

DAVID W. COLBETH

SUMMARY OF QUALIFICATIONS

- Excellent Internal and External Customer Service
- Public Relations
- Information Research and Development
- Hiring, retention, and staffing reductions
- Inventory and Warehousing Management
- ISO 9000 Compliance Trainer
- Billing / Invoicing
- Budgets Development and Implementation
- EDI Specific
 - ANSI x12 proficient
 - FTP
 - VANS
- General network and systems management and analysis
- Accounting Skills, Receivables & Payables
- Opening and Close of Corporate Office
- Interpretation of Public Policy Process, Rules, Laws and Regulations
- Request For Proposals

WORK EXPERIENCE

October 2006 – Present

Windermere Real Estate / Lake Tapps

Real Estate Professional

Helping clients understand how and why they should buy, sell, or invest in real estate as part of their financial portfolio, while providing the highest quality customer service.

January 2004 – Present

dlc Northwest, LLC

Consultant – Client Relations and Product & Business Development

Autonomous responsibilities for client relations, product & business development, and technology management. Contract development and consulting in the following fields; technology, information systems, customer service, office operations, logistics, transportation, distribution, and all aspects of real estate. *Please see Appendix "A" for a more detailed list of IT related aptitude.*

December 2001 – January 2004

Expeditors International

EDI Specialist - Information Systems

Wide variety of responsibilities with focus covering the use of various systems, standards, and applications such as; ANSI x12, EDIFACT, XML, dB2, HP/MPE, WMS, FTP, HTTPS, VANS, and other Import and Export Customs compliance and brokerage processes.

October 2000 - December 2001

Expeditors International

Customer Service Supervisor - Distribution Services

Direct supervision of 7 Account Coordinators and additional temporary staffing as needed. Also responsible for hiring, retention, and staffing reductions.

April 1998 – October 2000

Expeditors International

Operations Support - Distribution Services

Involved with strategic planning including ISO 9000 Compliance and new customer implementations

April 1997 - April 1998

Expeditors International

Distribution Account Coordinator

Inventory Management and Domestic Distribution for \$3 million+ worth of inventory

November 1995 - April 1997

Future Shop & The Good Guys

Department Lead, Sales and Customer Service

March 1995 - November 1995

Paragon Gaming, Inc.

Office Manager & Executive Secretary to Vice President of Operations for this leading edge company.

January 1992 - June 1994

Highline Community College

Specially recognized for outstanding performance as Student Body President. Also, intimately involved with distribution of over \$500,000 student activities budgeting process.

Summers 1993 & 1995

Manpower & Evergreen Temporary Services

Various temporary assignments with a focus on office, and computer related tasks. Specially recognized for performance and for my excellent work on assignments for Manpower®.

October 1989 - November 1991

US Army - 15th Engineer Battalion

Recognized for meritorious achievement as a Combat Engineer, also received: National Defense Service, Southwest Asia Service, Army Good Conduct, and Achievement Medals

EDUCATION

September 1994 - March 1995

Central Washington University

Studies focused on Bachelor's Degree in Business Administration

January 1992 - June 1994

Highline Community College

Associate of Arts Degree with an emphasis in business

COMMUNITY ACTIVITIES & MEMBERSHIPS

- Vice President and webmaster – Bonney Lake Lions Club (www.bonneylakelions.com)
- Sr. Vice and webmaster - Veterans of Foreign Wars Post 6785 (www.kentvfw.org)
- Mentor to Cleveland High School Info-Tech Academy – 2003
- Goldwing Road Riders Association

APPENDIX A

Information Systems Coordinator

- Analyzes, designs, and develops specifications for enhancements and extensions with EDI application interfaces and maps.
- Coordinates EDI testing and trading partner implementation initiatives.
- Has knowledge of commonly-used concepts, practices, and procedures within the Information Systems and EDI field.
- Maintains, repairs, and troubleshoots desktop hardware and software packages.
- Provides end users support for all LAN - based applications.
- Provides technical support and guidance to users.
- Coordinates all IT projects and ensures company resources are utilized appropriately.
- Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.
- Coordinates project activities to ensure all project phases are documented appropriately.
- Recommends upgrades, patches, and new applications and equipment.
- Reviews, plans, and evaluates network systems.
- Analyzes LAN/WAN and recommends upgrades/changes and security procedures and policies; assesses organization's current and future LAN/WAN needs.
- Provides tactical and strategic input on overall network planning and related projects.
- Responsible for the overall plan, design, installation, maintenance, management, and coordination of LAN/WAN integration into the network.
- May be responsible for customer service and end -user training.
- Develops and maintains all systems, applications, security, and network configurations.
- May run diagnostic tests to ensure systems are operating efficiently.
- Recommends and schedules repairs.
- Responsible for all aspects of E-mail groups.
- Reviews, analyzes, evaluates and maintains an organization's telecommunications system.
- Sets up, configures, and supports internal and/or external networks.
- Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems.
- Oversees the release, and maintenance of e-mail application systems.
- Schedules information systems equipment usage in order to fulfill company needs.
- A wide degree of creativity and latitude is expected.
- Performs a variety of complicated tasks.
- Recommends appropriate maintenance strategies to ensure uninterrupted systems usage.
- Troubleshoots network performance issues and creates and maintains a disaster recovery plan.
- May lead and direct the work of others.
- Provides documentation/project tracking and management reporting.
- Responsible for developing and managing Information Systems security, including disaster recovery, database protection and software development.
- Maintains data files and monitors system configuration to ensure data integrity.
- Reports to senior or executive level management.