



JMarc Technologies, LLC

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<i>Name & Title</i>	John DeFilippis Chief Executive Officer
<i>Summary</i>	<p>John is a partner in JMarc Technologies and is responsible for managing both technical projects and client accounts. Our vision at JMarc Technologies is to solve business issues using appropriate computer technology. We provide full service including design, implementation, and support of your systems to ensure success.</p> <p>In our Fortune 500 experiences, we have implemented dozens of different technologies to address specific client needs. We maintain a strong customer focus and design systems to reflect the business strategies of our customers. At JMarc Technologies, we use the phrase "Designing Your Future" to indicate our focus on developing systems that give your company a competitive advantage.</p> <p>John is the technical/project manager for numerous projects including: EZOnlineDocuments.com, smartWEBdesign.com, large and complicated Windows XP migrations, and a large call center project & support team at Roche which handles all customer inquires for the company and is responsible for the quality and efficiency of specialized Medical Affairs/Clinical Liaison support.</p>
<i>Key Skills</i>	Team management, business analysis, process analysis, Vantive, Documentum, IIS, ASP, all Medical Affairs/Clinical Liaison specialty applications, desktop modeling, office automation, web technologies, Windows, server infrastructure, strong communication skills

I. Professional Experience

4/98 – present JMarc Technologies, LLC, Madison, NJ
Chief Executive Officer, Madison, NJ

Inventor and process specialist for EZOnlineDocuments.com that provides conversion of Annual Reports and Proxy Statements into Internet format to suppress printings. This service was successfully used for companies such as American Express, Merrill Lynch, PSEG, Ralston Purina, Bristol-Myers Squibb, and others.

Project Coordinator, Roche Laboratories, BIO-C Informatics, Nutley, NJ

Responsible for implementation of the Codex environment which consists of Windows XP, Microsoft Office XP, and other applications in a controlled “locked-down” system. Acted as the liaison between the business areas of Roche Laboratories and various Roche IT groups. Handled planning, scheduling, implementation, support, and created solutions for applications that did not function in the new environment. Over 600 users received new equipment, migrated from Lotus Notes to MS Outlook, had their data migrated, received training and had over 100 existing applications migrated from Windows 95, NT 4, or Windows 2000.

Team Manager, Roche Laboratories, Medical Affairs, Nutley, NJ

Managed the Technology Management department, which grew to eighteen to support a growth in Medical Affairs, the Clinical Liaisons, and additional projects. Provided world-class support which received many accolades in continuous surveys done by the client. The Technology Management department was moved under the Roche Service Quality and Customer Satisfaction that ensured that the team was customer-focused and maintained the highest level of quality possible.

Part of the crisis team for the Posicor withdrawal as the technology manager that built a makeshift call center in two buildings as well as a distributed component for the Clinical Liaisons. Medical Affairs formed an extended team of over seventy people to take calls, track them in the new system, and use the system to send out information via mail or fax. Over 9,000 calls were handled in a few short weeks during this first ever Roche product withdrawal.

Provided technical support for the Accutane Registry project and six Accutane mock meetings, supporting an FDA submission that extended Accutane's patent.

Project Manager for the Roche Pharmaceutical Service Center (RPSC) call center software project that was built using Vantive and Oracle technologies. The first release of the call center was completed in four short months and became the single point of entry for all Roche customer inquiries in December 1998. Specific contributions to the project included: business analysis / flow designs, staff management, quality assurance testing, training, budget planning, workspace design, support and being the main client contact.

Completed a major upgrade to RPSC in December 2000 that introduced Documentum technology to manage knowledge documents that are provided to customers based on their inquiries.

Upgraded the RPSC and Professional Product Information users to Windows 2000 in order to run Documentum and the new call center software.

9/96 – 4/98

Roche Laboratories, Inc., Nutley, NJ

Manager, Technology Management, Medical Affairs, Nutley, NJ

Established the Technology Management team to support specific needs of Medical Affairs. The team was charged with providing an integrated desktop/laptop solution for Medical Affairs/Clinical Liaisons that complied with Roche Laboratories and Corporate IT Standards while allowing Medical Affairs to use additional technologies that enhance productivity and efficiency. Implemented the CL model to all CLs, provided training, and provided one-day turnaround on all software and hardware issues to ensure the lowest possible downtime per incident.

The Technology Management team reported directly to the Vice President of Medical Affairs and was responsible for business critical system that directly supported customer-focused initiatives. Supported the Otitis Media sNDA submission to the FDA including on-site support for all computer hardware, software, fax machines, copiers, phone lines at several mock meetings as well as the official FDA meeting.

Coordinated the move of Medical Affairs staff from Broad Acres to Building One. The transition was done in off hours and all staff had functional computers on "day one."

Researched, implemented and supported various specialty applications such as OVID, Micromedix, PDR, Drug Facts & Comparisons, RME Sync, and others to respond to business requirements.

Implemented and maintained integrated laptop solutions for Clinical Liaisons (CLs) which complied with Roche Laboratories standards and allowed CLs to use a large list of specialty applications.

Created the Medical Affairs website containing several areas of information which grew with Medical Affairs. <http://rli.nut.roche.com/medicalaffairs/>

Configured Medical Affairs systems to use Pharma Development applications such as CANDAs, Oracle Clinical, nQuery, Brio Query, etc. These applications were designed to work on Pharma's NT model and had to be implemented on Roche Laboratories' Windows 95 model. These tools were required to enable Medical Affairs to generate NDA submissions to the FDA.

Reengineered the business-critical MAPS/PATS Database system by adding hubs, patching network wires, installing a new server, and implementing secondary desktops to handle this DOS-based application that would corrupt data when run under Windows 95.

6/92 – 8/96

Hoffmann-La Roche Inc., Nutley, NJ

Programmer Analyst I of PC and LAN Support, Pharma Informatics

Provided computer and LAN support to 515 end-users. Implemented software and computer hardware standards for desktop PCs. Designed, implemented and administered Novell NetWare servers. Installed and supported data communication software and hardware (terminal server, Ethernet, Token-Ring, printer sharing).

Migrated from DOS environment to Windows 3.1. Installed new computer equipment and software. Trained and supported off-site clinical personnel on computer hardware and software. Assisted in coordination of the office relocation of 250 personnel and their computer equipment. Acted as liaison with other Roche groups when supervisor was not available.

6/90 – 6/92

Ciba-Geigy Corporation, Summit, NJ

Office Systems Specialist, Drug Development Department / Sales & Marketing

Developed and automated manual functions for sales force and development department. Provided technical computer support to 500 end-users to resolve software problems. Assisted with implementation of Novell network. Installed new computer equipment and software. Performed diagnosis and repair of computer hardware. Created educational material and conducted Refresher and Advanced WordPerfect courses.

12/88 – 6/90

Seton Hall University, Office of Academic Computing

Computer Site Assistant

Assisted and trained students and faculty in use of hardware and software.

Computer Consultant

Setup up computer system to automate billing, insurance and filing systems. Trained employees.

II. Computer Related Skills

Languages: HTML, Access/Excel/Word VBA, SQL, Visual Basic, C, Superbase, Assembler, COBOL, Basic, Pascal.

Software: Vantive, Documentum, Microsoft Office 97/2000/XP (Word, Excel, PowerPoint, Access), Lotus Notes, Winzip, Act 4, Ghost, Adobe Acrobat Exchange, Netscape, Internet Explorer, Outlook 98/XP, Microsoft Project 98, ArcServe, Reflections, pcAnywhere, Textbridge, WinFax pro, Oracle Clinical, Brio Query, Ovid, Facts and Comparisons, PDR, SAS, Procite, IIS/ASP, FedEx, Norton AntiVirus, Adobe PhotoDeluxe, Adobe Photoshop, HP ScanJet, Palm Desktop, Project Kickstart, Conversions Plus and other specialty Medical Affairs and marketing applications.

Operating systems: Windows NT 4.0/2000/XP, Windows 95/98/ME, Windows NT 3.51, Windows for Workgroups, DOS, NetWare 3.11, MacOS, Pathworks

Hardware: Compaq, Dell, Toshiba, GRID, Gateway, IBM, and Zenith desktops/laptops, Compaq & Dell servers, IPAQs, Palm Pilots, HP LaserJet & Tektronix Printers, HP Scanners, LCD Projectors (InFocus, Plus), Shiva Dial-in, Iomega peripherals, Canon copiers, Lanier fax machines, Macintosh, Expert Sniffer Network Analyzer, Linksys Wireless networking

III. Education and Training

Education

Seton Hall University, South Orange, NJ
1992, Management Information Systems, BS, GPA in major: 3.90 – Cum GPA: 3.47
Graduated *Cum Laude*

1994, Novell Certified NetWare Engineer (CNE)

Honors

Dean's List – Spring 1989, Fall 1989, Fall 1990, Spring 1991, Fall 1991 and Spring 1992
Winner of Advanced Academic Marketing Program Competition (campus wide contest)
Seton Hall University Leadership Award
Society of Distinguished Collegiate Americans Outstanding Achievement Award