

Kenneth Ian Gould

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PROFESSIONAL SUMMARY

Over 25 years of proven ability to manage clients and employees. I have experience in contract negotiation, consulting, facilitating, and managing operations and people. Success in managing employees, and proven oral communication and relationship-building skills. A professional with strong analytical, financial, conceptual, and strategic-thinking attributes. Computer literate and Internet savvy.

Professional Goal: To secure a responsible and challenging leadership position with a results-oriented company.

PROFESSIONAL EXPERIENCE

McLane Medical, Inc. (2005 - Present)
Operations Manager
Jacksonville, FL

- Developed and generated Requests for Information (RFI), Requests for Proposal (RFP), and Requests for Quote (RFQ)
- Assisted in the hiring process for all staff members
- Responsible for coordinating advertising
- Coordinated safety training for employees
- Responsible for facility management
- Managed front office staff

Ken's Home Improvements (2002 - 2005)
Owner
Nashville, TN

- Performed all repairs
- Prepared quotes/estimates for home repairs
- Managed sub-contractors
- Assisted customers with new decorating/remodeling concepts
- Provided consulting services to homeowners

Adelphia Business Solutions (1998 - 2002)
Technical Consultant/Project Coordinator – National Accounts Sales
Nashville, TN

- Provided technical expertise for matching fiber optic bandwidth to customer's equipment
- Developed reference material for Corporate Sales Group
- Directed the purchase / implementation of a national conferencing system for GSA
- Directed a major network upgrade for the largest internet provider in the nation involving 14 states

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Bell Atlantic (1972 - 1997)

Assistant Manager Fleet Operations

Arlington, VA

- Supervised and managed 12 technicians and 10 remote automotive shops covering a 350 square mile territory
- Kept at least 99% of 690 vehicle fleet in service at all times
- Selected, retro-fitted and maintained entire fleet operating within \$1.2M budget
- Supervised routine and “demand” maintenance of fleet to ensure passing of Federal and State inspection standards
- Maintained a 98.4% satisfaction rate on quality inspections to satisfy corporate and state requirements
- Facilitated corporate safety program with each employee
- Conducted compliance reviews to determine educational requirements required by each employee and then provided necessary training

Bell Atlantic

Project Manager

- Coordinated deployment of ISDN and LANs for the Department of Defense
- Responsible for the installation and test of 6500 LAN and ISDN stations at 13 military agencies in Maryland, Virginia, and Washington, DC

Bell Atlantic

Supervisor Special Services

- Supervised and coordinated maintenance operations for Special Service customers including the White House
- Trained and developed work skills of 32 test technicians in the use of specialized test equipment
- Facilitated various training/safety issues to the technicians
- Developed an “Office Procedures” manual for 10 different jobs located in the test center

Bell Atlantic

Buyer, Regional Contracting Organization

- Developed and generated Requests for Information (RFIs), Requests for Proposal (RFPs) and Requests for Quote (RFQs)
- Selected a telephone test set as a region-wide standard resulting in a \$1M savings to Bell Atlantic
- Managed a contract portfolio consisting of 96 contracts totaling in excess of \$5.3M
- Performed audits on Buyers to assure regional policies and practices were supported during the purchasing process

EDUCATION

Northern Virginia Community College – Business Management

Honors / Achievements

Nominated for the Lynda J. Keffer Quality “Beacon” Leadership Award

- Member of Telephone Pioneers
- Member Herndon/Reston Community Relations Team