

"While Judy has already been the recipient of numerous awards in her short tenure with Calspan, she epitomizes an innovative employee. She has found a way to provide support and help to every department in the company- whether through her creativity and strong sense of detail in proposals, or with her math and analytical abilities when it comes to budgets, matrices, program and tracking upgrades. She is tireless in her pursuit of perfection and commitment to Calspan - regardless of how many times she is pulled in at the last minute or when the work will require her time and attention days, nights and over the weekend."
- Calspan 2014 Innovation Award

WORK EXPERIENCE:

Mar. 2013 - **Calspan Corporation** Buffalo, NY
Present Senior Analyst

- Promotion to Senior Analyst, resulting in expanded responsibilities in order to provide a variety of skills to the company as a whole. In addition to supporting the Crash Data Research Center as detailed below, I also provide process development, database and technical skills, as well as creative and design capabilities to all divisions.
- Support Business Development efforts by providing assistance to all Business Units in the development of proposals and improving the overall professional appearance of documents, marketing and presentation materials that are used both internally and externally.
- Finance Department support, including the development of an annual budget application that is integrated with our current finance systems. The application is customized to meet the Calspan's unique needs, and as mentioned in Calspan's 2013 Innovation Award, it *surpasses any other budget programs offered by outside vendors*. The development of the budget tool was a springboard for the creation of Financial Reporting tools that allows Business Unit Managers to access monthly financial reports, complete with drill down capabilities that allow the managers to review General Ledger Detail in a user-friendly and controlled environment.
- For all processes that I have reviewed and improved at Calspan, I have developed clear process flowcharts and documentation. For applications, I create both system documentation and user guides.
- Projects include the creation of a Training Database to support Calspan's ISO Certification training and documentation requirements and a documentation control system for maintaining proprietary documents and preserving the history of the company.
- When needed, I assist the Information Technology Department by providing technical assistance and support to all Business Units, including Human Resources and Payroll, Crash and Sled Testing, as well as many others.

Judy Gutowski

Information Technology Professional

Feb. 2012 - **Calspan Corporation** Buffalo, NY
Mar. 2013 Database Consultant

- Internal Consultant for process improvement and database development for Calspan's Crash Data Research Center in support of the National Automotive Sampling System (NASS).
- Established new processes and developed an electronic documentation control system used in the process of coding over 26,000 vehicle crash reports annually for the NASS General Estimates System.

Benefits and capabilities of this application include:

- Elimination of time consuming activities including filing and retrieval
 - Workload assignment; Management reports to monitor performance
 - Help Desk functionality for coding assistance
 - Quality Control functionality includes random and focused quality control efforts, as well as a coder rating system to track long term proficiency of coding team
- Trained staff and newly appointed manager on new processes, proper use of the application and reporting system. Provided continual support to manager during transition to this new role, acting as a knowledge base as needed and providing guidance when required. Continue to support both management and staff with process and application.
 - On an annual basis, establish and monitor workload projections in order to guarantee that staff resources will be adequate in meeting customer requirements and deadlines.
 - Improved weekly, monthly and quarterly reporting provided to customer, providing professional, clear and concise performance statistics.
 - Automated process to regularly provide employees with performance feedback, with reports distributed to coders, field personnel and management staff. Now that each individual has clear objectives and measurements, we have seen a drastic improvement in performance and quality.
 - As a result of budget cuts within the NASS program, worked with NASS Field Manager to transition crash report collection activities in house, resulting in increased efficiencies and the ability to utilize funds in other areas of the program.

Oct. 2002- **Speed Global Services** Buffalo, NY
Jan. 2012 IT Manager

- As IT Manager of Speed Global Services, I held responsibility for both the transportation and distribution divisions at Speed, as well as sister companies, including Royal Customs Brokerage Inc., G&W International, Carrier Terminal Services, Speed International, Inc., and WNY Trucking.
- In my nine years, I was instrumental in transitioning *Speed Transportation* from a local trucking and warehouse company into *Speed Global Services*, a Global Logistics Management Specialist.
- My responsibilities encompassed many items including server and network administration, hardware and software support, programming, training and documentation, staff and project management.

Judy Gutowski

Information Technology Professional

- The primary focus of my position has been the consolidation of disparate systems in order to eliminate rekeying, improve accuracy and tracking, as well as decrease turn-around time for management reports used in decision-making processes.
- Successfully improved the overall attitude of the company towards technological changes by demonstrating that properly planned and tested changes to systems and procedures, in conjunction with thorough training, would streamline processes and make everyday tasks easier to complete.
- Responsibilities and Accomplishments include: Project Management/Implementation of Several Applications, Microsoft Access development, Training Materials and System Documentation, Telecommunications (Call Center), Cell Phone Account Maintenance, Marketing and Promotional Materials Creation, Development of Business Development materials, ISO 9001:2000 Quality Manager, Security Camera DVR Implementation and Support, Operational and Financial Report Development for Senior Management
- Applications and environments supported include: Microsoft Windows Servers, Microsoft SQL Server 2005, Microsoft Dynamics Accounting, NovaTime Time Clock System, Paychex integration, Crystal Reports, and logistics software, including Computac's ROADVision, Manhattan's Scale, and IES as used in our international freight forwarding and customs divisions.
- In dual-role capacity, provided temporary operational management for six months to newly acquired WNY Trucking division responsible for the home delivery of furniture and large appliances. Implemented routing and scheduling system, provided assignments and routing to delivery personnel and oversaw customer service and billing staff.

Oct. 1996- **UPS Freight Services** N. Tonawanda, NY

Oct. 2002 *Formerly Fulfillment Systems Int'l., or FSI*
IT Manager

- With four warehouses located in NY, VT as well as Canada, some of my primary responsibilities include server, network, hardware and software support, as well as project management and the supervision of the IT Department staff.
- Responsibilities and Accomplishments include: Networking/WAN, Telecom/Internet, Microsoft Access Development for Operations, Reporting and Billing Purposes, Website Development, Accounting Import Integration and Support (MAS90, Crystal Reports), Warehouse Applications to support Shipping, Receiving and Warehouse Management System, Implemented the use of hand-held scanners to assist in inventory control, Training on hardware and software.
- Responsible for a smooth warehouse relocation effort. Worked closely with contractors, vendors and ISP to effectively minimize downtime. Coordinated the installation of systems and software into four brokerage facilities across the Canadian border that were also acquired by UPS.

EDUCATION: **Masters in Business Administration**
Concentration: **Information Systems**
State University of New York at Buffalo
Graduation Date: May 1996; GPA: 3.44

Bachelors of Science in Mathematics
State University of NY College at Buffalo
Graduation Date: May 1992
Graduated *summa cum laude*; GPA: 3.88