

James W. Harris, Jr.

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Versatile transportation, distribution and logistics planner and project manager with a wide range of technical and operational skills brings a value-rich combination of hands-on and theoretical experience to any enterprise that values efficiency, analytical thinking, focused management style and dedication to results.

KEY ACCOMPLISHMENTS

- Excelled at every facet of management and operations at a motor coach transportation company, from maintenance and driving to sales and marketing, human resources, employee orientation and training, scheduling, regulatory relations and compliance, and process improvement.
- Using experience with travel reservations systems and software, developed a prototype online network to manage the flow of cargo among shippers and carriers; concept also provided a foundation for a personal travel information system that assembles intermodal data to maximize efficiency and lower costs.
- Provided technical knowledge and communications skills to solve problems for leading manufacturing and financial organizations, addressing such issues as security, technology selection, networking, user training, and international customer service. Technical familiarity with DOS, Windows XP, Linux and Ubuntu Linux, Open Office, Red Hat, Novell, Windows NT, SQL, and Apollo, SABRE and Worldspan reservation systems.
- Nationwide troubleshooting and interim assignments helped a large provider of reservations systems technology to deal with multiple client applications and changing needs

SKILLS INVENTORY

- Very broad experience, wide background
- Strong analytical and problem-solving skills
- Communicates effectively with a wide range of personalities and skill levels
- Adapts readily to new and challenging situations
- Quickly learns and applies new skills
- Entrepreneurial and creative
- Management, training and process improvement
- Strong customer and client service
- Works independently and reliably
- Knowledge of non-destructive testing technology
- Has often worked on multiple tasks and with different organizations simultaneously
- Dependable field representative

PROFESSIONAL EXPERIENCE

88 Transit Lines, Charleroi, PA

Office Manager 2006–2009
Sales Representative, Tour Director 1976–1996

- Assisted company president in daily operations including scheduling, budgeting, payroll, staff training, new employee orientation, resolving customer and employee issues, and maintaining and updating office equipment and computers.
- Interacted on a regular basis with representatives of regional transit authority; attended authority meetings as observer and coordinated operations with authority staff.
- Managed company substance abuse compliance program.
- Arranged bus tour packages. Maintained bus operator credentials. Coordinated the production of tour marketing materials. Organized and promoted a marketing initiative at a major shopping mall. Created a tour quotation process. Maintained positive interactions with the public and tour industry representatives.

Jordan Tax Service **Bethel Park, PA**
Associate **2003–2006**

- Resolved tax payments problems for state and local governmental bodies, negotiating settlements to the satisfaction of all parties
- Worked out of the Allegheny County Courthouse rather than the company offices, enjoying substantial autonomy and responsibility

Contract Assignments **2002–2006**

- Provided onsite technical support in security department for Mellon Financial Corp., working with the Network Infrastructure and Perimeter Defense group. Responsible for vulnerability tracking of Microsoft alerts using both Microsoft Excel and Access. Generated reports for management.
- Provided onsite technical support for Mellon Financial Corp. Installed software applications and upgraded PCs and laptops configured with Windows NT4 and XP. Input data into spreadsheets for reporting purposes.
- Technical team project work for GlaxoSmithKline.

Entrepreneurial Ventures **2001–2003**

- Created a startup company, Ephraim Resources, to develop a computerized online transportation network of shippers and carriers of cargo.
- Set up 9 Robinson Road, LP, to pursue real estate investing.

World Travel BTI, Atlanta GA **1992–2002**
Corporate Travel Agent

- Supported after-hours emergency function for both domestic and foreign clients operating multiple reservation systems for air and ground transportation and lodging services.
- Agent on assignment to various World Travel BTI offices in continental U.S. supporting the travel operation function for client organizations. Also served as production agent.

Westinghouse Electric Corporation. Pittsburgh, PA
International Customer Service Representative **1978–1983**
Transportation Staff **1983–1987**

- Processed customer orders and invoices; maintained delivery schedules; coordinated domestic and international shipments. Handled concurrent communications with customers, manufacturers, shippers, and internal corporate departments. Participated in a quality improvement team. Led the correction action team, resulting in management implementing recommendations.
- Audited freight bill charges and supplied rate quotations. Coordinated transportation requests. Assisted in the acquisition of a department computer system.

Robert Morris College **1984–1986**
Part-time instructor

Metro Travel Service, McMurray, PA **1983–1992**
Travel Consultant

EDUCATION

Robert Morris College, Pittsburgh, PA
Bachelor of Science, Business Administration **1980**
Certificate in Travel **1982**

TRAINING AND CERTIFICATIONS

Community College of Allegheny County, Pittsburgh, PA **2011**
Non-credit course in project management

System One Technical Training Center, Cheswick, PA **2009–2010**
Nondestructive Testing & Quality Control Technologies–Diploma

Successfully completed 448 hours of formal training in the following courses: Intro to Nondestructive Testing, Magnetic Particle Testing, Liquid Penetrant Testing, Ultrasonic Testing, Radiographic Testing, Visual Examination (VT-1,-2,-3), Quality Concepts, Welding Inspection Technology, QC/Mechanical Inspection, NDE Mathematics

U.S. Department of Transportation, Tampa, FL, and Kansas City, KS **2008**
Certificates in Substance Abuse Management and Program
Compliance and Reasonable Suspicion Determination for Supervisors

International Academy of Design and Technology, Pittsburgh, PA **2002**
Diploma in PC/LAN Program

Studied DOS, hardware and troubleshooting, Windows NT, internetworking (including creating HTML pages from code), plus introductions to telecommunication and networking, TCP/IP, LANs, UNIX, Novell, network administration, UNIX systems administration, Windows networking, and database management.

MEMBERSHIPS

- Project Management Institute (PMI), Pittsburgh chapter
- League of Professional System Administrators (LOPSA)
- Robert Morris University Alumni Association
- Western Pennsylvania Linux Users Group (WPLUG)