

Phil Raffel



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Objective

Solve complex business problems utilizing proven technology, delivering real value.

Education

Bachelor of Science
Arizona State University - Tempe, Arizona
Graduated 12/91

System Architecture Development, IBM – Phoenix
Completed 3/91

MCSE Certification
SQL Server 7.0 Development & Administration, Mindworks - Scottsdale
Completed 4/00

Computer Skills

Have been in the computer business for over 20 years. Understand the in/out of current technology and have worked with many legacy systems. No problem talking out technical issues at all levels of detail.

- 20 years experience developing and implementing systems that range in size from small accounting systems to enterprise wide systems accommodating 2,000 users.
- Excellent technical, management and communication skills. No problem explaining/answering details with the technical team and cost benefit with the money managers.

Work Experience



Flagship Fleet Management, LLC.
Owner
Founded: 2004
www.flagshipfleet.com

Flagship Fleet Management is dedicated to be the most sought after source of fleet management technology and information. The staff of Flagship keeps up on the latest trends and technology to Manage larger equipment fleets. We want to help you have the most cost effective and safe fleet possible. Flagship Fleet Management uses proven fleet operation procedures to drive the design of software tools and management techniques. The tools and resource available through Flagship Fleet Management represent the latest technology and cutting edge management techniques.

Flagship Fleet Management has the Flexibility to work with largest equipment fleets and smallest. In the past it has not been feasible to provide the amount of sophistication that Flagship can provide so cost effectively. We can help you solve many of the process problems that are unique to fleet management. We provide the information needed to manage the bottom line and simultaneously provide the best service possible to your customers.

Shop supervision, maintenance, scheduling, parts, use tracking, fuel, motor pool each are important single fleet functions that Flagship Fleet Management is dedicated to help you manage to the best of your ability.



WEX Inc., Fleet Card Service
South Portland, Maine
Telestream Solution
Since 2008, Current client

Fleet Card Processing for Military Cross Service Vendors.

Process fuel and maintenance transactions for the *General Services Administration (GSA)*

<http://www.wexinc.com/>

Processes fuel and maintenance fees for fleets within the General Service Administration of the Federal Government. This includes Postal, Navy and National Park light fleet equipment. Currently over 50 locations send fuel, and maintenance transaction generated from Telestream and local fuel systems for automated credit card processing **averaging \$1 million worth of monthly revenue transactions**. The front end application was written with Visual Basic script with most of the back-end credit card processing automated by SQL Scripts on the database server.



US Bank Company, Voyager Fleet Systems
Huston, Texas
Telestream Solution
Since 2003, Current client

Fleet Card Processing for the United States Postal Service.

Process fuel and maintenance transactions for the *General Services Administration (GSA)*

https://www.usbank.com/cgi_w/cfm/commercial_business/products_and_services/voyager_fleet_systems/overview.cfm

Developed Telestream™ for the Voyager Fleet department of US Bank. The application processes fuel and maintenance fees for fleets within the General Service Administration of the Federal Government. This includes Postal, Navy and National Park light fleet equipment. Currently over 50 locations send fuel, and maintenance transaction generated from Telestream and local fuel systems for automated credit card processing **averaging \$1 million worth of monthly revenue transactions**. The front end application was written with Visual Basic script with most of the back-end credit card processing automated by SQL Scripts on the database server.



Multiforce Systems Corporation
Princeton, New Jersey
Application Re-Development
Since 2003, Current client

Multiforce provides software and hardware to manage company owned fueling sites. Multiforce has been in the business since 1983 and the main controller software needed modernization. Rewrote the existing system with a new Microsoft SQL Server back-end to be used by the fuel controllers data repository. The database modernization provided better reporting, simplified administration, WEB access and improved data sharing capability.



Clean Energy, Inc.
Seal Beach, California
Fuel Contoler Integration
Client since 2/03

Clean Energy is a vendor of Compressed Natural Gas (CNG). They have roughly 1,000 fueling sites through out the southwestern United States. The work performed involved integrating fuel data from legacy and modern fuel systems into one master MS SQL billing database. I also developed the export and load interface required to load data into a SQL Server based accounting system (Great Plains™). This allows for nightly polling of all company sites for timely information the next day enabling better reporting, analysis and billing.



Rock Mountain Fleet Managers Association (RMFMA)
Phoenix, Arizona
Invoice System
Since 2002

The RMFMA consists of over 500 members. This is a group of fleet management professionals that meet semi-annually to discuss the latest developments in professional of fleet management. The system developed for RMFMA automates the process of billing and development of rosters for up coming events. The front end application was written with Visual Basic script with a MS Access database.



Oregon State University (OSU)
Transportation Services/University Motor Pool
Since 2002

The OSU motor pool consists of approximately 450 vehicles assigned to 80 different agencies within the university. Equipment is billed depending on the use of the equipment by department. However, each department utilizes funds from the state, different grants, and federal funds to pay for the vehicles, ongoing maintenance and fuel. Transportation services facilitates the fueling, maintenance and replacement of equipment to provide for a more economically advantaged use of state funds, federal funds, and different grants. The billing process was automated and different departments could then allocate vehicle cost across the different account codes/funds that comprised there annual budget. I also created reports that show costs per mile analysis, so OSU staff could do a cost comparison analysis to private motor pool providers (Enterprise, National and Budget car rental). The source of the data was Fleet Focus FA. The front end application was written with Visual Basic script with most of the back-end processing done by SQL Scripts on the database server.



National Conference of State Fleet Administrators (NCSFA)
Phoenix, Arizona
Invoice System
Since 2001

The NCSFA consists of over 100 members. This is a group of fleet management professionals that meet annually to discuss the latest development in the profession of fleet management. The system developed for NCSFA automates the process of billing and development of rosters for up coming events. The front end application was written with Visual Basic script with a MS Access database.



State of Oregon
Department of Administration Services
State Motor Pool
Since 1999, Current client

The Department of Administrative Services (DAS) maintains approximately 4,000 vehicles assigned to 200 different agencies. Equipment can be permanently assigned or rented through the motor pool. DAS facilitates the fueling, maintenance and replacement of equipment to provide for a better use of state funds. The systems provided facilitate monthly billing, cost per mile, replacement studies, maintenance, labor, and the overall cost effectiveness of fleet operations. The entire suite of applications which is now part of Flagship Fleet Management LLC is currently providing the basis of management decision making regarding the Fleet.

Designed and built a custom purchasing system with fuel management capability. All fuel is purchased based on OPUS pricing. However, several variables are added when considering the forty two different fueling sites managed by DAS. Different sites would have higher or lower drop fees, higher or lower local fuel taxes, and different tax rates based on the type of fuel delivered. The fuel procurement system automats these variables and helps to ensure fuel and other fleet equipment are delivered in a timely manner.

As of Jan 25th 2007 I provide on going MS SQL database administration for the for the fleet focus FA system, and other MS SQL systems that are fleet related.



Arizona Department of Transportation
Equipment Services
Fleet Management
Since 1996

Provided services to the Arizona Department of Transportation (ADOT) to install/set-up/maintain a new Fleet Management application called Fleet Anywhere™ (FA). Was part of the test group identifying issues and suggesting work a rounds to items in FA that were not to state specification. The process began with an evaluation period to determine the ability of FA to perform all procedural aspects required by ADOT Fleet Services. Set-up and maintained the SQL Server, Application Server, and client connectivity tools for FA. Provided additional software capability to meet ADOT system requirements.

First Interstate Bank

First Interstate Bank
Vice President
MIS/Systems Administration
Employed: 8/93 to 7/96

Provided accurate monthly reporting on the banks activities in southwestern Unites States. Developed processes to download data from the banks mainframe DB2 systems to MS SQL Server and provided extensive reporting and analysis capability. The data was used on a monthly basis to drive hundreds of multi-color charts and graphs used to analyze profitability of the bank by department. I managed a bank wide project to tie all department information and client profitability into one client server tool enabling better standardization of bank operations. The tool would be used for client relationship development and management reporting, and was named "Relationship Manager"



Lee & Associates
Commercial Real Estate Services
Phoenix, Arizona
Market Research/Networking
Employed: 9/91 to 8/93
Since 1993

Lee & Associates Arizona began the same day I started. A group of eleven commercial real estate agents started a new real estate franchise and they knew they would need a guy like me. They needed and I provided a computer network, market research and billing systems. The office was networked early on. The market research and billing systems were developed from scratch based on my experience from Grubb & Ellis. The initial systems were DOS based. After leaving in 8/93 I was contracted to design and build a modern windows based system. Still maintain a solid consulting relationship with Lee & Associates and enjoy doing projects for the company.



International Business Machines (IBM)
Phoenix, Arizona
Paid Intern
Employed: 1/91 to 12/91

My responsibility was to develop marketing strategies and awareness for educational computer sales. Was top sales representative for the collegiate sales program. The program was beneficial because it offered IBM sales and computer training.



Grubb & Ellis
Commercial Real Estate Services
Phoenix, AZ
Researcher/Clerical
Employed: 11/88 to 9/91

Was the do whatever needed to be done guy for commercial real estate agents. Delivered leases, opened buildings, delivered keys and assembled marketing presentations. Worked with the accounting department assisting with the AR processes.

Gosnell Builders

Gosnell Builders
General Contracting/Development Services
Phoenix, AZ
Cold Caller/Clerical
Employed: 5/88 to 11/88

Developed database of Metro Phoenix area office space users to determine size and date of lease expiration for use by sales representatives. Canvassed all major office buildings in the Metro Phoenix area over the summer months. Created an extensive list of potential movers that were interested in new space.

References



David Gonzales CFP®

Equipment Services Superintendent at Washoe County
Reno, Nevada | Government Administration

David Gonzales CFP® recommended:
Flagship Fleet Management, LLC

If you want superior customer service for your fleet management system you need to contact Phil and Jeff at Flagship Fleet Management.

David Gonzales

Equipment Services Superintendent
Washoe County - Community Services Department
Office: (775) 328-2121
Cell: (775) 772-0644
Fax: (775) 328-2110
Email: dgonzales@washoecounty.us
3101 Longley Lane, Reno, NV 89502

Joe O'Neill

Rocky Mountain Fleet Managers Association (RMFMA)
Executive Director
(623) 772-9096

Dennis Halachoff

Fleet Manager
Arizona Department of Transportation
(602) 712-7284

I have worked with Phil Raffel for over four years. In that time he has developed several applications relating to fleet management that were technically challenging, however, simple for the end user to manage and manipulate. One application that Phil developed called Fleet Manager helped streamline our equipment procurement process and helped tie my group together.

Phil Raffel is technically adept and works with people well. In my experience Phil can turn any complex process problem into an elegant solution. I would recommend Phil Raffel to any business that required a top shelf problem solver.

10/28/02

Gary Rickard

Parts Supervisor, Equipment Services
Arizona Department of Transportation
(602) 712-7680
grickard@dot.state.az.us

I have known and worked closely with Phil Raffel for almost 4 years in a business and work relationship. Phil has assisted me in many areas using his expertise and depth of knowledge on all computer related matters. Phil's grasp of complex data base problems and his speedy resolutions of computer related problems have made him a trusted and appreciated associate.

In the automotive parts field, Phil has proven time and time again a true problem solver and his solutions to complex database or computer related problems are fast and amazing.

Phil has developed many programs that make our jobs simple, quick and accurate. I would not hesitate to recommend Phil to anyone looking for a professional to master their database analysis, and custom report writing.

10/24/02

Tom Donithan

Regional Equipment Manager
ADOT Equipment Services
(602) 712-7573

I have known Phil Raffel for a few years as he was assigned to ADOT Equipment Services as a contracted computer programmer. Phil created and designed a couple of programs using our request and requirements for instant info and reporting and we have become very dependent upon them. These programs are complicated and Phil has made them very simple for the user to operate. Phil has always been very helpful in our day-to-day operations and has always been a team player. I have enjoyed working with Phil over the years and wish him the best in his future in devours. I would highly recommend Phil Raffel's services to anyone that is interested.

11/5/02

Last Revised 8/21/08