

Walter C. Ruppman

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Profile:

<u>Business</u>	<u>Management</u>	<u>Entrepreneur</u>	<u>Information Technology</u>
E-commerce	Executive	Business Start up	Business Process & Flow
Call Center	Middle	Business Divestiture	System Analysis
Customer Service	Project	Financial	Design Specifications
Direct Response	Operations	Marketing	Problem Research
Inventory Control	Software	Legal	Dealer Locator
Fulfillment	Consulting	Staffing	Interactive Voice Response

Summary:

- Manager with extensive information technology, database systems and data mining experience.
- Expertise in business start-up operations.
- Demonstrated achiever with exceptional knowledge of contact centers, order fulfillment services.
- Strong marketing and finance background and expertise in business to Internet integration.
- Skilled at communicating ideas clearly and effectively.

Accomplishments:

- Founded, operated profitably for eighteen years, and closed Auditory Communications.
- Established inbound call center providing services for a wide array of clients.
- Revenue increased three fold while the number of employees remained constant.
- Conceived of and implemented the use of state of the art telephony and speech technology (Interactive Voice Response) to provide call center service.
- Directed major client integration projects that unlocked significant client savings.
- Developed an order solicitation system via fax that ranked first in orders received and lowest in cost per order as compared to all other methodologies.
- Designed a document digitization system to replace a micro film that improved service and reduced costs.

Professional Experience:

- 2010 – Current *Peoria Historical Society, Peoria, Illinois*
Executive Director
- Responsible for all day-to-day activities of professional staff and volunteers with primary focus on fund raising.
 - Initiated innovative technology that will transform the organization for the future.
- 2008 – 2009 *Peoria Symphony Orchestra, Peoria, Illinois*
Chair of Music Director Search Committee
- Managed committee of board members, musicians, and community leaders in selection a music director.
- 2007 – 2008 *Dimension Data, Peoria, Illinois*
Global Engagement Manager
- Brought recognition of Dimension Data at the executive and upper management levels of Caterpillar.
 - Opened new areas of opportunity for Dimension Data.
- 1989 – 2007 *Auditory Communications Corporation, Peoria, Illinois*
President
- Company founder of inbound call center providing a wide array of client and order fulfillment services
 - Major clients include McGraw-Hill, Weight Watchers and John Deere Health Care.
 - Expanded service to incorporate fax-on-demand, broadcast fax, Internet and web technology

Education:

- Masters Degree in Business Administration - University of Illinois, Executive Management Program, Urbana, Illinois
- Bachelor of Science Degree in Mathematics and Physics - University of Illinois, Urbana, Illinois

Memberships & Affiliations:

- Past Secretary, Downtown Rotary Club of Peoria, Chair of the Scholarship Committee
- Member, Lakeview Museum of Art and Science Board of Directors
- Member, Peoria Symphony Orchestra Foundation Board
- Past President, Peoria Symphony Orchestra Board
- Past President, Board of Education District 52