

Transformational Management and Information Technology Consultant

Analytical, creative and dynamic technology leader focused on improving quality of services, TCO and ROI. Expert at business process reengineering to streamline operations with a profound understanding of business processes, Information Technology Infrastructure, and business software systems. Skilled at rapidly assessing and identifying organizational workflow and staffing problems. Effective at leading teams to develop solutions & achieve aggressive business goals with spectacular results. Superb interpersonal, communication and customer service skills. Accomplished at simultaneous management of multiple projects. Successful at building strong vendor and customer relationships.

There is no such thing as a technology project; there are only business projects.

Core Leadership Competencies

- Leadership of Interdisciplinary and Cross-functional teams to achieve amazing and measurable results
- Business Process Reengineering
- Alignment of Technology with Business objectives
- Governance of Enterprise Information Technology
- Enterprise Software Procurement
- Strategic Planning & Execution
- Strategic Contracting, Outsourcing and Negotiations
- Project Management – Minimize TCO and Maximize ROI, Deliver projects on budget and on schedule
- Define Measurable Business Goals and Objectives
- Develop efficient staffing models

Professional Experience

Author, Contributor to [CIO.COM](#), [Careers In Government](#).

2015 - Present

I write about business, management, technology and organizational culture.

President, e-volve Information Technology Services, LLC

1993 - Present

Sample of Clients and Projects

Washington County, TN	Tioga County, NY	City of Issaquah, WA
Cigna	Conde Nast Publications	Raymond Corporation (Division of Toyota)
Atlanta Regional Commission	City of Elmira, NY	Tioga State Bank

Achievements

- Led major enterprise system procurement initiatives and cross-functional teams that transformed mid-20th century business operations into streamlined, efficient 21st century operations.
- Developed restructuring plans that enabled clients to reduce IT Staff by 50% or more through strategic contracting while improving the quality of services delivered.
- Designed and implemented systems that eliminated redundancy and paper-based processes resulting in 35% reduction in staff by attrition.
- Improved customer service and employee productivity by implementing systems and processes for tracking and improving productivity and accountability.

Director of Information Technology

1996 - 2000

Athens Area Schools

Achievements

- Originated and implemented five-year strategic technology plan for a district with 2800 students and 9 schools.
- Led an initiative to replace the finance and student records systems that produced significant gains in staff productivity and accountability.

Teaching Assistant

1988 - 1990

University of California, Riverside

Achievements

- Outstanding Teaching Assistant for 1989 -1990 academic year.

- Awarded Regents' Fellowship.
- Departmental Student Government Representative.

Electronic Warfare Signal Intelligence Voice Interceptor (98G)

1984 – 1988

Achievements

- Received Army Commendation Medal for Liaison work with Korean 3rd Army HQ General Staff.
- Led Tactical Military Intelligence Company Training & Operations Office to a perfect score on Inspector General review by restructuring office operations.
- Awarded Distinguished Graduate from Electronic Warfare class of 200 students.
- Honor Graduate – Defense Language Institute

Publications and Articles

[Information Technology Governance for Executives](#)

[Enterprise Software Procurement: Tools and Techniques for Successful Software Procurement and Business Process Reengineering for Municipal Executives and Managers](#): Kindle Select Book available on Amazon.

Education, Certifications & Affiliations

Master of Arts. University of California, Riverside. 3.96 GPA.

Diploma. Defense Language Institute, Korean Language and Culture. Honor Graduate.

Diploma. US Army Intelligence School in Electronic Warfare. Distinguished Graduate.

Diploma. US Air Force Technical Training Center in Intelligence Operations and Information Security.

Doctoral Coursework in Information Science, Composition, Music Theory. University of Texas, Austin. Effie Potts Sibley Scholar, Kent Kennan Scholar.

Simplilearn. Project Management Professional (PMP).

GAP, International. Breakthrough Thinking Intensive.

IBM Education Services. CCNP/CCNA (Not Current), Cisco Security, Routing and Switching.

Compaq Education. ASE for Netware.

3COM Education. TCP/IP, Routing, Switching and Security.

Member, Veterans of Foreign Wars (VFW).

Member, Project Management Institute (PMI).

Technical Skills

- ERP, EHR, EDMS, ERMS, CRM, Public Safety, Utility Billing, Court Case Management, Practice Management Systems
- Enterprise Network Design, Engineering, and Administration
- Business Process Assessments
- HIPAA Security Rule Compliance, FFIEC Compliance & Auditing
- Information Security Policy and Procedure Development
- RFP Development
- Vendor Management and Contract Negotiations
- Service Level Agreement Development & Negotiations
- Statement of Work Development
- State and Local Government Procurement
- Microsoft Windows Server 2008 and 2012
- Active Directory
- Cisco ASA Firewalls, VPN and Security solutions
- Cisco Switching, VLANs, Trunking, and Spanning Tree
- Cisco Routing with TCP/IP, EIGRP and OSPF
- Cisco VoIP, Call Manager & Unity
- Cisco Wireless Controllers and Access Points