



Resume

for Dean Ziegler, CPIM

Dean Ziegler, CPIM, CCH
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OBJECTIVE To help businesses and individuals improve processes important to their success.

EXPERIENCE 1989 - Present Dean Ziegler Consulting San Diego, CA

Systems Consultant

As independent consultant since 1990, Dean has helped over 100 companies select and implement enterprise software (mostly ERP systems for manufacturers and distributors).

Clients have chosen and implemented over 80 different software solutions, including Oracle, JD Edwards, QAD, Glovia, Navision, Great Plains, Epicor, Fourth Shift, Macola, and many more. Have extensively reviewed SAP, Baan, Symix, Siebel, and many more.

Every project involved executive-level consulting for strategic planning, technology planning, and project team organization & leadership.

Fast learner. Every new project required learning new technologies and/or industry best practices.

Every client benefits from a Systems Improvement Portal containing field-proven templates and on-line training for Balanced Scorecard development, process design, technology solution selection, change management, and more.

Has served as process design consultant and instructor for logistics systems design, distribution channel design, sales channel design, target market clarification, sales & operations planning, demand forecasting, inventory management & control, cycle counting, production planning & control, sales order processing, billing, invoicing, customer service, field service, sales force automation, commission & royalty systems design, management cost accounting, software customization specifications, technology infrastructure design, e-commerce systems design, and design of systems for continuous improvement and performance evaluation.

Volunteer Service

Has served as a member & leader of many non-profit volunteer projects – including a two-year church strategic planning & implementation project, and leadership of large web development teams

Has served as webmaster for 7 web sites

EDUCATION 9/1996 APICS CPIM US-CA-San Diego

CPIM (Certified in Production & Inventory Management)

Have also served as an instructor for APICS classes, and developed the highly-successful Continuous Improvement class.

Served as Vice President of Seminars for the local San Diego chapter, and built the Back To Basics program into a big success.

6/1995 Toastmasters ATM US-CA-San Diego

ATM (Accomplished Toastmaster). This is one of the higher levels of certification.

Have extensive experience with speaking, teaching, and team facilitation.

6/1981 Michigan State University US-MI-East Lansing

Bachelor's Degree

BA - Marketing & Distribution.

3.66 GPA honors student.

Certified Clinical Hypnotherapist, specializing in the development of systems for personal and team success.

SKILLS

Skill Name	Skill Level	Last Used	Experience
Business Process Design	Expert	Currently used	17 years
Project Team Facilitation	Expert	Currently used	17 years
Web conferencing	Expert	Currently used	2 years
MS Project	Expert	Currently used	6 years
Visio	Expert	Currently used	6 years
Word	Expert	Currently used	12 years
Excel	Intermediate	Currently used	10 years
FrontPage	Expert	Currently used	6 years
PowerPoint	Intermediate	Currently used	10 years
Access	Intermediate	1 year ago	8 years
Customization Specification Design	Expert	Currently used	17 years
Dream Weaver	Expert	Currently used	1 years

ADDITIONAL INFORMATION

STRENGTHS

- Systems design
- Technology research & understanding
- Team Leadership
- Inventory management (for production and/or distribution)
- Deep and broad consulting experience with many successful businesses