

# 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.

## Consulting Activities



Greer Farms  
Cashion, Arizona  
Produce Grower/Brokerage  
Sales & Inventory Management Solution  
Client since 10/04

Have been working in the produce business for over 10 years servicing long time client Aztec Herb & Specialty Company. With my experience and knowledge Greer Farms opted to have me develop a custom application for their business rather than buying a competitive off the shelf application. Developed twice the solution at half the cost.



US Bank Company, Voyager Fleet Systems  
Huston, Texas  
Telestream Solution  
Client since 6/04

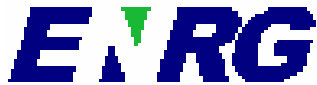
Developed Telestream™ for the Voyager Fleet department of US Bank. The application processes fuel and maintenance fees for fleets within the General Service Administration of the Federal Government. This includes Postal, Navy and National Park light fleet equipment. Currently over 50 locations send fuel, 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  
Client since 5/03

Multiforce is a major player in the large fleet fuel controller business. Basically they provide software to manage company owned fueling sites. Multiforce has been in the business since 1983 and the main controller software needed modernization. Raffel Systems was contracted to build a new modern application. The project has been a resounding success and has attributed to a successful marketing push in 2004 with a 50% increase in business over the prior year.



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

Clean Energy is a vendor of Compressed Natural Gas (CNG). They have roughly 1,000 fueling sites throughout the southwestern United States. The work performed involved integrating data from different fuel systems into one master system. Allows nightly polling of all company sites for timely information the next day.



Rock Mountain Fleet Managers Association (RMFMA)  
Phoenix, Arizona  
Invoice System  
Client since 2/02

The RMFMA consists of over 500 members. This is a group of fleet management professionals that meet semi-annually to discuss the latest development in the profession of fleet management. The system developed for RMFMA automates the process of billing and development of rosters for upcoming events.



Oregon State University (OSU)  
Transportation Services/University Motor Pool  
Client since 1/02

The motor pool consists of approximately 450 vehicles assigned to 80 different agencies. Equipment is paid by the use of the equipment by department and federal grants/programs. Transportation services facilitates the fueling, maintenance and disposition of equipment to provide for a more economically advantaged use of state funds. The system provided facilitates the monthly billing and produces information to show costs per mile for comparison to private providers (Enterprise, National and Budget car rental)



National Conference of State Fleet Administrators (NCSFA)  
Phoenix, Arizona  
Invoice System  
Client since 3/01

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 upcoming events.



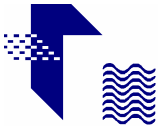
State of Oregon  
Department of Administration Services  
State Motor Pool  
Client since 8/99

Implemented and support a system developed from the experience working with the Arizona Department of Transportation (ADOT), Equipment Services. The motor pool consists of approximately 4,000 vehicles assigned to 200 different agencies. Equipment is paid for by the use fee's paid by each department. The department of administrative services facilitates the fueling, maintenance and disposition of equipment to provide for a more economically advantaged use of state funds. The system provided facilitates the monthly billing and produces information to show costs per mile for comparison to private providers.



MD Healthline (mdhealthline.com)  
Invoice System  
Phoenix, Arizona  
Client since 2/99

MD Healthline sells herbal remedies over the internet. The system created for them process the orders that are entered into the WEB site. The system also tracks the affiliate sales and determines the monthly commissions payable.



Resource Recovery Techniques of Arizona (RRTA)  
Work Order Tracking System  
Client since 12/98

Developed a waste tracking system specifically to how RRTA does business. Recently finished new upgrades to help with how generators are profiled. This business is not in the cleanest line of work but it does seem profitable. Their main business is treating liquid and semi-solid waste. Treatment can range from old grease to toxic waste requiring special handling. For example the spent chemicals from the chrome plating processes. The system tracks the type of waste, how it should be treated and assigns cost based on volume and type. The generators (clients) are handed an invoice as the material is offloaded.



Arizona Department of Transportation  
Equipment Services  
Fleet Management  
Client since 12/96

Phil Raffel was contracted by ADOT Fleet Services in an attempt to implement a Fleet Management system. The process began with an evaluation of the current application in an attempt to determine the ability of the current applications ability to perform all aspects required by ADOT Fleet Services. It was determined the first cut of the application was not able to perform. In working with the software vendor Phil Raffel provided a brief suggesting improvements that could be made. The software vendor made many of the modifications as directed by Phil Raffel. Further, Phil Raffel worked with ADOT Management to further enhance the reporting and process capabilities for all aspects of ADOT Fleet Services.

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## **ADOT**

Arizona Department of Transportation  
Technical Information Resources  
HEAT Conversion  
Project started 9/96 completed 11/96

The overall objective of the project was to convert an older version of software into the latest version. The system is a client server application serving 250 users. The conversion process required converting prior version data with new type codes and redirecting data to fields with differing data types. The original version used an Oracle data server. The latest version was to be installed using SQL Server as the data server. An automated data conversion process was created using Visual Basic to convert the existing data into a format that could be loaded into the new version. The entire process was automated to make for a seamless conversion process that was run over a weekend.

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**FRANTEK**  
*Design, Engineering,  
Excellence*

Frantek, Inc.  
Electrical Engineering  
Client since 7/95

Frantek is a vendor of Qwest (formerly US West). Frantek provides electrical engineering services for new phone cabling and manages installations. The system created for them tracks vendor's data on all projects. Vendors log time by remotely logging data into a SQL data server.

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**NORTHERN  
AUTOMOTIVE**  
**Checker/Schucks/  
Kregan**

Northern Automotive  
Arizona Corporation  
Store relocation system  
Project started 4/96 completed 9/96

Northern Automotive is the holding company for Checker, Schucks and Kregan auto parts. They are in the business of selling auto parts at the retail level. The company currently owns over 1,300 stores in the west coast states. The company is in expansion mode and is attempting to open 100 new stores a year. Northern Automotive has four departments responsible to make this happen: Market Research, Real Estate, Construction and Legal. Market research is responsible for finding the best places to put stores. Real Estate has responsibility to find the best deals on land and lease rates. Construction is responsible for building stores in a timely cost effective manner. Legal makes sure everyone does the right thing. The problem: the entire process was tracked on a shared excel spreadsheet. Information was not available in a timely manner and things were missed. My responsibility was to create a system to facilitate the distribution of retail stores in the best possible markets with the least cost to the company. Within four months a working system was developed to facilitate the process.



AZTEC Herb & Specialty Company  
Invoice/Inventory/Accounting System  
Client since 3/94

Developed an automated accounting system specific to the produce industry. This project can be considered a partner client. The inventory control and ability to set costs based on supply have made for a very successful business. When I began working with AZTEC Herbs they were working out of their house. They now own three farms and a distribution center in Tempe. My systems have been keeping pace with them every step of the way. From the system on one PC to the distributed systems that exists today, the efficiency improves as sales increase.



Lindberg & Associates Interior Design  
Invoice/Inventory/Accounting  
Client since 1/94

Developed an automated accounting system specifically for the interior design industry. This has been a long-term client. Have been working with them to automate just about every facet of the business. It would seem there is always something new to make more streamlined. The latest project was the development of a system to track paint colors. This is very important to a developer of new track housing. The system is set up with a master paint ledger (set by the housing developer), which keeps the designer within the proper scheme. This also helps eliminate the possibility of a house being painted with the wrong paint colors. It is amazing how wrong things can get if someone slips up on the paint codes.



The Restaurant Connection  
Van Arsdale Properties  
Billing System  
Project started 10/94 completed 10/95

Developed a lease management system around the needs of the restaurant industry. Allows users the ability to enter all pertinent information into the database and produce the necessary lease documentation and bookkeeping reports.

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BioRec  
Biomechanics Research & Consulting, Inc.

Biomechanics Research & Consulting  
Invoice System  
Client since 7/93

Developed an automated case tracking/invoicing system. All facets of case research are automatically tied to a billing system. Effect: Engineers spend more time engineering.

## Employment History

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Flagship Fleet Management, LLC.  
Co-Owner  
Founded: 12/04

Flagship Fleet Management is dedicated to be the most sought after source of fleet management technology and information. I actively participate in the success of this company. We have a solid client base with many opportunities down the road. See: [www.flagshipfleet.com](http://www.flagshipfleet.com).

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### **First Interstate Bank**

First Interstate Bank  
Assistant 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 systems. The data was used to on a monthly basis to drive multi-color charts and graphs used by bank management. Used to show profitability of the bank by department. Worked with management to fund a bank wide project to tie all areas together in one client server tool. The tool would be used for client relationship development and management reporting.

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

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 a computer network, market research and billing systems. I did it. 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, designed new windows applications and sold them to Lee & Associates as a consultant. Still have a solid consulting relationship with Lee & Associates and enjoy doing projects for the company.

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International Business Machines (IBM)  
Phoenix, Arizona  
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 offered sales and computer training by IBM.



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

Basically was a 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. Worked with assorted development companies helping with clerical duties and organizing files.

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## ***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

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### **Joe O'Neill**

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

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### **John Nichols**

Facility Operations Administrator  
Executive Director  
Arizona Department of Transportation  
(602) 712-7795

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### **Pete Christenson**

Financial Services Manager  
Arizona Department of Transportation, Equipment Services  
(602) 712-6631

In the past few years, as the Financial Services Manager of the Equipment Services section of ADOT, I have had the pleasure of working with Phil Raffel on many projects relating to our fleet management database and internal business processes. I initially called on Phil to develop a system in Access to assist us in data tracking and billing for our pool rental vehicles. That eventually led to him working on streamlining the entire billing system for all the services we provide to our outside customers, all other state Agencies.

Phil has incorporated his exceptional skills in database design and his knowledge of business processes, into enhancing our data collection and billing systems. All projects were developed and completed within a predetermined timeline and the billing system has resulted in much improved customer service and collections, all leading to increased efficiencies for my department.

I highly recommend Phil, not only for his business and database skills but for his excellent work ethic and his personal values.

10/24/02

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### **Jerry N. Massie**

Equipment Services / Fleet Coordinator  
Arizona Department of Transportation  
(602) 295-6762

As Fleet Coordinator for the Arizona Department of Transportation over the past four years, I have had only intermittent need for Phil Raffel's technical assistance. However, without exception, I have been impressed with his quick, professional action on my computer program assistance requests.

During my 33 years in Logistics Management I have supervised or been associated with a large number of Computer Programmers and other Information Systems personnel. Phil is an exceptionally "quick learn", technically unsurpassed and good with people- - easily ranking in the top 5 percent of all.

10/25/02

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**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

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**Gary Rickard**

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

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**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

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**Cynthia L. Knapp**

Computer Software Trainer  
(602) 712-4119  
[cyknapp@dot.state.az.us](mailto:cyknapp@dot.state.az.us)

For the past four years I have had the privilege of working with Mr. Phil Raffel. During that time Mr. Raffel's professional attitude and expertise was an inspiration to everyone that came in contact with him.

During the time Mr. Raffel worked for Equipment Services he designed several user interfaces with our database system. These projects required him to program the user interfaces and all required reports and to move the finished product onto our servers. Some of the projects that he did were design an automated billing program, a program that tracked equipment and depreciation and several interfaces with our Fleet database. The results of these projects were easier user interfacing, auto reports, and manipulation of data without the user having to do intensive complicated queries on the data.

Mr. Raffel's ability to work with the users to get a better understanding of what was to be the end product made each of his products functional and user friendly. Everyone that had contact with him during these projects always mentioned his professionalism, ability to make changes with short or no notice at all and the willingness to help any way he could and deliver a functional product.

Mr. Raffel would be a great asset to any company he works for and is very much a team player. Please feel free to contact me with any question regarding Mr. Raffel.

11/4/02

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**Irma Ojeda**

Administrative Service Officer  
602-712-6502  
[iojeda@dot.state.az.us](mailto:iojeda@dot.state.az.us)

Phil Raffel is a very dedicated and dependable person. I have known Phil for over 8 years. I have been impressed by his intelligence, his talent, and for his sense of responsibility. He is a quick learner and always goes the extra mile. Phil came to work for us as a contractor; he was able to blend in effortlessly in our work environment. He is assigned very complex projects, and Phil produces user-friendly applications.

Phil is a mature, intelligent young man, and I would happily recommend him for any endeavor he chooses to undertake.

10/25/02

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**Ted Raffel**

My Dad  
(623) 362-8614

He thinks I'm a great kid!