
SUMMARY

I am a dedicated, well-organized and versatile Information Technology leader that loves to solve problems and help individuals and an organization meet and exceed their potential. I have over 40 years of comprehensive IT leadership and hands-on experience in several areas including computer center operations, help desk and desktop support, infrastructure and network support, application development, data quality and reporting, resource management and program/project management. I also have over 15 years of experience with managing program / project / process improvements that have achieved savings of over \$10 million.

HIGHLIGHTS / SKILLS

- Proven success with managing and leading large, complex, strategic company-wide and enterprise-wide programs, projects and process improvements.
- Proven experience building and maintaining high performing teams through a culture of teamwork, communication and collaboration.
- Outstanding communication skills, both oral and written.
- Knowledge of Software Development Lifecycle (SDLC) using both Agile and Waterfall software development methodologies.
- Proven ability to establish and maintain solid working relationships with direct reports, peers, senior management, vendors and business leaders across all levels.
- Strong personal management skills emphasizing time management, organization, negotiation and attention to detail.
- Excellent presentation skills that include speaking to small and large audiences and across all levels of management.
- Demonstrated flexibility and agility related to critical and analytical thinking that has helped identify and solve problems with both practical and outside-the-box solutions.
- Self-motivated with the ability and initiative to learn and research new concepts, ideas and technologies quickly.
- Experience with the creation, control and implementation of operating and capital budget and funding requirements.
- Achieved and exceeded all customer satisfaction and Service Level Agreement (SLA) commitments related to databases, applications and systems.
- Advanced skill with MS Office Suite (WORD, EXCEL, VISIO, PROJECT and POWERPOINT).
- Provided leadership to resources by communicating job expectations; planning, monitoring, directing and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintained staff by recruiting, selecting, orienting, and training employees and by developing personal growth opportunities.

MAJOR ACCOMPLISHMENTS

Served in a leadership capacity, and was a key contributor, for several high-profile efforts with direct impacts to the CenturyLink Operations Support Systems (OSS) organization and IT. This included Communication Policies, Business Continuity/Disaster Recovery, Strategic Planning and Project Status Reporting. These efforts led to a decrease in development time, budget savings, better communications, improved uptime and better planning and reporting.

Led an effort to reduce both mainframe and midrange costs within the CenturyLink IT OSS organization. This effort was estimated to have saved both the organization and the company approximately \$4 million in 2016.

Led several process improvement initiatives within the CenturyLink IT organization. These initiatives included software development and methodology, database creation and deployment, resource time entry, project oversight and contractor resource hiring and onboarding. These initiatives resulted in more streamlined processes, improved documentation, reduction in billed time and tool selection saving approximately \$2 million.

Planned, coordinated and implemented several State of New Mexico Public Education Department systems and processes to improve internal and external work and communications. This includes standing up a PMO for the IT organization, implementing a work intake ticketing system to track and communicate work within IT and implementing a time tracking system to ensure IT resources are working on correct assignments.

EXPERIENCE

Technology Summary

- Languages: COBOL, SAS, Syncsort, Visual Basic, Java, JavaScript, HTML, Perl, C, C++, .NET, SharePoint, WordPress, SQL, PL/SQL, SSIS, SSRS, ASP Classic
- Operating Systems: Windows NT / XP / 7 / 8 / 10, IBM Mainframe MVS / VM/370, UNIX, Linux, RedHat
- Database: SQL Server 2012 / 2014 / 2016 / 2017, Oracle 8.x/9.x, Microsoft Access, MySQL, Informix
- Servers: WebSphere, WebLogic, Tomcat, SQLServer 2016 / 2017, AS/400
- Web Technologies: ODBC, XML/XSLT, HTML
- ETL: Informatica, Talend
- Project Management: MS Project, Team Foundation Server, Agile, Waterfall, CA Agile, Clarity PPM

State of New Mexico Public Education Department, Santa Fe, NM Deputy Chief Information Officer / Program Manager

March, 2017 – June, 2018

Responsible for overseeing the daily operations and strategic direction of five (5) IT units towards advancing the mission of the Public Education Department. Managed four (4) direct reports and twenty-four (24) indirect reports. I advised the CIO and served as a senior leader in the IT organization participating in strategic planning, outcomes planning and assessment and other operational management functions. Areas of responsibility included infrastructure, web/application development, data quality and reporting, database management, disaster recovery, information security, service desk, classroom technology support and business intelligence.

- Identified several areas for improvement by reviewing operations with agency Deputy Secretaries and Program Office's and recommended and implemented short and long term solutions. This led to improved efficiencies with student data, procurement, project and program management and resource assignments among others.
- Addressed the need for project and program management within the division by establishing and managing an IT Project Management Office. Recruited, interviewed and trained experienced project managers and business analysts, provide direction to junior project managers and business analysts and addressed other project management processes and methodologies shortcomings.
- Continuously worked with CIO to develop annual, long-term and short-term plans and associated budgets to address and resolve needs within the division. These needs consist of, but not limited to, resources, infrastructure, special projects and federal programs.
- Served as the Project and Procurement Manager for the Governor's Broadband for Education Initiative. The goal of this effort is to provide every student within the State of New Mexico internet access. Managed tasks by utilizing MS Project to document project tasks and milestones, documented status using various project artifacts and worked with cross-functional teams and agencies to create a Request for Proposal (RFP) for goods and services. I also negotiated with vendors and contractors and provided status to Public Education Department executive team and Governor's office. This initiative is estimated to save educational institutions approx. \$6 million of the course of the next four years.

CenturyLink, New Century, Kansas

2012 - 2016

Manager, IT Development / Program & Project Manager

Managed and led a team of ten (10) Systems Analysts consisting of both CenturyLink resources and onshore contractors supporting the Ericsson Network Provisioning suite of applications.

- Established a close working relationship with vendors to negotiate, update, manage and report on application and system upgrades and enhancements. Evaluated vendor proposals for hardware and software procurement. This led to reduced vendor costs and allowed approx. \$200,000 to be returned to the organization budget.
- Appointed as the Chief of Staff for the OSS Systems Conversion organization for approx. 12 months. My responsibilities included resource management, defining/documenting/implementing/communicating company and organizational policies and procedures, project/program oversight, operating and capital budget oversight and process improvement initiatives for the organization.

Managed and led a team of up to twelve (12) Software Developers consisting of both CenturyLink resources and onshore/offshore contractors responsible for both the Data Quality/Data Analytics and Problem Ticket portal efforts in support of the Network Inventory Consolidation (NIC) program.

- Defined, created, tested and implemented validations via Oracle SQL and PL/SQL to validate network data before being stored in an Operational Data Store. Created and maintained reports identifying data issues. Created metrics for reporting to senior management.
- Worked with cross-functional teams that consisted of employees and vendors to implement, set up and configure the necessary infrastructure and the Talend ETL tool for use within the NIC program.
- Ensured the success of program and system upgrades and enhancements by establishing a close working relationship with vendors. Worked with each to evaluate proposals for hardware and software procurement and to ensure each was needed and done at a cost savings.
- Built both teams from the ground up. Defined needed skillsets, interviewed/selected/trained resources on both processes and procedures. Assigned and monitored their work, conducted resource assessments and reviews and created personal development and improvement plans.

CenturyLink, New Century, Kansas

2006 - 2012

Supervisor, Information Technology / Project Manager

Managed and led a team of six (6) CenturyLink Oracle DBA's that developed, implemented and supported development, test and production databases in support of over 20 Legacy Qwest and CenturyLink applications.

- Streamlined the deployment process for development, test and production databases by working with DBA team and various applications to identify and resolve problem areas. This reduced database implementation by 20% without missing a single deliverable.
- Worked closely with PMO, application teams, internal and external IT groups, vendors and stakeholders to ensure the appropriate database design and implementation steps were incorporated into the appropriate project plans. Provided input to the project plans, coordinated and tracked DBA tasks and provided guidance to PM for issue and problem resolution. All projects were delivered on time and within budget.

Cerner, North Kansas City, MO

2005 - 2006

Technology Engineer/Team Leader

Selected and supervised a team of 10-15 system support specialists and technical advisors providing help desk and desktop support to Cerner associates.

- Assisted with implementing processes, improving upon SLA's and training and mentoring other associates.
- Assisted system support specialists in solving complex software, hardware, network system and networking and procedure problems.
- Configured personal laptops and desktops to ensure Cerner Clinical Modules software compatibility.
- Analyzed helpdesk activity and made recommendations for changes in helpdesk procedures and systems to improve performance.
- Provided support for voice and communication issues within Cerner. Utilized incident tickets to identify issues, determine resolution, and solicit feedback.

EDUCATION

Technical Degree in Data Processing; Central New Mexico Community College, Albuquerque, NM.

Associate of Computer Science major; Maple Woods Community College, Kansas City, MO. Some coursework completed.

Bachelor of Science with emphasis on Computer Science major; University of New Mexico, Albuquerque, NM. Some course work completed.

Bachelor of Business Administration, Computer Science minor; Eastern New Mexico University, Portales, NM. Some course work completed.

OTHER CERTIFICATIONS AND TRAINING

- Held a SECRET level clearance working for a government contractor via the Defense Industrial Security Clearance Office (DISCO).
- Completed Leadership, Organizational and Project Management courses throughout the course of my career.