

# William Raymond Valiunas

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## OWNER / OPERATOR / TECHNOLOGY & SUPPORT MANAGER / APPLICATION PACKAGING ENGINEER

### Employment History

**Principal Consultant (Owner Operator)**, March 2012 – Present

*IT Express Inc., Aurora, Illinois*

**Sr. Consultant**, December 2006 – March 2012

*Flexera Software, Schaumburg, Illinois*

**Director of Contract Services**, June 2006 – December 2006

*WRV Enterprises, Inc., Aurora, Illinois*

**Technology Manager**, May 2001 - May 2006

*Fellowes, Inc. (Product Development), Itasca, Illinois*

**Desktop Technology Manager**, October 1995 - May 2001

*Fellowes, Inc. (Information Systems Division), Itasca, Illinois*

**Senior Technician**, October 1990 - October 1995

*PC Products and Services, Inc., Roselle, Illinois*

**Assistant Manager**, October 1988 - October 1990

*Tandy Corporation, Hanover Park, Illinois*

## Professional Experience

### IT Express Incorporated (Owner Operator)

03-2012 to Present. Consultant. Responsibilities:

- Design and implement enterprise application packaging and deployment systems based on the Flexera Software suite of applications including AdminStudio, InstallShield and Enterprise Workflow Manager, ITIL and ISO standards
- Troubleshoot enterprise installations of application packaging and deployment systems
- Design 'Best Practices' standards for large scale software packaging and distribution systems
- Technical documentation (Technical Writing) for applications, distribution systems, processes and best practices
- Application packaging including MSI, App-V, ZAV, ZENworks Bundling, SCCM, SMS et al.

### Flexera Software Corporation (Professional Services, InstallShield - AdminStudio)

12-2006 to 3-2012. Consultant. Responsibilities:

- Teach AdminStudio, InstallShield, advanced MSI and Workflow Management systems to formal classes of 5 to 30 students
- Design and implement enterprise application packaging and deployment systems based on the Flexera Software suite of applications including AdminStudio, InstallShield and Enterprise Workflow Manager, ITIL and ISO standards
- Troubleshoot enterprise installations of application packaging and deployment systems
- Design 'Best Practices' standards for large scale software packaging and distribution enterprise systems
- Technical documentation (Technical Writing) for applications, distribution systems, processes and best practices

### Fellowes, Inc. (Product Development Division)

11-2003 to 04-25-2006. Technology Manager. Responsibilities:

- Management of the Consumer Technical support team
- Designed and wrote custom call center software utilizing Visual Basic and Microsoft Access
- Setup internal laboratory which the company uses to troubleshoot existing and design of new products
- Interviewed, hired, trained, and performed employee reviews for technicians
- Management of the budget for the technical support department
- Direct report of the Vice President of Operations for the division

11-2000 to 11-2003. Technology Manager. Responsibilities:

- Managed software development and procurement projects for the product development division
- Continued managing the technical support team
- Setup and maintained the Microsoft Hardware Quality Lab program, WHQL, for the global enterprise
- Managed the UL, FCC, CE, RoHS, WEEE et al, technical file creation and documentation for three product lines
- Managed the product development budget for Computer input devices, Electrical protection products, UPS's and Mouse Pads,

### Fellowes, Inc. (Systems Division)

12-1996 to 11-2000. Desktop Technology Manager. Responsibilities:

- Managed helpdesk crew, managed and implemented remote access to 175 users with both laptops and desktops
- Installed, configured, maintained, Windows networking systems including Active Directory domains, RRAS – routing and remote access services, SUS, Certificate Authority, and RIS / MSI / MST rollout system
- Chose, designed and managed the implementation of all hardware technology standards across the enterprise
- Managed all software and hardware deployments and implementations including MSI, Winstall, LANDesk, and Ghost images
- Managed all aspects of support and implementation of computer desktop and laptop technologies for the company
- Managed the Y2K preparedness program for all manufacturing facilities across the global organization

10-1995 to 11-1996. Helpdesk Technician. Responsibilities:

- Provided technical support to a user base of five-hundred users

### PC Products and Services, Inc.

10-1991 to 10-1995. Senior Technician. Responsibilities:

- Parts inventory management and selection, technician training and new technology awareness and training
- Building and servicing systems ranging from basic laptops to workstations to servers to mini's
- Built over three thousand computer systems during my tenure
- Managed several LAN/WAN systems including a system hosting approximately 2000 web sites
- Organized, managed and taught DOS, Windows, Ms Office, Corel Draw and Computer Repair classes
- Installed, configured and trained business customers on the use of various proprietary software and hardware products
- Helped grow the repair center from a gross income of \$750,000.00/year to \$4,000,000.00/year

### Tandy Corporation

11-1988 to 10-1991. Assistant Store manager.

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## Technical Licenses and Certifications

**MCSE**, Microsoft Certified Systems Engineer, current and since August 2006  
**MCSE +Security**, Microsoft Certified Systems Engineer: Security Major, current and since August 2006  
**MCSA**, Microsoft Certified Systems Administrator, current and since August 2006  
**MCSA + Security**, Microsoft Certified Systems Administrator: Security Major, current and since August 2006  
**MCP**, Microsoft Certified Professional, current and since August 2006  
**Registered Microsoft Partner**, current and since August 2008  
**Security+**, CompTIA (Computing Technology Industry Association) Security+ Certification, current and since August 2006  
**CNE**, Certified Novell Engineer, Learning Tree, March 1999  
**CNA**, Certified Novell Administrator, Learning Tree, January 1999  
**Class 3 Software Developers**, VeriSign, 2005  
**USB Product Developer**, USB Implementers Forum, 2005  
**IBM Warranty Repair**, IBM, 1994  
**Compaq Warranty Repair**, Compaq Computer Corporation, 1994  
**Citizen Certified Warranty Repair Technician**, Citizen Corporation, 1994  
**Okidata Systems Certified Repair Technician**, Okidata Systems, 1994  
**Star Printer Corp Certified Warranty Repair Technician**, Star Printer Corporation, 1993

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## Non-Technical Licenses and Certifications

**Intel Dealer**, Intel Dealership Program, 2006  
**OSHA Certified CPR Technician**, Current  
**OSHA Certified Handling Blood Borne Pathogens**, Current  
**OSHA Certified First Responder**, Current  
**OSHA Certified AED devices**, Current

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## Skills

- Microsoft Active Directory
- AdminStudio v.5 – v.11
- InstallShield v.6 to v.18 (2012)
- Flexera Workflow Manager v4 to v 5.2
- DFS, EFS, NTFS, RAID, and other file Security Mgt
- Domain Security Auditing, Evaluation and Repair
- Domain and Forest Design and Implementation
- SUS, MSUS, ZAP, MSI, MST, RIS, MBSA,
- Ms HCT & WinQual Tools - Digital Signability Tools
- All Microsoft office suites
- MS. Windows 3.1 Through 2008r2
- CE, PocketPC, MS Mobile, and Palm
- Access Database Design
- Gognos Powerpay
- RoHS program processes
- Advanced disk based data recovery
- WEEE program management
- FCC certification and registration process
- UL certification and technical file creation
- CSA certification and listing process
- **Please enquire about others not on this list**

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## Packaging, Repackaging, Training, Mentoring, Workflow Design and Implementation recent work history

- U.S. Marine Corps
- FAA
- NASA
- U.S. Library of Congress
- Canadian Revenue Service
- Standard Insurance
- Dell
- ING
- Aetna
- Covance
- BIO RAD
- Wellpoint
- Navy Federal Credit Union
- Deluxe
- Partners Insurance
- Virtual Dynamix
- Creative Artists
- Kaseya
- NGIA
- Star Tribune of Minnesota
- Public Safety of Canada
- Yellow Book
- Anthem
- Wyeth
- Basin Electric
- Many others

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## Accomplishments, Honors and Awards

### U.S. Patent # US07038664

Primary inventor of the computer mouse scroll wheel technology patented under U.S. Patent # 07038664. This technology is found in more than 25 consumer products that have sold more than one million units since its inception in 2001.

### **Microsoft Hardware Certification Lab setup, operation and management**

Designed, setup, operated and managed the Windows Hardware Quality Labs (WHQL) program for Fellowes, Inc. This includes designing and setting up the lab where WHQL testing are conducted, conducting the tests, processing the logs and acquiring the Microsoft digital signature for various products that were to carry the 'Designed for Microsoft' logo and certification.

### **Electronic product registration design, setup, implementation and management**

Designed, setup, implemented and managed the first electronic product registration for Fellowes, Inc. This included the back-office portion written in the form of an Access database with Visual Basic scripts. This system is still in use and feeds its data in their Oracle database.

### **CES (Consumer Electronics Show) 2002 Innovations Design Award**, Consumer Electronics Association, 2002

Served as the Software Development Project Manager for the Fellowes PDA Keyboard & Case. This product won the C.E.S. 2002 Innovations Design Awards in the PDA enhancement category at the Consumer Electronics Show in 2002 in Las Vegas.

### **CES (Consumer Electronics Show) 2002 Innovations Design Award**, Consumer Electronics Association, 2002

Served as the Software Development Project Manager for the Fellowes Micro Trac Mouse. This product won the C.E.S. 2002 Innovations Design Awards in the computer peripheral category at the Consumer Electronics Show in 2002 in Las Vegas.

### **Consumers Digest Best buy, Computer Accessories, 2005**, Consumer's Digest, 2005

Served as the Software Development Project Manager for the Fellowes Wireless Keyboard and Mouse Combo device which won the Consumers Digest Best Buy award in early 2005.

References available upon request