

# **BENJAMIN MICHAEL STEERS**

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## **SUMMARY STATEMENT**

Flexible, dependable, self-starting Information Technology Business Analyst and Project Manager with experience in development, project management, and support of critical software applications. Special expertise in supporting Public Safety, Transit, and Customer Relationship Management (CRM). Diverse skill-set in all phases of the software development lifecycle. Able to provide precise solutions to complex technical issues in a time-critical environment. A motivated and logical individual with strong communication and interpersonal skills who works independently as well as in a team.

## **SELECTED SKILLS**

Business Analysis  
Project Management  
Software Development

Sales and Marketing  
Public Speaking  
Problem Solving

Data Analysis  
Process Improvement  
Cost Reduction

## **EXPERIENCE**

**SANTA MONICA FIRE DEPARTMENT**, Santa Monica, CA  
**Systems Analyst**

2009 - Present

Provide primary support and implementation for all Fire Department technology including station alerting, mobile data computers, records management systems and many specialized fire systems.

- Transferred dispatch operations from City of Los Angeles to internal City of Santa Monica office including implementation of new mobile data computers, new station alerting systems, and new radio systems.
- Communicated and explain complex technology to firefighters, engineers, and chief officers.
- Perform complex analysis of data preparing reports for use by fire staff, other City departments, the City Manager and City Council.
- Perform complex mapping using ESRI based on incident information or planning for events.
- Coordinate and run technology at remote command post locations for large City events such as the Los Angeles Marathon or Glow.
- Responsible for the on-time monthly submission to the Federal Emergency Management Agency, a process prior to my assignment was two years behind.
- Provide 24/7 response to solve critical issues.
- Maintain electrocardiograph (ECG) machines to allow transfer to area hospitals in advance of patient arrival saving minutes and saving lives.

**SANTA MONICA'S BIG BLUE BUS**, Santa Monica, CA  
**Software Systems Analyst**

2003 - 2009

Coordinated and implemented new Advanced Fleet Management System to improve customer service, increase safety, and streamline operations. This 7 million dollar project put computers in each bus, added computer-aided dispatch, implemented a new voice and data radio network, and installed new web, phone and agent based information systems.

- Implemented new computerized scheduling software, allowing the scheduler to create an optimized public transit schedule to improve passenger efficiencies and reduce operating costs.
- Designed and develop a new Interactive Voice Response system (IVR) to provide real time schedule and other bus information 24 hours a day, reducing call hold times.

- Communicated and explain complex technology to bus drivers, mechanics and office staff.
- Automated process to update outdoor computer kiosks, providing transit and city information.
- Researched and implemented a new computerized Point-of-Sale (POS) System to setup computerized controls of inventory and cash handling.
- Replaced the manual process of announcing stop and transfer to automated stop and transfer announcing system using GPS technology to comply with the Americans with Disabilities Act.

**AGILENT TECHNOLOGIES**, Santa Clara, CA

2000 - 2003

**Information Technology – Engineer, Business Analyst and Project Manager**

Provided deep level support for Sales, Marketing, and Customer Relationship Management (CRM) Systems for multiple businesses worldwide in a role that covers planning, analysis, design, implementation and support. Applications are both Windows and Unix-based that was written internally and also CRM packages including Siebel, Pivotal, and E.piphany.

- Monitored and supported a company critical call center responsible for \$1 million dollars in sales an hour resulting in 99.99% uptime.
- Solved and coordinated the resolution of many complex situations involving different teams to fix problems caused by patch installs to bring systems back up after system crashes.
- Made code changes and test over 30 different applications using 50 different technologies by following documented software practices resulting in at least 50% faster code changes.
- Conducted cross-training to second level support team to allow deep level support to focus on making software enhancements.
- Managed project to remove inactive customers resulting in 40% less data and saving \$20,000 per month in returned mail costs.
- Automated a manual process to handle orders and customer credits ensuring increased accuracy, faster response time, and allowed customers to check and update status.
- Analyzed Agilent's largest customer information database for database integrity removing over 10,000 records to bring database into referential integrity standards allowing for a smoother transition to new systems.
- Assessed software changes required by corporate and government mandates to guarantee that software would work and meet all legal requirements.
- Developed a new application to track leads and opportunities for million dollar products allowing the right people to make better decisions based on a collection of information verified by people in all levels of the organization.
- Documented software best practices, manual processes and application guides to assist new team members to learn applications faster and provide quicker support to customers.

## **EDUCATION**

**The University of Arizona, The Eller College of Management, Tucson, AZ**

- Master of Science in Management Information Systems
- Bachelor of Science in Business Administration, Management Information Systems, Cum Laude

## **ADDITIONAL INFORMATION**

- Distinguished Toastmaster
- Boy Scouts of America – Eagle Scout