

# MARC R. CALLISTER

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1054 Southland Drive · Tooele, UT 84074 · Mobile: 435-840-1860 · marc@mrcallister.info; marc.callister@gs.com

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An accomplished **Industrial Engineer and Data Analyst** with demonstrated success in designing and implementing web and database solutions that improve business functionality. Proven ability to implement technologies that eliminate manual processes, reduce cost and increase productivity.

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## Highlights

- Demonstrated capacity to develop and support innovative web and database applications
  - Deep understanding of data technologies with focus on business solutions. Expertise in data mining and report development
  - Intuitive thinker with the ability to understand and improve complex processes
  - Adept at all stages of system development, including requirements definition, design, testing, implementation and support
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## Professional Experience

### ASSOCIATE, CLIENT REPORTING

*Goldman Sachs & Co. – PWM Operations*

YEARS EMPLOYED (5/2009-PRESENT)

*Salt Lake City, UT*

Coordinate with operations teams to prepare and distribute monthly client statements in accordance with established service level agreements. Manage several project-based initiatives including returned mail processing, workflow enhancement and regulatory reporting. Support & develop (as time permits) various reports and automation tools for Salt Lake City departments.

### ASSOCIATE, TECHNICAL SPECIALIST

*Goldman Sachs & Co. – PWM Operations*

YEARS EMPLOYED (12/2007-5/2009)

*Salt Lake City, UT*

Provided metrics and analytical support to operations management. Worked extensively with Microsoft Access and Excel developing tools to automate and improve existing processes, save time and reduce operating costs. Developed and instructed an Access training workshop.

### AIR PLANNING / OPERATIONS SUPERVISOR

*United Parcel Service – Industrial Engineering*

YEARS EMPLOYED (3/2006-12/2007)

*West Valley City, UT*

Responsible for planning air operations in Utah, Idaho and Las Vegas. Supervised an operation at the Salt Lake International Airport. Responsible for 30 hourly employees and 40 vendor employees.

### IT INSTRUCTOR

*ITT Technical Institute*

YEARS EMPLOYED (3/2005-3/2006)

*Murray, UT*

Instructed database development courses designed to introduce students to relational database design and implementation. Topics included data analysis, relational modeling, SQL programming, optimization techniques and database administration.

### AIR / HUB PLANNING SPECIALIST

*United Parcel Service – Industrial Engineering*

YEARS EMPLOYED (10/2002-3/2006)

*West Valley City, UT*

Contributed to the planning of air and hub operations in Utah, Idaho and Las Vegas. Performed tasks such as: volume forecasting, work measurement, schedule maintenance, holiday and contingency planning, process analysis, and the creation of master operating plans.

### DATA SPECIALIST

*United Parcel Service – Industrial Engineering*

YEARS EMPLOYED (12/1999-10/2002)

*West Valley City, UT*

Designed and implemented custom database reporting systems using Microsoft Access, SQL Server and Visual Basic. Executed ad-hoc and data mining requests from various departments and functions.

### WEB DEVELOPER

*United Parcel Service – Technology Support Group*

YEARS EMPLOYED (4/1998-12/1999)

*West Valley City, UT*

Developed and maintained a company Intranet servicing Utah and Idaho. Utilized HTML, Active Server Page (ASP) and Cold Fusion (CFM). Most projects involved integration with SQL Server and Microsoft Access databases.

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## Education

**MASTER OF BUSINESS ADMINISTRATION IN TECHNOLOGY MANAGEMENT (MBATM)**  
*Westminster College*  
Currently hold a 4.0 GPA

(CURRENTLY ENROLLED)  
*Salt Lake City, UT*

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSIT)**  
*University of Phoenix*  
Graduated with a 4.0 GPA

YEAR COMPLETED (2003)  
*Salt Lake City, UT*

**ASSOCIATE OF SCIENCE DEGREE**  
*Salt Lake Community College*

YEAR COMPLETED (1998)  
*Salt Lake City, UT*

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## Expertise

**OPERATING SYSTEMS / SOFTWARE**

Microsoft Windows / Microsoft Office, Adobe Photoshop

**WEB DEVELOPMENT**

HTML, Active Server Page (ASP), PHP, Cold Fusion (CFM), Cascading Style Sheets (CSS)

**DATABASE**

Microsoft Access, SQL Server, MySQL / Relational Data Modeling, Data Mining and Analysis, Data Warehousing

**PROGRAMMING / SCRIPTING LANGUAGES**

Visual Basic, VBScript / VBA, JavaScript, SQL

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## Additional Information

- Pianist, Trumpet Player and Vocalist
  - Bilingual: Spanish;
  - 1st degree Black Belt in American Kenpo Karate
  - Proven dedication and dependability in the workplace
  - Strong desire to succeed and expand knowledge
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## Show & Tell

Show & tell: <http://www.mrcallister.info/ShowAndTell.asp>

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## References

Available upon request

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