

Objective

Embrace greatest strengths of local or distributed company and contribute specifically to efforts leading to noticeable improvement in communication, planning and organization.

Personal Profile

Demonstrate clarity, cultural sensitivity and enthusiasm in driving projects. Excellent communication in English and Spanish. Life-long learner with ability to recognize strategic goals and implement through customer-driven, timeline-driven processes. Strengths in providing timely communication and value added information in cross-departmental projects. Earned reputation for providing organizational leadership and providing workplace responsiveness and accuracy. Professionally raise questions to clarify project and challenge processes to provide best practice methodologies.

Chronological Work History

Excelsior Software LLC (a GlobalScholar Company), Greeley, CO

PMO Director

2008 – 2009

- ▶ Created PMO SharePoint site for centralized documentation, team discussions, blogs, wiki, etc.
- ▶ Rallied interdepartmental team to deliver assessment scanning demo under incredible schedule
- ▶ Championed launch of scheduled Support model, leading to high customer satisfaction
- ▶ Collected key metrics for Support department operations and charted progress over time
- ▶ Attended and supported annual conference for customers to value our product appropriately
- ▶ Found customer data revealing a 400% greater than expected implementation queue
- ▶ Promoted data-bound management of customers to support new student-based subscriptions
- ▶ Transformed customer engagement into clear dialog about goals and deliverables
- ▶ Interviewed implementation experts and produced detailed implementation project plan templates
- ▶ Organized major multi-vendor RFP leading to on time delivery against extremely tight deadline
- ▶ Completed long-delayed office move to allow for team communication and expansion
- ▶ Investigated and proposed expansion of Salesforce.com to handle our customer life cycle
- ▶ Preserved key leadership roles through diplomatic representation and coaching
- ▶ Used local installation of our web product to manage my own daughter's grades

Hewlett-Packard Company (VMC/VOLT contract), Fort Collins, CO

Senior Program Manager

2006 – 2007

- ▶ Posted project material on internal SharePoint portal for the team and on partner extranet sites
- ▶ Developed communication system for document management to support local and virtual teams
- ▶ Established team portal for project document libraries; led efforts around calibration and test
- ▶ Complemented functional manager's skill set with mine to round out professional environment
- ▶ Improved reporting process to use graphs in PDF format, universally readable and printable
- ▶ Introduced FreeMind as a tool for Work Breakdown Structure of Camera Phone projects
- ▶ Arranged for photographers and updates to hardware/firmware as needed for photo shoots
- ▶ Photographed with test equipment to exercise camera phone technology for image quality tests
- ▶ Managed collaborative work between HP and Flextronics for calibration of imager modules
- ▶ Participated and shared in leadership of weekly engineering team meetings
- ▶ Maintained physical posters of schedule to check-off team deliverables
- ▶ Engaged engineers with the Concerto project scheduling tool like no other team at customer site had known before; coached and trained to support effective communication with the tool

Advanced Micro Devices (AMD – VOLT contract), Longmont, CO

Technical Program Manager

2005 – 2006

- ▶ Hosted development team offsite to review technical and user requirements for update system
- ▶ Led development and validation teams in adoption of effective bug triage/tracking system
- ▶ Observed and supported in-country customer support/call center in Sao Paulo
- ▶ Collaborated with Product Manager at customer site in Istanbul to resolve technical issues
- ▶ Evaluated and delivered software for 50x15 initiative
- ▶ Walked customers through ordinary tasks such as ftp file management and MS Office features
- ▶ Oversaw pilot deployment (remotely) to two schools in South Africa
- ▶ Anticipated, accepted and addressed business and technical issues of customers
- ▶ Developed system image specific to World Congress on IT (English/Spanish/Portuguese...)
- ▶ Supervised localization process for update messaging
- ▶ Participated in localization process for WCIT system/documentation localization
- ▶ Provided technical support to in-country sales team for presence at UNETE in Mexico
- ▶ Communicated priorities with software providers such as Microsoft, Westtek and SoftMaker

Northern Colorado Networking Group, Fort Collins

Volunteer Leadership role: NoCoNet Program Manager

2005 – 2008

- ▶ Maintained preview of upcoming agendas on <http://noconet.org>
- ▶ Championed importance of usability in plan for migration to new Dot Net Nuke website
- ▶ Led team in identification of audience types to drive requirements/design of new website
- ▶ Nurtured relationships and logistics with visiting recruiters
- ▶ Created file management module for Recruiting Committee on Dot Net Nuke web page

EchoStar Satellite, L.L.C., Cheyenne, Wyoming

Program Manager II

2003 – 2005

- ▶ Brought vision and technical expertise to multi-site use of user-built, Plone intranet
- ▶ Managed data consolidation/collaboration project built in .NET framework
- ▶ Bridged communication gap for requirements verification of database objects/Eclipse UI
- ▶ Initiated, organized and led ongoing SIG meetings for Service Routing Database system
- ▶ Documented introductory and intermediate approaches to screen captures on PCs
- ▶ Trained personnel on means to keep team documentation up to date and available
- ▶ Distilled over 800 system requirements based on over 250 business processes for RFP
- ▶ Documented/supported training of user community for Postgres-based web application
- ▶ Pursued strategy of continuous improvement in IT and software development environment
- ▶ Communicated interdepartmental requirements of EchoStar with Telsec device vendor
- ▶ Designed Relational DB System to manage WAN-based signal monitoring system equipment
- ▶ Helped define standard approach to database design

Colorado Christian University, Fort Collins, Colorado

Associate Professor

2003

- ▶ Enhanced delivery of business courses by supporting adoption of online classroom
- ▶ Organized and hosted guest lecture by Peruvian entrepreneur and accounting executive
- ▶ Interpret and deliver course content according to university policies: Personal and Social Ethics; Management Problem-Solving and Decision Making; Leadership and Management

Hewlett-Packard Company, Englewood, Colorado & Rockville, Maryland

Systems Engineer

2000 – 2002

- ▶ Identified conflict between customer and software vendor expectations, recommended a solution and led communication between HP and vendor to solve \$2M problem
- ▶ Managed time independently while accomplishing objectives through work at home
- ▶ Participated in weekly meetings at Lockheed-Martin to deploy SAP modules and systems
- ▶ Guided AT&T Broadband through evaluation of strategy based on open source software
- ▶ Explained advantages of new purchase vs. demo system vs. lease vs. experienced systems

Hewlett-Packard Company, Fort Collins, Colorado

Software Engineer

1995 – 2000

- ▶ Transformed support role for Software Distributor from “slow to respond” to problems and issues to “quick response and proactive” in solving problems & anticipating issues
- ▶ Produced, directed and wrote script for 30-minute training video to improve patch quality
- ▶ Lead contact for lab on internationalization and localization matters
- ▶ Collaborated with partners in California and Asia for improvements in technical support
- ▶ Audited and corrected localization tables for Software Distributor messages in multiple languages, documented testing process and trained successors
- ▶ Published and presented a paper on 32-bit and 64-bit multistream technology, helping partners and customers prepare for HP-UX 11x
- ▶ Invented GeoCustoms solution to solve international deployment problem; won patent

Education

- Six Sigma Yellow Belt, Project Management Institute,* 2007
- Masters in Business Administration (MBA), Colorado State University,* 2006
- Certified Project Management Professional (PMP), Project Management Institute,* 2003
- Masters in Computer Science, College of William and Mary,* 1995
- Masters in Theological Studies, Wesley Theological Seminary,* 1989
- Bachelor of Arts (Public/International Affairs), The George Washington University,* 1987

Recognition

- ▶ Six Sigma certification (Yellow Belt), Project Management Institute 2007
- ▶ Awarded by Echostar Compression Department for helping restore Puerto Rico 2004
- ▶ PMP certification, Project Management Institute 2003
- ▶ \$2700 in eAwards for Sales leads 2002
- ▶ District Manager’s special award for software packaging for Qwest 2001
- ▶ Drive The Future Award (Production of Patch Klatch 2 training video) 1999
- ▶ Ace of Diamond Award For Excellence, 18 total 1995-2000
- ▶ Toastmasters International (Certified Toast Master) 1999

Technical Skills

- ▶ Dynamic HTML publishing and Cascading Style Sheets; Twiki/Wiki; Dot Net Nuke web technologies
- ▶ Microsoft Project, Excel, Word, Visio, PowerPoint, Access, Outlook, Instant Messenger, SharePoint, *Explorer
- ▶ Groove Virtual Office; Skype; Freemind; Adobe Acrobat; Adobe Photoshop; Jasc Paint Shop Pro
- ▶ Working familiarity: Samba, Postgres, SQL, Zope/Plone, Apache, Mozilla, VNC, Open Office
- ▶ Operating Systems (Windows XP, Windows 2000, Windows NT, Windows 95, Linux, HP-UX)
- ▶ Hardware Platforms (Wintel, PA-RISC, Itanium, embedded/ASIC)
- ▶ Leading team discussions, requirements/design/code/test reviews
- ▶ Fluent reading, writing, speaking and translating Spanish and English; presentations
- ▶ Editors (vi, emacs, xemacs, dtpad, Notepad, Wordpad, Plone, EditPlus, Twiki)

Additional Training

- ▶ HP Invent Tour
- ▶ HP/Oracle “Think Customer”
- ▶ Decker’s Effective Communication
- ▶ Building Support for Your Ideas
- ▶ Operating Across Organizations
- ▶ Diversity/Cultural Issues
- ▶ Microsoft Sharepoint
- ▶ Kepner-Tregoe Analysis

Interests and Activities

- ▶ Carpenter/painter in low-cost housing restoration effort
- ▶ Teen Bible Quiz judge and scorekeeper
- ▶ Actor in A Christmas Carol; roles included Jacob Marley and Ghost of Christmas Present among others
- ▶ Assistant coach / fundraiser lead for little league baseball team
- ▶ Head coach for girls’ soccer team
- ▶ Consultant for creation of church websites (mvcchurch.org/FortCollins & fbfortcollins.org)