

Summary Fourteen years experience managing and defining processes, data and systems in Information Technology and service delivery companies. Consistently asked to take on the most challenging projects and programs to ensure successful delivery on goals and innovations for improving results across geographically and culturally diverse teams and business units.

Experience

IT Consultant

Friends in Global Health (FGH), Mozambique Aug. 2007 – May 2009

- Created proposal, gained plan and budget approval and implemented solution for networking, internet connectivity and voice communication for 6 regional (rural) hospitals and the remote staff working in those regions utilizing a wide range of technology including BGAN, VSAT, 3G modems and ISAT phones. This provided voice and internet access for Doctors and FGH employees working in remote areas improving their access to relevant medical and operational information as well as improving FGH employee satisfaction.
- Designed and configured Quelimane regional headquarter network, email and all IT related systems resulting in improved speed and reliability of key IT capabilities.
- Provided support for all FGH IT equipment in the Zambezia province of Mozambique, minimized down time and budget requirements.
- Proposed structure of IT department for FGH in Mozambique including the creation of job descriptions resulting in the hiring of 3 positions who continue to maintain the IT infrastructure I designed.
 - Interviewed and hired 2 positions, participated in the technical interview process for 3 other positions.
 - Drafted IT policy documents for FGH Mozambique
- Improved data quality for legacy medical records by implementing programmatic data quality checks
- Designed and created reporting systems to meet M&E requirements using Pentaho, Microsoft Access and Excel allowing FGH to provide the required PEPFAR funding reports as well as other key operational metrics.
- Designed & created tool to migrate data from an access based medical record system into OpenMRS. Succeeded in resolving this very complex data migration problem even though a US based consulting firm had already failed in their attempt. This resulted in the successful migration of the data which would otherwise have been manually re-entered.
- Assisted with the design, development and implementation of an Electronic Medical Records System using OpenMRS, MySQL, Pentaho and other open sources tools resulting in the successful deployment of EMR to rural hospitals in the Zambezia province
- Helped represent FGH at a National Electronic Medical Records conference in Mozambique resulting in identifying potential partnership opportunities for new programs.

Senior Solution Manager (Customer Service and Support Business Intelligence)

Microsoft Corporation, Redmond, WA

Feb. 2006 – August 2007

- Drove Fiscal Year 2008 budget process for business intelligence portfolio. Guided IT

and business stakeholders through trade off decisions to facilitate strategic investment of \$11,600,000 budget across three business units resulting in key IT and business stakeholder buyoff and approval of the 2008 budget even though it required significant cuts in the Customer Support BI application portfolio and IT team staffing.

- Defined release scope selection and portfolio management process for 9 Business Intelligence tools including 2 data warehouses, 3 data marts and 4 analytical tools.
- Defined data quality strategy resulting in the initiation of new data quality procedures, tools as well as restoring user confidence in the key customer service data warehouse used to bill customers, pay vendors and provide most of the customer service business metrics.
- Consolidated and customized input from a consulting team to create data management plan resulting in team staffing plan and an accepted future state technical architecture.
- Drove hiring of a new data management team: defined the hiring process, interviewers and identified and screened candidates resulting in the hiring of a team of 4 strong team members, this team was later elevated to manage Business intelligence capabilities for a much larger business unit.
- Defined and implemented Business Intelligence system issue management process resulting in improved stakeholder satisfaction and improved IT support personnel satisfaction, in once case preventing at least one support person from leaving the company due to unclear and frustrating processes.
- Completed conceptual data model for \$2,000,000,000 a year business.
- Defined change management process for domain values, metrics, dimensions and business rules that impact data quality reducing data complexity and improving data quality.
- Managed maintenance releases for a complex global reporting warehouse reducing down time due to system upgrades and maintenance
- Assisted in the definition and launch of a data governance program gained and sustained interest and participation from key business units that had been highly critical of data quality and management.
- Worked extensively with offshore teams in India, successfully meeting deadlines and managing deliverables across multiple time zones.

Operations Manager/ *Microsoft Corporation,* Jan. 2002 – Feb. 2006
Reporting and Business *Redmond, WA*
Process

- Designed, developed and deployed system to manage and share Microsoft Enterprise Services business and operational documentation improving access to on-line documentation significantly reducing the number of places employees needed to look to find procedure and policy documentation.
 - Managed the taxonomy used to document processes for Microsoft Enterprise Services reducing duplicate documentation and
 - Inventoried and managed hundreds of policies and procedures.
 - Developed methodology for managing a Standard Operating Procedure Reference Guide including change control management using Six Sigma methodology.
- Worked with process and business owners to define business capabilities and updated processes for a \$300,000,000 annual services business resulting in stakeholder agreement regarding key process and policy changes.
- Delivered a customer reporting project with a budget of \$4,500,000. I was introduced to the project 6 weeks before the go live date. At that time all project stakeholders were ready to scrap the project. I was able to get the project back on track and deliver it on schedule which improved the accuracy of contract billing resulting in recovering hundreds of thousands of dollars in lost revenue.
 - Resolved project management issues resulting in successful release of the system resulting in targeted 80% adoption of the tool.
 - Managed product requirements and completed future version planning.
 - Transitioned ownership of deployed tool to new Program Manager.
- Worked with multiple business units in the United States (US) Support Service line to

- communications availability for War-Time Scenarios.
 - Implementation required working two months on location in Preston, England
 - Defined Windows Server configuration
 - Installed hardware and software in data center
 - Wrote the system administrator operations guide for server administration.
- Designed and Implemented email system for Oregon Judicial Department:
 - Helped IBM overcome initial difficulties in porting the Lotus notes Email system to the AS/400.
 - Overcame significant technical and political challenges to ensure successful pilot and acceptance of solution.
- Designed and managed the development of an Incident and Asset tracking system.
- Managed a portfolio of development projects, reducing my manager's workload so he could focus more time on sales.
- Maintained the highest rate of consultant billable hours at our sales location.

General Manager

***Cutting Edge Laser,
Woodinville, WA***

Aug. 1994 – Jan. 1996

- Co-authored the business plan for new metal fabrication business resulting. Positive review of the business plan resulted in over \$40K in venture funding
- Wrote estimating software that cut estimating time from days to hours allowing us to respond to bids more quickly than our competitors
- Managed vendor relationships, reducing material rates
- Managed inventory, scheduled and coordinated resources minimizing inventory burden on cash flow while meeting project completion dates
- Developed and administrated the majority of the company's business processes

**Technical
Training**

- Six Sigma Green Belt training; passed test, certification on project completion.
- Business Case and analysis (Classroom 1 day)
- Communication skills II: Your Myers-Briggs Type (Classroom 1 day)
- Mapping business processes (Classroom 1 day)
- Project Management Framework (Classroom 2 day)
- Designing Enterprise Applications (Certification)
- SQL Server 7.0 Administration (Certification)
- SQL Server 7.0 Data Warehousing (Certification)
- Updating Skills from Microsoft Windows NT to Microsoft Windows 2000 (Training)
- Administering Microsoft Windows NT 4.0 (Certification and Training)
- Administering Windows NT Server 4.0 (Certification and Training)
- Windows NT 4.0 Core Technologies (Certification and Training)
- IBM DB2 Administration 1 and 2 (Certification and Training)
- Lotus Accelerated Value Method (AVM) (Training)
- Microsoft Networking Essentials (Certification)
- Notes Application Development I (Certification and Training)
- Notes System Administration I and II Release 4 (Certification and Training)
- Presentation Skills (Training)
- MQ Series (Certification and Training)
- Exchange 5.0 (Certification and Training)
- Data Warehousing Concept (Training)
- FOCUS Reporting (Training)