

Contact Information

Jack Denny Chasteen
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Education

- **Master of Computer Integrated Manufacturing**
Brigham Young University
- **Bachelor of Industrial Engineering**
Georgia Institute of Technology

Certifications

- **Licensed Professional Engineer**
State North Carolina
- **Certified in Production and Inventory Management (CPIM)**
American Production and Inventory Control Society (APICS)
- **Six Sigma Black Belt**
Georgia State University Robinson School of Management

Awards

- **Engineer of the Year (1992)**
AT&T Oklahoma City Works
- **Bonnie Small Quality Award (1998)**
AT&T Oklahoma City Works

Professional Experience

Manager of Web Innovations University of West Georgia (2007-Present)

Responsible for UWG web presence and web applications including design, development, implementation, content, training, and user support. Extensive use of database driven dynamic content extracted and formatted for dynamic interactive display of content, programs, courses, and business documents. Responsible for "all things web" for UWG.

Professional Experience (Continued)

Data Integration Consultant Chartered Semiconductor, Singapore (2006-2007)

Level 5 manager directing the design, development and implementation of data warehouse, metrics, and performance analysis dashboards for multi-national Fortune 500 semi-conductor manufacturing company.

Distinguished Member of Technical Staff AT&T/Lucent Orlando (1996-2006)

Senior technical lead for Manufacturing Execution Systems (MES) for multi-billion dollar semi-conductor wafer fab. Designed, developed and implemented, data warehousing, production scheduling, reporting, metrics dashboards. Performed Extract, Translate and Load (ETL) operations for autoMod simulations and overlays for back testing simulation results against live production data.

Senior Engineer/Logistics Management AT&T FSAT, Greensboro, NC (1993-1996)

Senior Engineer and Logistics Management AT&T Federal Systems (FSAT) and AT&T Custom Manufacturing Services (CMS). Distributed manufacturing operations in Rock Creek, NC, Greensboro, NC and Little Rock, AR. Responsible for ISO-9001 compliance, inventory waiver audits, material handling equipment, facilities, operations and planning for logistics/MES software applications for three factories.

Senior Engineer AT&T Oklahoma City Works (1988-1992)

Senior Engineer and technical lead for the design, development, and implementation of facilities, equipment, data center, software, and processes to support logistics operations for AT&T's "crown jewel" manufacturing operation. Annual output of \$1.5B per year with over 5,200 employees.

Engineering and Management AT&T North Carolina Works (1980-1987)

Engineer and Section Chief responsible for the design, development, and implementation of facilities, equipment, software, and processes to support logistics operations and supply chain management. Also responsible for benchmarking, developing the annual business plan, metrics and reporting.

Skills and Abilities

Mentoring and Staff Development

Strong track record of developing, mentoring and advancing people. Proven ability to recruit, hire and develop people of the highest calibre and qualifications and build and contribute to high-performance teams.

Innovation and Technology Deployment Leadership

Have demonstrated a strong and consistent ability to initiate and develop strategic and tactical goals and plans to leverage technology to improve organizational results.

Data Warehousing

Have 25+ years experience Extracting, Translating, and Loading (ETL) data into well defined data models that support both reporting, dashboards and real-time decision support.

Metrics and Benchmarking

Have 25+ years experience with developing effective metrics and conducting benchmarking studies. Have never undertaken a project without first getting the lay of the land and defining the desired outcome using measurable and quantitative analytical data.

Data Mining and Visualization

Strong ability to develop data visualizations and dashboards to improve quality and efficiency.

Organization and Process Improvement

Strong organizational and problem solving skills. Demonstrated ability to involve and work with others to develop common objectives for process improvement and translate into workable project plans. Extensive work with Quality Circles and other employee involvement programs.

Cross Divisional Team Leadership

Have deep portfolio of successful projects that required working across multiple and organizations and divisions with socially diverse groups of people. Strong advocate of working bottom up and including people on the front end of any project. People can make a poor system work or a great system fail.

Professional Development

Engage West Leadership Development Program

Have completed (2) years of training on employee engagement in the University of West Georgia's Engage West program. This program involves year round workshops and role playing designed to improve employee engagement and contribution.

UWG CIO Leadership Program

Participated in multi-year training and development program for IT Management which included Myers-Briggs training, SMART goals training, 360 Degree Surveys, PeopleMap leadership profiles. Thoroughly covered numerous books on leadership. Completed intensive training on effective leadership, goal setting, and organizational values.

AT&T Leadership Development Program

Trained and mentored through AT&T's formal Leadership Development Program (LDP). Candidates were selected from the "high potential pool" based on performance and having the recognized ability to rise four or more management levels. Participation required an executive sponsor and was limited to the top 2%-5% of the engineering and management staff. This program involved senior level mentors and rotational assignments where broad levels of higher responsibility were assigned. Often worked "skip level" directly with Senior Leadership.

Selected Publications

IT Productivity: 10X Performance USG Annual Computing Conference

A study of the relative performance among high tech workers like engineers and software developers. What makes some employees as much as ten times more effective than others who are performing at normally acceptable performance levels. Proof positive that these "super stars" exist and what factors makes them top performers.

Factors Affecting Inventory Under MRP Brigham Young University

A complete cause and effect study that quantifies the impact of the various factors affecting inventory levels required to support production. Scrap, rework, procurement lead times, component commonality, and inventory accuracy.

Community Service

Long and extensive history of community service with youth and professional organizations.

- **Junior Achievement Leader (1982-1988)**
- **Explorer Scout Leader (1982-1988)**
- **Institute of Industrial Engineers (1982-1988)**

Served as President, President-Elect, Annual Conference Chair, Community Service Chair, Newsletter Editor, and Arrangements Chair for the (240) member Winston-Salem, NC chapter.

- **Director of Information Technology (1998-Current)**

Served on the Board of Directors of for the Florida Basketball and Volleyball Association (FBVA). At one time FBVA was Florida's largest Junior Magic partner with over 5,000 youth participants.

- **Disciplinary Review Board (2000-2008)**

Chaired the DRB for West Orlando division of FBVA. Responsible for handling code of conduct issues, penalties and suspensions related to bad behavior and misconduct of coaches and players.

- **Youth Basketball Organizer and Coach (1998-2008)**

Organized and coached teams in Florida Basketball and Volleyball Association, Orlando City League, YMCA, Youth Basketball of America (YBOA), USSSA, and AAU. Chartered (7) basketball clubs and over (30) teams for kids of different age and skill levels. Worked closely with Orlando area high school coaches on player development. Had (12) players earn D-1 scholarships.

Community Service (Continued)

- **Web and Technical Support For Non-Profits (Present)**

Currently volunteer and assist non-profits with web and technical services. Most recently was for Tallapoosa Mason's for a web site and on-line promotion and registration for their annual Motorcycle Ride. Also still assist assist FBVA with web and technical services.

- **Engineering and Computer Science Careers (Present)**

Presentations to high school students about careers in engineering and computer science.