

# William P. Benac, Jr.

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## OBJECTIVE

Seeking challenging environments and bright teams in which I can continue to make measurable positive results while capitalizing on my rich experience with technology.

## EXPERIENCE

BEA Systems (formerly Plumtree Software) 4/2003 – Present (1/2006)  
**Business Consultant Sr.** Various Locations

BEA's Business Interaction Division provides enterprise portal, collaboration, search, document management, and content publishing software. In the division's consulting organization, I am called on to be the expert in essentially anything with which our customers seek vendor assistance. I have developed a reputation as a resource for others within BEA facing technical challenges.

- Enterprise Scale: Worked on-site to solve the most complicated technical problems of many of BEA's largest customers including: Boeing, Department of Defense (DFAS), Weyerhaeuser, Dex Media, Amgen, Veterans Administration, Lockheed Martin, and American Medical Response.
- Diverse Technologies: Performed and guided teams through system installations, customizations, and upgrades for clients using various combinations of the SQL Server or Oracle DB, .NET or Java user interface, and IIS, WebLogic, Tomcat, or Apache web servers on either the Windows or Solaris OS.
- Application Development: Created user apps, admin utilities, and integrations in .NET, Java, and ASP.
- System Design: Designed architectures balancing client interest in highly available, load balanced and redundant systems with client's organizational ability to support the complexities of such systems.
- Teaching: Taught multi-day workshops in [1] developing custom extensions and integrations to BEA with its APIs and in [2] using its customizable template-driven content publishing system.
- Mentored web developers at client sites in BEA-specific techniques and general best practices.
- Recognized Excellence: Based on successes with clients, was given Plumtree's Employee Excellence award in the third quarter of 2004.
- Enterprise Software Release: Led successful customer beta program for Plumtree's 6.0 release as special assignment at HQ. Selected participants, arranged Plumtree product experts to assist weeklong betas, and addressed resulting feedback. Collected customer databases and customizations, upgraded them internally, then worked with engineering to correct bugs and improve upgrade process.

Independent Consultant 11/2001 – 4/2003  
**Web Developer and Plumtree Expert** CA, TX, OK  
*SPL WORLDGROUP (9/2002 – 3/2003)*

- As lead web developer and Plumtree expert for intranet portal deployed worldwide to nine offices:
- Built demo portal in two weeks for senior management's buy-in, then built production portal in ten weeks for pilot rollout so successful that full rollout to all offices occurred ahead of schedule.
  - Wrote content publishing system in ASP; also applications integrating with Siebel and Lotus Notes.
  - Initiated redesign of server architecture to improve reliability and make maintenance easier.
  - Led design of system to let previously unrelated IT systems access each other's user information.
  - Trained other roles in company such as content managers and web developers.

*ARTHUR J. GALLAGHER (3/2002 – 7/2002)*

- As Plumtree Software expert and member of web development team:
- Built content publishing system in ASP featuring multiple authors, approval workflow, versioning, rollbacks, template system, etc. to serve as the content engine for self-service insurance web site.
  - Trained developers in Plumtree API; helped project manager maximize available portal benefits.

*ROBERT STEPHEN CONSULTING (12/2001 – 3/2002)*

Developed ASP/JavaScript/Sybase web application that interfaced with enterprise CAFM software.

*SCI SOLUTIONS (11/2001 – 2/2002)*

Helped company transfer technical ownership of portal, upgraded system, enhanced applications.

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SCI Solutions 9/2000 – 10/2001  
**Webmaster and Portal Manager** Los Gatos, CA  
- For this healthcare software provider, was responsible for all aspects of migrating old intranet to portal, managing system, writing new applications, supporting users. Also managed public website.

HumanFocus 7/2000 – 2004  
**Web Developer** Palo Alto, CA  
- Founding member of group providing site design, brand consulting, and custom applications to humanitarian organizations. Wrote PHP/Perl website publishing system.

GetMessage.com / Utopia Communication 6/1999 - 9/2000  
**Business Development Manager** Fremont, CA  
- Developed concept, method and business strategy for core product, a private labeled version of company's end-user-focused voice, fax, and e-mail "unified messaging" product.  
- Initiated and led ad buying, ad selling, customer support, and affiliate programs.  
- Negotiated then managed contracts for PSTN telephone service and server collocation  
- Consulted and coded with development team to create appropriate user interface and functionality.  
- Refined technological and business proposals by senior management for viability, appropriateness.

Grameen Foundation USA 9/1998 - 12/1998  
**Intern to Director of Development** Washington, DC  
- Designed database of donors and mailing list. Orchestrated and gave presentation in donor community.  
- Worked on structure and editing of several successful grant proposals.  
- Laid out and coordinated printing and distribution of mailing generating substantial contributions.

CODETEL 5/1997 - 8/1997  
**Internet Infrastructure Sales Coordinator and Representative** Dominican Republic  
- For this subsidiary of Verizon, wrote Internet Network Access Point promotional information and service documentation. Presented service to potential clients on three Caribbean islands.  
- Negotiated partnership with Netscape to mirror its software--a first for a commercial site.  
- Designed sales approaches and methods to reach new customer segments, trained colleagues.

## EDUCATION

Brigham Young University Provo, UT  
BA in Public Relations -- GPA in major: 3.90; GPA overall: 3.80.  
Graduated cum laude. Minors: English, International Development.

### Academics:

- Phi Kappa Phi Honor Society member, Golden Key Honor Society member, Dean's list.
- Recipient of several academic scholarships and of scholarship for humanitarian project in India.
- Jerusalem Center Study Abroad program – studied in Israel, Jordan, and Egypt.

## CONFERENCES, ASSOCIATIONS & PUBLICATION

- Panelist for the session "Online Business: A Whole New Ballgame" at the International Chamber of Commerce's (ICC) World Congress in Morocco, June, 2004.
- Participated through the ICC in the United Nations' World Summit on the Information Society (WSIS) in Switzerland, December, 2003.
- Published article entitled "Improving WSIS Success by Increasing Business Participation" in the journal Information Technologies and International Development, a project of MIT and Harvard.
- For the technical track at Plumtree's 2004 employee conference, presented case studies from my successes solving customer business needs through custom code extensions to Plumtree products.
- At Plumtree's 2005 conference for consultants, coordinated new product training.

## PERSONAL

Eagle Scout. Two-years as full-time volunteer representative in Europe for church. Decade of volunteer involvement with orphanage in India. Fluent French, moderate Spanish.