; troubleshoot urgent production issues for high profile customers in proprietary UNIX software.

- **Pre-sales Engineering:** Partner with sales manager to provide all technical information and presentations to potential real-time datafeed clients. Conduct technical requirements reviews and recommend best products and development practices in TCP/IP and HTTP datafeed interfaces.
- **Technical Account Management:** Establish and maintain strong relationships with key technical personnel at real-time datafeed customers. Serve as escalation point for customers and own issues to resolution. Manage ongoing client meetings to ensure any technical issues are resolved quickly.
- **UNIX Proprietary Software Support:** Receive customer problem reports via phone and e-mail, utilize UNIX skills and utilities to troubleshoot urgent production problems or recommend best client development practices.
- **New Product Rollouts:** Receive training on new datafeed products such as quantitative news and low latency market data platforms, support products in production as well as train other members of staff.
- **Product Management:** Present business cases to enhance or modify proprietary software for customer benefit, marshal resources for project, mediate between external and internal clients.
- **Product Migration Management:** Serve as single point of technical contact for customers during migrations from legacy to next-generation API or TCP/IP protocol interfaces. Responsible for managing client projects to ensure hard deadlines are met.
- **Quality Assurance Testing:** Troubleshoot problems reported using UNIX sample applications, duplicate issues, document and report to development, test new binaries prior to installation for customer.
- **Education and Mentorship:** Serve as subject matter expert on real-time datafeed products, train new members of staff, create training materials and deliver presentations onsite or via LiveMeeting.

#### **Supervisor, Enterprise Sales Engineering** *July 2001-December 2002*

Managed four pre-sales engineers providing all real-time datafeed support for potential Thomson Financial clients. As manager of group, responsible for excellent technical support to ensure new product sales and ongoing revenue. Assigned pre-sales engineers to new client opportunities; resolved escalated technical issues; trained and mentored group, conducted performance appraisals and made recommendations for improvement.

#### **Technical/Sales Liaison** *August 2000-July 2001*

Self-guided learning on all AT Financial/Thomson Financial real-time datafeed products. Assigned as pre-sales technical contact to each potential Thomson Financial customer, delivered phone or on-site presentations on datafeed products, conducted individual technical requirements reviews for each client.

## Professional Experience (continued)

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### **Ameritech Cellular Services** *Hoffman Estates, IL, September 1995-August 2000*

#### **Supervisor, Roaming Operations** *February-August 2000*

Managed eight direct reports in combined SBC Wireless Midwest Roaming Operations department following Ameritech-SBC Merger. Supervised all wireless carrier relations duties for SBC Wireless Midwest Region, including escalated technical troubleshooting, inter-carrier revenue assurance and fraud monitoring/investigation. Interviewed candidates and made hiring decisions on four open positions.

#### **Lead Roaming Operations Consultant** *July 1999-January 2000*

#### **Roaming Operations Consultant** *June 1998-July 1999*

#### **Technical Assistance Consultant** *May 1996-June 1998*

#### **Sales Consultant** *September 1995-May 1996*

### **AFNI Inc.** *Bloomington, IL, August 1994-August 1995*

#### **Recovery Operations Consultant** *August 1994-1995*

Collected delinquent consumer accounts. Responsible for meeting monthly quota. Consistently led team in outbound contacts. Led entire agency of 140 collectors in dollars collected, July 1995.

### **Tau Kappa Epsilon International Fraternity** *Indianapolis, IN, May 1993-May 1994*

#### **Chapter Management Consultant** *May 1993-May 1994*

One of eight men selected nationally to represent international fraternity headquarters to local undergraduate fraternity chapters. Visited over 45 chapters throughout United States; advised chapters on fundamentals of operations, met with local chapter alumni and university officials. Tasked with on-site handling of disciplinary situations and creating action plan for resolution.

## Education

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### **Master, Information Technology and Management**

Illinois Institute of Technology, May 2005

### **Bachelor of Science, Public Relations**

Illinois State University, May 1993

## Activities, Awards, Certifications

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- Thomson Platinum Customer Service Award 2007
- Freelance sports reporter Daily Herald/Sun Times News Group 2003-2006
- Author of *Chicago Bears History* (ISBN 0-7385-3119-X) 2004
- Engineering Zone Team Captain, Ameritech Cellular Services 1998
- Ameritech Above and Beyond Award 1998
- Founder/author/webmaster [www.bearshistory.com](http://www.bearshistory.com) and [www.chicagobearsweblog.com](http://www.chicagobearsweblog.com)
- TKE Leader of Year 1993, Alumnus of the Year 1994
- Charter member, chapter president, alumni association president TKE Illinois State

## Technical Skills Inventory

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### ***Proprietary Real-time Market Data Server Support***

- Receive critical production problem reports via phone and e-mail from high profile customers. Troubleshoot step-by-step utilizing UNIX commands, UNIX utilities and proprietary sample applications to resolve issues in various components of complex system.
- Served as primary pre-sales/post-sales support representative and subject matter expert on Microsoft Windows-based real-time quote server product from 2001-2004. Responsible for troubleshooting urgent client production issues utilizing sample applications to diagnose and modify configurations via Windows registry. Escalate issues to development when necessary; own issues with clients to resolution.

### ***Networking***

- Studied networking fundamentals and concepts in several graduate-level courses at Illinois Institute of Technology (IIT). Experience utilizing applications such as Ethereal and operating system commands.
- Discuss networking concepts regarding potential problems with Thomson Financial clients utilizing individual site diagrams. Troubleshoot issues on UNIX servers by investigating network interface card settings, routing tables and by logging into site and distribution routers to investigate potential packet drops to resolve issues.
- Support TCP/IP protocol interface at Thomson Financial, responsible for assisting new clients with understanding the proprietary message format within TCP/IP messages.
- Cisco CCNA Certification May 2001.

### ***Development***

- Studied basic and intermediate Java in graduate classes at IIT. Created applications using Swing components, processing input and writing to binary files.
- Studied HTML, LAMP, XML and ASP.net technologies within graduate curriculum. Created ASP.net website that processed input data and wrote data to MS SQL 2000 database. Created website www.bearshistory.com from scratch in ASP.net utilizing instructor-provided .DLL for template functionality.
- Provide high-level support to client programmers with various API's and TCP/IP protocol interfaces.

### ***Operating Systems***

- Familiar with basic troubleshooting and networking concepts in Windows and UNIX platforms.
- Experience troubleshooting proprietary application issues by analyzing Windows event logs and UNIX proprietary log files. Utilize UNIX file processing utilities and write basic scripts to automate tasks and troubleshooting.

### ***Databases***

- Studied the fundamentals of relational database design and Microsoft Access via graduate education.
- Familiar with basic installation and troubleshooting issues of MySQL and MS SQL database applications.

### ***Network Security***

- Studied network security concepts and basic fundamentals of IT forensics at IIT.
- Participated as a part of a group to create final network security project at IIT. Project took output from snort intrusion detection system as input into a real-time security threat display application. Wrote user documentation and presented software at IIT's network security forum.

### ***Internet Technologies***

- Developer of websites www.bearshistory.com, www.chicagobearsweblog.com, www.roytaylor.info. Familiar with LAMP and ASP.net development and installing and configuring WordPress PHP interface and JSP applications. Experience in GUI design, Photoshop, installations, domains.

## Other Skills Inventory

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### **Management**

- Managed departments within several different large organizations. Responsible for hiring, performance management, coaching and development.
- Responsible for results and performance improvement at 45 undergraduate fraternity chapters as Chapter Management Consultant for TKE International Fraternity, 1993-1994.

### **Software Skills**

- Microsoft Word, Excel, PowerPoint, Access, Visio, Live Meeting, Publisher; Adobe Photoshop, programming logic and concepts of C++, Visual Basic, Java and C#, .Net technologies, Visual Studio navigation, debugging and compiling.
- Subject matter expert-level knowledge and experience supporting real-time market data applications on Windows and UNIX platforms.

### **Training**

- Create and present training sessions to both small and large audiences of a technical and non-technical nature on technical and non-technical subjects.
- Designed and presented training sessions to audiences of more than 200 technical consultants with Ameritech Cellular on the subject of Preferred Roaming Lists and Intelligent Roaming Databases, Spring 2000.
- Designed and presented training to Thomson Financial customer support representatives on legacy AT Financial SpeedFeed real-time market data interface, Fall 2001.
- Created and presented breakout session training at 1993 TKE Biennial Conclave for chapter leadership on Successful Financial Management and Managing Chapter Operations.

### **Writing**

- Author, *Chicago Bears History* (ISBN 0-7385-3319-X) published worldwide by Tempus/Arcadia Publishing 2004.
- Author various internal technical documents at Thomson Financial.
- Freelance sports reporter, Daily Herald and Sun Times News Group 2003-2006.

### **Project/Product Management**

- Responsible for managing all roaming operations tasks to launch two new Ameritech Cellular PCS markets in Indianapolis and Cleveland, 1999. Department manager for Y2K readiness.
- Receive initial training on new Thomson Financial real-time market data interfaces such as low latency Thomson Quantitative News. Responsible for learning new interfaces and training remainder of real-time datafeed support group on interfaces to ensure excellent customer support.
- First point of contact for Thomson Datafeed clients that request new functionality or enhancements to product. Responsible for testing and specifying exact changes to interface and owning the implementation process for the client.

### **Customer Relationship Management**

- As Technical Account Manager at Thomson Financial, maintain strong relationships with key executive and technical contacts with real-time datafeed customers.
- Serve as escalation point for pre-sales and post-sales technical issues, strive to resolve issues as fast as possible, discuss issue status with customers' senior executive and technical personnel.