

Ralph Michael Jaggi 15380 Chattering Pines Road  
Grass Valley, CA 95945-9622  
(530) 274-9588 (530) 277-6112 (Cell)

## **CAREER OBJECTIVE**

Engineering Project Manager, Senior Systems Engineer, or Computing Data Center Manager.

## **SUMMARY OF EXPERIENCE**

Twenty-four years of software/hardware development experience as a Technical Engineering Department Manager in the Information Technology Division (Raytheon). I have been responsible for all phases of aerospace software development. I have exhibited leadership in the areas of Analysis and Planning, System Development, and System Integration. I also have proven expertise in project management, information technology plans, and personnel development and management. My strengths include the ability to manage and present information to other departments, utilizing Excel, Word, MS, and Project applications. I have acquired extensive Knowledge of Sun, HP and IBM computer platforms and operating systems. I have had SECRET, and EBI Clearances while working on multiple Black programs.

## **EXPERIENCE**

1999-Present, **Owner, Personal Touch Computing.** Moved to Nevada County - 1999 - I Created the company - Personal Touch Computing. The company is responsible for all aspects of on-site troubleshooting of PC and Macintosh software, OS, hardware, and networking.

1975-1999, **RAYTHEON SYSTEMS COMPANY,** El Segundo, CA  
(Formerly Hughes Aircraft Company)  
2000 East Imperial Hwy, EL Segundo CA 90245

### **1990-1999, Manager III, Engineering**

I supervised 75 employees deployed in state-of-the-art areas of: Software Development, Hardware Design, Advanced Radar Simulation, Data Instrumentation and Data Reduction, Systems Integration and Test, on commercial, and custom-built specialized hardware.

I have been responsible for: the initial concept, system analysis, software requirements, the complete set of waterfall design reviews, procurement of the commercial and custom-built hardware, development of multi-million lines of software, software integration, system integration and full checkout, deployment to various field sites, updates, and complete documentation.

I personally developed and supervised ISO 9000 software compliance. I actively sought and obtained SEI Level 3 Software Capability Maturity compliance for the project and software areas. I led the group that provided the company E-mail, file servers, networked printers and intra- and inter-building network infrastructure. I participated in the development of a new employee appraisal system. 1992-1999 I received substantial special Incentive Compensation Program Awards, including company stock, consecutively for seven years for my excellent technical execution and extra team effort.

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**(EXPERIENCE** 1990-1999 continued.) I supervised tasks including: Graphical User Interfaces, Soft Monitor Panels, Data Instrumentation and Reduction - including Robotic Storage Pickers, Display Consoles, 1553 Interfaces, Driver Development, Operating System Modifications, Environment Modeling and Radar Simulations. Specified and installed Classified SECRET and Unclassified communications between multiple buildings using Alarmed Optical Fiber Links, Local communication links of Ethernet, Hyperchannel, Raceway, and encrypted communication links between other cross country sites. I specified, procured, installed, upgraded and provided day-to-day operation of Digital, Gould System Engineering, Mercury, Sun, and HP computer systems including mini-mainframes, over 100 engineering workstations, printers, and associated networks.

1986-1990, **Assistant Department Manager**

I was responsible for 50 employees performing system analysis, system management, workstation deployment, system software, graphical user interfaces, tools and operating systems on VAX and IBM client/server platforms.

I oversaw the systems management of 30 VAX computers and 55 VAX workstations across various divisions and diverse sites. I deployed \$1.8M of new VAX hardware while trading-in \$.5M of old VAX equipment. I managed over \$9M in hardware assets, reduced cost and headcount by 10%. As a member of Information Technology Team, I was recognized with a RSG Superior (cash award) Team Award.

1975-1986, **Various Technical Staff Titles** within Engineering Departments

**EDUCATION**

1979, MS, Computer Science, Loyola Marymount College, Westchester, CA  
1975, BS, Electrical Engineering, Lowell Technological University, Lowell, MA

**TECHNICAL TRAINING**

1986, Manager of Managers class, Management and Employee Development - 11 classes  
On-Going PC and Macintosh operating systems, hardware, and networking skills

**ASSOCIATIONS**

Eagle Scout with 51 Merit badges  
Senior Member, IEEE