

Telchar Systems

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Positioning businesses and organizations for increased productivity and profitability through innovative use of appropriate technology and collaborative strategic planning.

Summary of Professional Skills:

- Highly skilled in Group Facilitation (electronic and face-to-face) for staff, board, management and program development
- Wide range of experience in Project Management for domestic financial industry and international emerging markets
- Extensive background in Product Marketing and Development in telecommunications industry
- Strong understanding of International and Domestic Telecommunications Services and Data Collection Networks
- Comprehensive knowledge of Network Infrastructure Development & Systems Design

Professional Experience:

President, TELCHAR SYSTEMS, Chicago IL. 1985 - Present.

An independent consulting firm with 45 years' experience in strategic planning and implementation of local and international telecommunications, network systems design and infrastructure development, for financial markets in the U.S. and emerging economies.

Technology Consultant and Chief Technology Officer, Goldenberg, Hehmeyer & Co. (GHCo), Chicago, IL 1999-2000.

GHCo is a leading futures trading firm and member of the Chicago Board of Trade. In addition to their traditional business in open outcry floor trading, GHCo has been a pioneer in developing electronic trading capabilities.

Chief Technology Officer, 2000

Build IT department, increase from four staff to 10 in months. Plan support strategy and develop electronic trading help desk for firm's offices in Chicago, London and New York. Coordinating New York technology build out. Developing roll out and implementation strategies for new electronics trading software products and upgrades. Back office. Develop plan for documenting procedures and experience corporate & institutional knowledge base writing down problems and procedures.

Technology Consultant, 1999-2000

Designed and managed build out of new space in Chicago to accommodate growth of electronic trading. Designed and installed new server room and LAN infrastructure to service over 70 new trading positions over four months. Designed innovative wiring schemes to minimize construction costs. Managed all construction and purchasing for the project Fiber to floor. Order equipment, supervise, plan and design installation.

Sr. Associate for International Development and Chief Operating Officer International Urban Associates (IUA), Chicago, IL 1990-1994.

IUA is a not-for-profit organization that consults with the most successful urban ministry directors in large cities of the world to 1) develop leadership skills, 2) create local, regional and international partnerships, and 3) create global networks for mutual support and sharing of knowledge. IUA has had a significant impact in redefining methods and training for urban ministry around the world using creative combinations of old and new technology.

Management: As senior manager for both administration and program, I developed and implemented creative and successful technological and management strategies to serve the organization and the urban ministry leaders, executives and educators around the world who are our constituents. My skills in communications technology brought IUA and its Associates into the electronics age.

Managing Director, Digital Trading and Technology (DTT), Chicago, Illinois; London; Hong Kong; Nairobi 1986-1988 (An international trade/computer sales & service company)

At DTT, I built a technical services department, a sales force, an accounting and financial management group and an international trade entity. DTT went from a start-up to over a million dollars in sales in less than two years, establishing viable world-wide business relationships, and developing a network of international trading partners.

DTT's primary business activities were:

Export Sales: Provided computer and local area network sales and service to developing areas such as Africa, Eastern Europe, China and Southeast Asia. To support overseas sales, DTT developed cost effective and efficient procedures for shipping, export licensing and long-distance technical support. All hardware was continuously tested for 48 hours, pre-configured for 220V, and shipped with appropriate power cords and battery backup systems. Software was loaded with customized access menus so systems were ready to use on delivery.

Domestic Sales: Sold and installed computers and local area networks in Chicago and Washington D.C.

Export Management: Provided export management and marketing services for U.S. manufacturers.

Achievements

Export Sales: DTT was approved as a USAID vendor and successfully closed USAID sales in East Africa. DTT successfully negotiated sales contracts and installed and supported computer systems in mainland China, Yugoslavia and Kenya.

Domestic Sales: DTT was selected as the exclusive network vendor for a new Chicago hardware firm (featuring IBM and COMPAQ). In its first 18 months, DTT became an Authorized re-seller for NOVELL, Authorized Dealer for Zenith, Kaypro, Microcom, REMAX, and Realworld, and a sub-dealer for Everex and NCR.

Export Management: DTT established exclusive export distribution contracts with a US manufacturer of first aid supplies.

Vice-President of Marketing Services, Stenograph Corporation, Skokie, Illinois, 1981-1984

Sales & Marketing: Developed strategic corporate marketing plans for the Cimarron II and Sierra CAT product that generated \$6M in first-year sales and the second year accounted for 70% of all gross annual revenues. Initiated, specified and introduced new products, features, services and peripherals to make product lines more competitive and to generate new revenues. Conducted market research planned and directed annual Sales Training meetings and national conventions. Created special pricing strategies and direct mail campaigns to increase sales.

Management: Acted as consultant to the president and to parent and subsidiary corporate officers, providing marketing/technical evaluation for new corporate acquisitions and supplying telecommunications/marketing support for subsidiary companies; managed a manufacturing/technical support/service branch in Texas. My semi-annual direct mail and special year-end pricing promotions consistently increased sales by 50% to 100% during promotional periods. Under my direction, Stenograph recovered more than 70% of its computer advertising costs by effective use of a vendor payback agreement.

Director of Product Management, 1981-1982

Marketing: Devised long and short-term marketing strategies for Stenograph's Cimarron I and Sierra CAT product lines proposed and introduced new products, features, peripherals and services that successfully increased both sales and market share;. My market strategies for the Cimarron I product line increased first year sales by \$2M and raised market share by 10%. The innovations I introduced significantly increased our competitive position with minimal development cost, and attracted more than \$250K in annual revenues.

Manager-Data Communications, A.B. Dick Company, Chicago, Illinois 1980-1981

Data Communications: Originated and implemented Data Communications strategies and capabilities for both Local Area Networks and Telecommunications Systems for the three lines of A.B. Dick Word Processing equipment; developed first corporate strategy for Data Communications training.

Marketing: Developed comprehensive long-range product plans to supplement existing lines of equipment and supplied Business and Financial Planning for these new products; key company resource for Field support and VIP presentations; lectured in Sales and Customer training courses.

Achievements

Data Communications: A.B. Dick adopted my three-phase corporate strategy to bring the company into a competitive position in Data Communications within the Word Processing Industry. Phase I resulted in additional sales without development expense. Phase II provided software improvements to enhance compatibility with other computers and Word Processors. Phase III introduced new combinations of hardware and software to support advanced protocols.

Marketing: I instituted a series of Sales Support bulletins that explained basic concepts of Data Communications and capabilities of A.B. Dick product lines, and also documented systems compatibilities and new applications. This information increased sales and raised the level of sales force expertise. I created, produced and appeared in a

highly successful video lecture on Data Communications for Sales and Customer Training.

Senior Engineer-Market Management, Teletype Corporation, Skokie, Illinois, 1976-1980

Product Life Cycle Management, Forecasting, Market Analysis, Analysis of Competitive Products, Sales Training, Customer Relations, Market Strategy Development

Sales/Product Management: My market strategy for the OEM line printer market, which included the introduction of the Forms Access Printer, increased our OEM sales by more than 200% in the first year and made Teletype an industry leader in the demand document printer market. I had primary responsibility for arranging a \$30M OEM purchase contract. I prepared a \$7M proposal for a foreign government agency which was the *only* one of 100 bids to be totally acceptable. I initiated and prepared the first total life cycle product plan document in company history.

Senior Engineer-Product Management, 1973-1976

Sales: Major sales negotiations and technical support for new products. Written sales documentation; business case analyses; major systems sales of more than \$1.5M each to a major brokerage firm, a state police network, and a Japanese trading firm; sales of more than \$1M each to other OEM accounts.

Product Management: Product improvements and enhancements. New applications for standard products. I devised a new interface that became a standard feature on all our OEM products. The Forms Access Printer that I proposed was the first specifically applications oriented printer in this family, quickly established itself in the airlines, pharmaceutical, and ticket printing markets, and generated more than \$2M in annual sales.

Marketing Engineer-Product Management, 1970-1973

Product Management: Product Manager for Model 40 printer model line: Field trials of the Model 40; documentation and sales training for Bell System introduction of this product; recommended additions to the product line; customer system support; designed and implemented a timesharing study (1500 questionnaires); worked extensively with major vendors to support our new product. My proposal for a second-generation Model 40 was implemented and became a standard product, generating nearly \$20M in annual sales.

EDUCATION:

B.S. Electrical Engineering, University of Wisconsin, 1970.