

Objective

Apply PMP & Six Sigma certification, MBA training, PM experience, and broad background to lead service industry provider toward consistent, efficient and measurable attainment of company goals.

Personal Profile

Earned reputation for providing organizational leadership and providing workplace responsiveness and accuracy. 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. Demonstrates clarity, cultural sensitivity and enthusiasm in driving projects. Professionally raises questions to clarify project and challenge processes to provide best practice methodologies.

Education

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

Career History

PMO Director, *Excelsior Software (a GlobalScholar company), Colorado* **2008 – 2009**

Accomplishments for Communication

- ▶ Led customer migration effort to become a centralized, CRM-type web/database application
- ▶ Created PMO SharePoint site for centralized documentation, team discussions, blogs, wiki, etc.
- ▶ Transformed customer engagement into clear dialog about goals and deliverables
- ▶ Negotiated collaboration across companies to support data sharing between SIS and grade book
- ▶ Summarized implementation team weekly reports into consolidated report using milestone model
- ▶ Invented Excel-based process for Crystal Report development, leading to smooth operation

Accomplishments for Business Operations

- ▶ Championed launch of scheduled Support model, leading to high customer satisfaction
- ▶ Collected key metrics for Support department operations and charted progress over time
- ▶ Found customer data revealing a 400% greater than expected implementation queue
- ▶ Rallied interdepartmental team to deliver assessment scanning demo under incredible schedule
- ▶ Negotiated long overdue HVAC maintenance contract with a new professional vendor
- ▶ Investigated and proposed expansion of Salesforce.com to handle our customer life cycle
- ▶ Preserved key leadership roles through diplomatic representation and coaching
- ▶ Mapped out business processes from early sales cycle through implementation and renewals

Senior Program Manager, *VOLT Technical (contracts: AMD, HP), Colorado*

2005 – 2007

Accomplishments in Leadership

- ▶ Participated and shared in leadership of weekly engineering team meetings
- ▶ Tracked and minimized project risk and buffer consumption in a dynamic business environment
- ▶ Reviewed big picture of project to analyze options to reduce project risk
- ▶ 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

Accomplishments for Communication

- ▶ Complemented functional manager's skill set with mine to round out professional environment
- ▶ Developed communication system for document management to support local and virtual teams
- ▶ Posted project material on internal SharePoint portal for the team and on partner extranet sites
- ▶ Established team portal for project document libraries; led efforts around calibration and test
- ▶ Hosted development team offsite to review technical and user requirements for update system
- ▶ Communicated priorities with software providers such as Microsoft, Westtek and SoftMaker

Accomplishments for Partnership Support

- ▶ Provided technical support to in-country sales team for presence at UNETE in Mexico
- ▶ Developed system image specific to World Congress on IT (English/Spanish/Portuguese...)

Accomplishments for Planning

- ▶ Developed new project schedule with team in record time (2-3 weeks after I started)
- ▶ Introduced FreeMind as a tool for Work Breakdown Structure of Camera Phone projects

Accomplishments for Quality

- ▶ Led development and validation teams in adoption of effective bug triage/tracking system
- ▶ Arranged for photographers and updates to hardware/firmware as needed for photo shoots
- ▶ Managed collaborative work between HP and Flextronics for calibration of imager modules
- ▶ Brought quality assurance team onto project and served as primary liaison to QA manager

Accomplishments for Business Operations

- ▶ 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
- ▶ Oversaw pilot deployment (remotely) to two schools in South Africa
- ▶ Anticipated, accepted and addressed business and technical issues of customers

Program Manager (volunteer), Northern Colorado Network, Fort Collins, CO	2005 – 2009
Program Manager, EchoStar Satellite, L.L.C., Cheyenne, WY	2003 – 2005
Associate Professor, Colorado Christian University, Fort Collins, CO	2003
Systems/SW Engineer, Hewlett-Packard Company, Colorado	1995 – 2002

Recognition

▶ Six Sigma certification (Yellow Belt), Project Management Institute	2007
▶ Awarded by Echostar Compression Department for helping restore Puerto Rico	2004
▶ \$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
▶ U.S. Patent for localization process (GeoCustoms)	1999
▶ Toastmasters International (Certified Toast Master)	1999
▶ Authored "Packaging for Multistream." Enterprise Solutions magazine: March/April	1999
▶ Professional License to teach Computer Science & Spanish	

Technical Skills

- ▶ Leading team discussions, requirements/design/code/test reviews
- ▶ WebEx – setup, attending, leading, recording
- ▶ Microsoft Project, Excel, Word, Visio, PowerPoint, Access, Outlook, Instant Messenger, SharePoint, *Explorer
- ▶ Operating Systems (Linux, HP-UX, Windows XP, Windows 2000, Windows NT, Windows 95)
- ▶ Hardware Platforms (Wintel, PA-RISC, Itanium, embedded/ASIC)
- ▶ Working familiarity: Samba, Postgres, SQL, Zope/Plone, Apache, Mozilla, VNC, Open Office