

Modern Name

phone # / email@email.com

Seasoned team leader and workflow manager with extensive experience in a wide range of applications and roles. Professional focus is post implementation production application support. Prior experience includes the responsibilities of a Data Architect and Business Analyst, with expertise in Information Management and Control. Exceptional functional knowledge in multiple industries, including private sector and government agencies and departments. Committed to diversity in the workplace and the efficient use of personnel and technological resources.

FUNCTIONAL KNOWLEDGE

Airlines Overbooking; Check Item Processing; Construction Distribution Control; Data Mining; Financial Systems; Insurance; Land Lease Management; Loan Processing; Materials Management; Medical billing and records; Medicare Claims Processing; Merchant Financial; Mortgage Foreclosure support; Order Entry and Fulfillment; Payroll processing systems; Real-time Inventory Allocation and Control; Retail Customer Service support; Retirement benefits systems support and implementation; Statistical Analysis; Title IV-d; Title XX

EXPERIENCE

University of California, Office of the President (UCOP) - June 2011 to December 2023

Senior Information Technology Specialist (November 2021 – December 2023)

Provided implementation and development of the survivor benefits application for the Retirement Administration Service Center (RASC) for the University of California, which included process review and improvement. Interfaced with UCOP Technology Delivery Services (TDS) which improved support for defect resolution and feature implementation.

Applications Manager (September 2019 – October 2021)

Member of the direct staff of the UCOP CIO. Managed multiple discrete teams responsible for a spectrum of payroll processing and related systems, including applications support for legacy payroll, key data warehouse functions to support internal research, and metrics creation and analysis. Worked in tandem with other senior leaders to craft and disseminate changes to the department's structure, budget, and processes to help mature the organization and advance key efforts, which included diversification and enhancement of the workforce, cloud migration, and application agnostic project data intake. Actively engaged in hand-off to replacement applications and addressed a range of communication and technical issues impacting the 250,000+ employees of the University of California. Directly collaborated with all levels of staff within the entire University of California system.

Hosted Applications Manager (June 2011 – August 2019)

Managed a team of application support engineers focused on delivery and support of vital financial systems for the University of California. Key goals included continued support of payroll processing for 80% of the University's staff, reducing mean time to failure, and improving relationships with clients. Extensive and regular hands-on customer support on a wide variety of client and management levels.

Pacific Coast Steel - September 2006 to February 2011

Lead Programmer

Lead a team of developers with extensive application knowledge to upgrade a key financial product aimed at the construction industry, charged with a complete refactoring of the application with tight timeframes for all deliverables. Provided support to the established client base of the product.

Enpria Inc. July 2003 to January 2006

Sarbanes-Oxley Compliance Consultant

Established the core understanding of the Sarbanes-Oxley law in an IT-focused consultancy.
Developed and reviewed key practice materials and support in field teams of consultants as required.

COMSYS, Inc. - 1996 to 2003

Consultant

Individual contributor and technical team leader. Provided a range of consulting services to Wells Fargo, American Express, MBNA Hallmark.

Bear Creek Corporation 1992 - 1996

Manager, Production Systems Support

Managed a senior technical team. Responsible for development and support of order and fulfillment software for catalog operations.

Consultant 1979 to 1992

Individual contributor and technical team leader. Provided a range of consulting services to Washington Natural Gas, Vassar College, Brod & McClung, Kaiser Medical Plans, Blue Cross of Washington and Alaska, SAIF (Oregon), Impell Pacific, AVIA Corporation, CSX Corporation, Precision Castparts, Fisher Controls, Midland Mortgage, Diamond Shamrock, Global Marine Drilling, CABCO, American Airlines. Details available on request.

State of Oklahoma DISRS - 1976 to 1979

Programmer

Performed business analysis, application development, and systems and emergency reporting support. (Youngest programmer ever hired by the State of Oklahoma.)