

# Jack Denny

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## OBJECTIVE

Practical Technology Solutions LLC provides small business and residential clients with comprehensive technology support in a timely and cost effective manner. PTS provides clients with a “**Single Point of Contact**” through a team of dedicated professionals. We focus on applying technology solutions to business opportunities and solving problems quickly with a focus on user training and education.

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## SKILL SUMMARY

- ◆ Highly Organized and Detail-Oriented
  - ◆ Disciplined Approach to Problem Resolution
  - ◆ Liason between Business & Technology
  - ◆ Hands-On and Project Management
  - ◆ Developed Interpersonal Skills
  - ◆ Strong Team Leadership Experience
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## EXPERIENCE

**Practical Technology Solutions, LLC** 45 Church St.-Suite 101 Stamford, CT, 06906 6/00-Present

- ◆ Provide comprehensive IT services for clients in order to improve their utilization of technology at levels ranging from complete technology outsourcing to complimenting existing in-house technicians
- ◆ Build and expand a network of independent support professionals to effectively cover all client technology requirements including computer hardware, software, networks, web sites, cabling and telephony
- ◆ Partner with clients to solve business problems using cost-effective technology solutions with thorough documentation
- ◆ Provide the proper level of user training to create client self-sufficiency
- ◆ Develop a business completely through client referral from satisfied customers

**CBI North America Inc.** 237 Park Ave.-21<sup>st</sup> Floor New York, NY, 9/96-6/00  
(A subsidiary of Coleman Bennett International PLC) London, England

Director of Project Management 10/97-6/00

- ◆ Responsible for the operations (project management and sales) for CBI *North America Inc.*
- ◆ Managed multiple market data review projects and implemented cost savings of \$500k per year for WestLB and \$350k per year for AIG and multiple other clients
- ◆ Design a project plan for a new 200 position trading floor using virtual reality techniques to maximize trader density with flat screen technology (WestLB)

Senior Trading System Designer and Project Manager  
Brown & Company 1 Beacon Street Boston, MA 9/96-10/97

- ◆ Project Manager for a \$6M project consisting of a complete technology overhaul with complete voice and data network redundancy
- ◆ Project involved standardization of eleven branches, the home office and a new call center on Northern Telecom PBXs and a TCP/IP based frame relay data network

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- Union Bank of Switzerland**                      299 Park Avenue                      New York, NY                      8/94-9/96  
Vice President - Account Manager for Fixed Income Department
- ◆ Functioned as a liaison between approximately 300 fixed income traders and the central technology organization for all service issues including escalation of operational support problems, obtaining business unit cross-charge approvals, and managing special projects
  - ◆ Designed and implemented a cross-departmental status tracking system for all moves, adds and changes (MAC). The MAC system eliminated three weekly status meetings, provided on-line progress reports, estimated completion dates and cost chargeback automation.
  - ◆ Improved customer service through re-organizing centralized trading operations group into business dedicated teams. This structure provided a superior level of maintenance and relocation support than was provided previously by technology structured IT groups.
- J.P. Morgan Inc.**                                      60 Wall Street                                      New York, NY                                      6/91-8/94  
Assistant Vice President - Distributed Computing Manager                                      1/94-8/94
- ◆ Managed a technology support group of six providing primary support for desktop and network issues crossing three operating systems including IBM PCs, Apple Macs and UNIX workstations
  - ◆ Implemented disaster recovery and contingency plans at a remote second site (ERI)
  - ◆ Created an effective centralized hardware/software order system using Lotus Notes
  - ◆ Designed and implemented an accurate chargeback system for the entire Global Markets department comprised of approximately 1200 users
- Assistant Vice President - Market Data Operations Manager                                      6/91-1/94
- ◆ Managed fifteen technical professionals responsible for the maintenance, relocation, and upgrades of more than 550 trading workstations and 500 dedicated terminals
  - ◆ Increased coverage for front-line maintenance activities through staggered shifts
  - ◆ Added small relocation projects to group's responsibilities without additional resources
  - ◆ Directed, prioritized and evaluated the performance of multiple vendors. The improved relationships resulted in increased service under the same maintenance contracts which saved approximately \$300K/year
- UBS Securities Inc.**                                      299 Park Avenue                                      New York, NY                                      5/87-6/91  
Telecommunications Officer - Communications Department Deputy                                      12/88-6/91
- ◆ Managed four market data technical analysts responsible for more than 350 trading positions covering market data maintenance and implementation functions
  - ◆ Management of the entire communications staff of 12 in a backup role as departmental deputy
  - ◆ Reduced Mean Time to Repair by 35% through a new trouble call tracking system
- Telecommunications Engineer                                      5/87-12/88
- ◆ Responsible for two market data technicians supporting 200 trading positions
- Micrognosis Inc.**                                      5/84-5/87  
Consulting Project Manager                      60 Queen Victoria Street                      London, England                      4/86-5/87
- ◆ Consulting for Control Data's Financial Information Services Division in London involved project management on three of CDC's largest Micrognosis accounts
  - ◆ Trained new project managers on the Micrognosis product and project management methodology during the "Big Bang" in London
- Technical Project Manager                      100 Saw Mill Road                      Danbury and NYC                      9/84-4/86
- ◆ Technical manager of system implementation projects coordinating marketing, system design, engineering, and manufacturing functions for VAQ video switching systems

### EDUCATION

Bachelor of Science in Electrical Engineering, Lehigh University, 1984