

David Steward

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Director | Business Operations

Self-starting director with 20+ years of experience in strategic planning, business analysis, people development, processes design and improvements, and designing department initiatives that are uniquely tailored to meet or exceed organizational objectives while maintaining integrity and sound ethics. Experienced in managing multi-million-dollar budgets, controlling costs, and driving revenues. Committed to a collaborative style of leadership that maximizes the impact of individual contributors on a national scale.

- Disaster Recovery
- Mergers & Acquisitions
- Policies & Procedures
- Business Continuity
- Information Governance
- Cost Benefit Analysis
- Team Building
- Gap Analysis
- Training & Development

Career Highlights

Process Improvement & Procedures

- Reviewed department processes to identify client dissatisfaction and cost escalations. Created new, best-practice processes that led to very high client satisfaction, measurable quality improvements, and cost reductions that paid for the improvements within three years.
- Created and maintained a written procedures program for department tasks. The procedures allowed a national department to establish continuity in processes regardless of location. Team members in any office were able to assist any other office because of the consistency of operations.
- No formal training program existed for onboarding new team members. I created an orientation manual and checklist to ensure each new professional received a level of knowledge to provide customer service as well as meet ethical and compliance requirements. This training significantly reduced negative issues associated with new members of the department as well as reducing frustration for those new professionals.

Mergers & Acquisitions

- Tasked with building a unified support department across the entire firm after a major merger. Collaborated with leaders and departments to identify employees to become staff for the new department and trained them in the written procedures to consistently run the program.
- Merging firms each had an office in three cities: Kansas City, St. Louis, and Springfield. After the leadership team's decision on the central location for each city, led the team that space planned the combined materials and personnel and integrated all locations in one calendar year while remaining open for daily basis during the moves.
- A St. Louis office had no records program or centralized files. Created a plan and lead the team that identified files, relocated to a temporary area, and then consolidated the records into a new record center for affected offices. The result was a consolidation of over four miles of files.

Disaster Recovery & Business Continuity

- Created disaster recovery plans for Telephony and Records that were later implemented during a catastrophic event. These plans allowed the firm to have a communications presence at all times during the event, as well as mitigating the loss effectively enough that not a single record was lost.
- Created a plan for disaster recovery for information assets of Husch Blackwell. The Corporate History room, containing one-of-a-kind documents, was later flooded by a leak in the roof. Implemented mitigation and recovery plans, with the result of recovering 100% of the damaged materials, while tracking affected files at all times.
- Certified in Community Emergency Response Team training through the Overland Park, Kansas, Emergency Management office. Further certified in CPR, AED, Heartsaver First Aid, and trained in Crowd Management. This prepares me to address small to large crises in the workplace community.

Professional Experience

Husch Blackwell, LLP, Kansas City, MO

1999-2017

Director

Responsible for creating an efficient, accurate, and dependable records operation for a firm of 300+ attorneys, with growth to 700+ attorneys; administration of a +\$3M budget; strategic planning; logistics; human resources functions; and creating efficient physical control and inventory of 1M+ files.

- Served as a member of the firm's core integration team to merge and acquire other firms, integrating millions of records and establishing program in acquired offices.
- Initially responsible for managing 15 employees, including performance reviews, coaching, mentoring, training, and staff development. This grew to 55 in over 20 cities.
- Demonstrated solid knowledge of RIM policies and procedures, security and privacy data issues, as well as electronic data management.
- Implemented a virtual electronic records program and oversaw the entire merger of files into Enterprise Content Management system.
- Created contingency and disaster recovery plan for firm's records, including testing through multiple disasters including fires, floods, death, and others.
- Collaborated on the establishment of a records policy for the firm, which included the retention schedule and disposition.
- Reviewed and negotiated purchase of software for enterprise applications.
- Negotiated contracts for offsite storage and services resulting in a 40% savings and increased functionality.

Foulston & Siefkin, LLP, Wichita, KS

1995-1999

Manager

Responsible for creating and maintaining a state of the art records management program for the firm, including the design and implementation of contingency and disaster recovery plans, and the maintenance and improvement of the firm's telephony.

- Standardized processes for both records and telephony via both new and updated policies and procedures.
- Learned telephony technology with no previous experience. Worked with vendors to recommend improvements, which included backups, that enabled the firm to have access to phone services even with the loss of power.
- Provided continuity of service by implementing disaster recovery plan during a flood emergency. Foulston & Siefkin was one of two businesses in the affected area that was able to stay open for business throughout the entire disaster recovery period.

Additional Professional Experience

Emporia State University, Emporia, KS

2006-2016

Adjunct Professor, Records and Information Management

Education & Certifications

- **MidAmerica Nazarene University, Olathe, KS**, MBA.
- **Tabor College, Wichita, KS**, BA, Organizational Development, *Summa Cum Laude*.
- **Butler County Community College, Eldorado, KS**, AS, Applied Science, *Order of the Purple, Order of the Gold*.
- **American Institute of Banking, Wichita KS Chapter**, Bank Operations diploma.
- **Certified Records Manager – Information Governance Professional**.