

Ray K. Ragan

7402 S 29th Lane
Phoenix, AZ 85041
480.273.9261
ray.ragan@gmail.com

KEY SKILLS

- Award-winning expert engineer of web, Internet, and database technologies
 - Master Project Manager using a variety of Project Management methodologies
 - Experienced communications manager with direct experience in engaging the media
 - Combat proven leadership, project management, public relations and management
 - Experience working projects with Latin American, Indian, Filipino and Arab cultures
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PROFESSIONAL EXPERIENCE

ARIZONA CHAPTER, U.S. VETERANS CHAMBER OF COMMERCE - Phoenix, AZ MAR 2010 to PRESENT
President

- Founder of the first Veterans service organization that advocates for the securing of the economic future of Arizona Veterans
- Developed the strategy and information campaign for the Arizona Veterans in Business Initiative, comprised of three components for education of the public, legislative initiatives and advocacy for converting Arizona's economy to embrace Defense and Aerospace industry
- Conducted the Nation's first Accessibility to Capital for Small and Veteran-Owned Business report that assigned a grade for Arizona lenders on how well they meet the needs of Arizona small business
- Spokesperson and press release writer for Arizona Veteran-owned business

ROOK & KNIGHT - Phoenix, AZ DEC 2009 to PRESENT
Founder

- Founded Rook & Knight, LLC, an Information Technology service provider for strategic communications
- Developed the product, ImpersonalWho.com, a press release matching and distribution service that empowers journalists to match press releases that are important to them, while giving publishers a quality audience
- Performed business and marketing intelligence reports to clients that revealed how they are performing against their competitors
- Developed marketing and strategic communication plans for clients that allowed them to engage the public to grow their market share through information, education, and engagement with the public

STATE BAR OF ARIZONA - Phoenix, AZ OCT 2007 to AUG 2010
Project Manager / Web Developer

- Project manager for every IT project of the organization, successfully implementing over 15 enterprise projects, across multiple websites, databases and a several corporate systems with a \$1 million budget
- Spokesperson and trainer on all IT Department's new technology initiatives, briefing executive staff at the State Bar, Superior Court and the members of the State Bar
- Project manager and lead engineer for the first defect-free online dues payment system that every attorney that practices law in the State of Arizona used to pay his or her dues by credit card.
- Implemented over 20 Flash-based online communities that allowed attorneys to collaborate, meet and train online utilizing Flash, Flash Media Server, ColdFusion and SQL Server.
- Introduced and pioneered .Net development, starting the switch of the Bar's web technologies.

SHERIFF BABEU CAMPAIGN - Phoenix, AZ APR 2007 to NOV 2008
Technology / Media Consultant

- Engineered the online fund raising system for Sheriff Paul Babeu's successful campaign to unseat an incumbent for the office of Pinal County Sheriff.
- Developed the web communication platform for the campaign reaching over 200,000 supporters.

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AMKOR TECHNOLOGY - Chandler, AZ

MAY 2003 to OCT 2007

Programmer / Business Analyst

- Co-Architect of Web.data, this custom web-based extranet application allowed external customers to accurately track out-sourced work, plan and project completion and was an integral business link.
- Project manager and lead developer of over 20 business-critical, enterprise-level IT projects that integrated with customer and legacy systems such as AS400.
- Developed a rich internet application utilizing Flash video and application frameworks to distribute an hour-long video and collect digital signatures that guaranteed HIPAA compliance.

MITEK CORPORATION - Phoenix, AZ

OCT 2000 to MAY 2003

Senior Application Developer / Project Manager / Web Architect

- Sole IT Project Manager and architect for an Intranet, Extranet and enterprise management web application that acted as a unifying information platform between internal and external customers that provided financial reporting, order entry and inventory management.
- Developed an ecommerce site and user managed content system that allowed the company to successfully enter into the ecommerce space and increase corporation wide sales by 8%.

MOTOROLA - Tempe, AZ

NOV 1997 to OCT 2000

Process Technician

- Designed engineering and manufacturing web-based applications for quality, product tracking, document management, and training.
- Developed and leader of an anti-scrap program that reduced scrap by 30%, which had a direct, positive impact in profit of organization.
- Invented a precision tool that ensured vendor cleaned parts were within specifications.

MILITARY & CIVILIAN EDUCATION

Northern Arizona University - Flagstaff, AZ

December 2007

Graduated with a **Masters of Administration** with Special Emphasis on **Project Management**

Defense Information School, Fort Meade, MD

April 2010

Graduated Phase I ADL Public Affairs Qualification Course

United States Adjutant General School, Fort Jackson, SC

June 2008

Graduated Personnel Systems Management Officer Course

Basic Officer Leadership Course, Fort Sill, OK

March 2008

Graduated Officer Leadership Course, Phase II

Arizona Army National Guard, 215th RTI - Phoenix, AZ

August 2006

Graduated Officer Candidate School

University of Phoenix - Tempe, AZ

September 2002

Graduated with **Bachelor of Science** in **Information Technology**

Rio Salado Community College - Tempe, AZ

February 2000

Graduated with Associate of the Arts

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MILITARY EXPERIENCE

OPERATION IRAQI FREEDOM – Joint Base Balad, Iraq 2008 to 2009

Public Affairs Officer (Public Relations) / Production Manager

- Awarded the Bronze Star Medal for exceptionally meritorious service with distinction.
- Developed a Press Desk (media operations center) from the ground up, in a combat theater that performed media management services that included writing and releasing press releases, marketing of journalist written content, and facilitating media interviews and queries in the Iraqi theater.
- Project Manager for a hugely successful mass re-enlistment ceremony of over 250 Soldiers, Sailors and Airmen, which required the customization of press releases for each Soldier and routed to over 10,000 hometown media outlets, all within 12 hours.
- Managed a Broadcast Team that created a broadcast quality 22 minute Army news product.
- Managed a Print Team that published a 24 page weekly, Army newspaper.
- Prepared and arranged interviews for Soldiers with TV, Radio, and Print media outlets.
- Author and copy editor for press releases for the global news industry.
- Escort for distinguished visitors, embedded and visiting media to Joint Base Balad.

OPERATION JUMP START - Phoenix, AZ 2006 to 2007

Battle Captain / Force Flow Manager / Information Management Officer

- Awarded with the Army Commendation Medal for architecting a custom web based application using ASP.Net, XML, and SQL Server that made a direct and significant impact on operational readiness and mission success by offering a single, unified operating picture.
- Reported statistics, scenario analysis, and the status of the US/Mexican border to Department of Homeland Security, Customs and Border Protection and National Guard Bureau after personally and regularly reviewing operations on the border.
- Developed, maintained and managed the personnel levels for over 16,000 service members during the course of the mission.
- Single point of contact for operation information, dissemination and coordination for all fifty states and US territories for the media, Army and Air National Guard units.

AWARDS & RECOGNITION

The Bronze Star Medal – Awarded for exceptionally meritorious service against an armed enemy on the field of combat, where Ray developed a comprehensive system that linked together units spread across the theater of Iraqi operations that allowed the command to propel its information outreach to a level never achievable before.

The Army Commendation Medal – Awarded for developing an information system that linked together geographically dispersed task forces that created a common operating picture for the headquarters, National Guard Bureau and Customs and Border Protection.

The Adobe Systems, Inc.'s Site of the Day Award – Awarded for Ray's work on CDGoRound.com, a media commodities exchange that exceptionally showcased Adobe's technology to the world.

Work Cited by Forbes Magazine – Forbes mentioned Ray's web work in an article ran May 10, 2005, entitled *Star Flops*.