

Gregory R. Lewis

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I have spent the last 25+ years in IT, Software Development, Call Center Operations and Account Management roles. Most of my career has been spent with technology companies servicing McDonald's Corporation. I have been fortunate to have been given opportunities fill a broad range of management positions with both technical service and product companies.

I am currently working as an independent consultant. My clients have included Software, Call Center, Point of Sale and Cloud Based business telephony companies.

Professional Experience:

March 2011 – Present: Zanco, Inc.

IT, Software Development, Call Center Management Consulting Services

Managed the software development and support teams for the McDonald's in-store management software system.

Provided strategic and executive management services to a Point of Sale company servicing the restaurant industry. Working with the company's call center operation, account management functional units and the company's executive team.

Provided business development and account management services for a cloud-based telephony platform company. Functioned as the Vice President of Business Development. Clients include call center and geographically dispersed companies.

May 2010 to March 2011: Restaurant Technology Services LLC (RTS)

Senior Vice President, Technology and Supplier Management

Successfully managed the worldwide data center separation from SEI/Ygomi to Restaurant Technology Services. The transition required network, data center and telephony migration while servicing a 24x7 worldwide call center operation. Overall management included oversight of all RTS software development and ongoing IT operations.

The supplier management function included oversight of a team that managed over 20 technology providers for McDonald's in the US. Primary responsibilities include service level and contract compliance.

As a member of the RTS executive team responsibilities included oversight of the client relationship and overall company performance.

August 2009 to May 2010 SEI LLC/Ygomi
Senior Vice President

Responsible for managing the world wide relationship with SEI's largest customer, McDonald's Corporation.

August 2004 to May 2010: Verety/Ygomi
Senior Vice President

Participated in a startup organization to provide remote order taking to drive thru customers in McDonald's restaurants. Managed all aspects of the business including business development operations and product innovation. Verety's proprietary technology solution provided a unique, cost effective solution that enabled work at home agents to provide cost effective order taking to McDonald's drive thru customers.

May 2007 to May 2010
Senior Vice President RDI LLC/Ygomi

Worked with McDonald's worldwide group in a governance position to insure RDI was meeting commitments for the global deployment of NewPOS in over 85 countries. Participated and provided oversight to business requirement for the RDI POS business solutions,

January 1987 to May 2007: SEI Information Technology
General Manager, ISS Division - October 1994 to May 2007

Responsible for the Implementation and Support Services (ISS) division. ISS offered a broad range of services including software development, infrastructure deployment, ASP/Web Hosting and Help Desk support services. Directly responsible for the division's functional units, including business development, software development, operations, and administrative services.

Since assuming overall responsibility for the division, revenue has tripled to over \$30 M. Operating expenses have also been reduced by 20%.

Technical Manager - January 1989 to October 1994

Managed product development and customer support within the division. Responsibilities include product management, internal systems development, customer support, and general

divisional management. Products include Unix, Windows and NT based systems for the fast food restaurant industry.

Directed the development of a Unix based system used to front end an AS/400 with SCO XENIX based personal computers. Communication interfaces included LU 6.2, XMODEM, and UUCP communication links.

Managed development of the communication, inventory, and security systems for a fast food restaurant chain. Communication interfaces included Point of Sale, badge reader, inventory recorder, and mainframe links.

June 1982 to January 1989: CDI Systems, Inc.
Vice President of Product Development and Support

Managed staff responsible for development of software relating to micro to mainframe link and data conversion utilities. Primary responsibilities include product definition, project management, customer support, and program development.

Managed and participated in the development of micro to mainframe software for PC/DOS and UNIX based personal computers. These software packages link personal computers with MVS/TSO, VM/CMS or CICS operating environments through 3270 terminal emulation products such as IRMA or LAN based gateways. The data conversion utilities support import and export of mainframe information directly into PC applications such as Lotus 123 and DBase II/III. All software packages are written using C, Microsoft Compiled Basic, and Assembler.

April 1978 to June 1982: Information Management Technologies (IMT)
Director of the Communication Sciences Division

Directed division with 25 people that developed and managed IMT's data communication projects and products.

Functioned as project manager and principal design architect of the electronic funds transfer system for the five districts of the Federal Reserve Bank. The system functioned primarily as an administrative message switch supporting Fedwire and various asynchronous dial terminals. The switches written in Fortran, Pascal, and Assembler utilized the Texas Instruments and Perkin Elmer minicomputer products.

Involved in the design of the SNA 3270 and 3770 product offering for the Perkin Elmer minicomputer.

Managed and participated in the development of an on line credit card authorization system for Marshall Field and Company. The Data General based computer system functioned as a message switch between NCR point of sale terminals, American Express, and Field's Sperry Univac 1100/80 system. Software development included credit card authorization applications along with binary synchronous and Sperry Univac V200 slave protocol software.

Wrote the user definition and detail program design of a front end processor for IBM mainframe processors. The front end effectively replaced the functions normally provided by an IBM 3705 processor. The front end utilized multiple Data General microprocessors supporting a direct channel attachment to the IBM mainframe along with binary synchronous, asynchronous, and HDLC links.

Managed and involved in the development of the communication subsystem of an on line pharmacy system for Zahn Drug Company. The subsystem was based on a Data General Eclipse processor front ending a series of data base/application computers. Also wrote the run time scheduler and optimized the INFOS data base in the data base/application subsystem.

Defined and wrote a series of extensions to the Intel 8080 Fortran compiler for graphics and process control function for John Deere and Company.

Conducted a network feasibility study for a major scientific computer service bureau. The study outlined possible network services, topological configurations, and costs associated with distributing a centralized computer center.

September 1976 to March 1978: Standard Oil of Indiana
Research Engineer

Responsible for all maintenance and enhancements to the Research Center's Pilot Plant data acquisition systems.

Designed and wrote device independent graphics software package for Modcomp minicomputers. Support included high resolution graphics terminals, color workstations, and flat bed plotters.

Designed and developed a portable data acquisition system. The system was based around dual Intel 8080 processors that controlled the A/D converters, a micro cassette recorder, and an asynchronous communications port.

January 1975 to August 1976: University of Illinois
Research and Teaching Assistant

Involved in the development of a cardiac intensive care monitoring and drug administration system. Based on a DEC PDP 11/45 the programs evaluated on line electrocardiograms and controlled an intervenous heart pump. Thesis research concentrated on pattern recognition techniques for the detection of abnormal heart arrhythmias.

Education:

B.S. EE/Computer Science 1975, University of Illinois Chicago
M.S. EE/Computer Science 1976, University of Illinois Chicago
C.B.A. 1994, University of Illinois Chicago