**Candidate Summary**

* Perceptive and articulate catalyst with extensive experience in business systems management, analysis, development, integration, and change.
* Proven track record of improving team and organization performance through empowerment, coaching, facilitation, and conflict resolution.
* Holds an MS in Computer Science from Carnegie-Mellon University, Pittsburgh, PA.
* PMP - Project Management Professional, Project Management Institute, 2003.
* Project Manager with software development experience and strong client-facing skills.

**Technologies**

SQL, RDBMS, Data Modeling

UNIX, C, C++, Java J2EE

Web, HTML, SEO, CMS

MS Visual Studio, JIRA

Websphere Crossworlds, XML

Client/Server, n-Tier

Business Intelligence, ETL

Requirements Analysis, UML

User Interface Prototyping

Office, Project, Visio, Access, CRM

Business Process Modeling

RUP, Agile, other methodologies

**Professional Experience**

**Cultivating Creativity, LLC 2007-present**

***Principal and Senior Consultant***

* I use the principles of creative leadership to help companies increase their ability to perform and adapt. I've delivered public presentations and workshops on the subject of creative leadership at local and national conferences.
* I've developed an assessment of organizational creative vitality, and I lead the special interest group for creative leadership in the Oregon chapter of the Organizational Development Network.
* Among my consulting engagements: special presentations to ignite creativity in the IT department of a large sports apparel manufacturer; two-years as coach and business advisor on technology issues for the chief executive of an incubating internet startup; coaching and facilitation for the board of directors of a performing arts organization facing urgent financial and accountability issues.
* I have also been writing web articles regularly for two years on the subject of creative leadership.

**Merrill Lynch Mortgage Servicing Technology 2004-2007**

***Senior Business Systems Analyst***

* Evaluated available business process modeling technology for Merrill Lynch's highly rated mortgage servicing unit. Led the first mapping of enterprise business processes. Facilitated joint design of software to streamline administration and delivery of the 10,000+ highly-regulated outgoing customer letters sent daily.
* Provided training in the analysis disciplines to risk management department at its manager’s request. Managed B2B integration and disaster recovery projects. Refined project management and requirements engineering methodologies and mentored colleagues and managers in best practices.
* Documented use cases, modeled business domains, specified system interfaces, prototyped user interfaces, trained the trainer, and coordinated user acceptance testing.

**Independent Consultant 2002-2004**

* Introduced best practices in software tools evaluation and project management

infrastructure to an open-source consulting startup.

* Developed incoming customer document tracking system for a major bank's customer service center.

**Transcore / DAT Services 1997-2002**

***Enterprise Systems Development Manager***

* Accelerated this freight-matching company’s adaptation to the internet’s competitive challenges by creating a vision, and then championing and leading key portions of the resulting $6 million information systems project involving customer relationship management (CRM), enterprise application integration (EAI), billing, legacy systems, and significant organizational change. Worked closely with C-suite executives to make the business case, obtain funding, and map change strategies.
* Avoided extended delay of the EAI project by correcting the system integrator's technical architecture and mentoring their project manager.

***Information Systems Development Manager***

* Responsible for budget, staff, and software supporting all back office systems (except Oracle Financials), which included CRM, billing, distributed closed circuit advertising, and customer authentication for real-time transactional services. Removed reporting bottlenecks and data silos, and improved management data reliability, by introducing business intelligence technology and creating a cross-functional report management team – a first for the company.
* Dramatically improved professionalism, adaptability, reliability, and teamwork in the information systems department by mentoring engineers in analysis and Oracle database techniques, and by introducing collaborative work practices.
* Supervised project managers and contributed substantially to project management methodology. Practiced adaptive software development as taught by Agile Manifesto signatory Jim Highsmith.

**Tactica Corporation 1996-1997**

***Program Manager***

* Certified interoperability of this startup’s proprietary offline Java-based transaction processing technology with the market-leading database products on which it depended. Developed compatibility criteria, supervised QA and acceptance testing, diagnosed smalltalk code, and developed a formal certification process.
* Wrote the published user documentation for database compatibility and installation. On my own initiative designed and built the defect tracking system used to manage all software development.

**Avalon Software 1994-1995**

***Development Manager***

* Reduced customer upgrade cost and risk by boldly conceiving, and then leading development of automated tools for upgrading the company’s Oracle and Sybase ERP product at Fortune 500 customer sites.
* Designed the formal ETL specification language that made this possible. Improved company's project management methodology, processes, and control instruments. Reduced software test cycle time and improved software quality by introducing automated QA testing tools.

**SFC Desktop Business Systems 1991-1994**

***Sales & Marketing Manager and Senior Software Engineer***

* Expanded company’s reach by introducing CRM technology for formal sales and marketing program, and by using it in selling and business development.
* Developed reports and designed Mac/PC cross-platform applications, including airplane leasing and intellectual property rights management.

**Sybase 1986-1990**

***Senior Software Engineer***

* As employee #63, designed and wrote compiler for company's first application-development programming language product, replacing an API-based toolkit.
* On my own initiative, improved call center efficiency and customer responsiveness by designing and implementing the company’s first technical support case-management system.

**McDonnell Douglas Communications Industry Services 1982-1985**

***Technical Advisor***

* Led outsourced development of the microCube shrink-wrap software product, the industry's first analytical goal-seeking (reverse-calculation) spreadsheet.
* Managed the geographically dispersed product team, designed key aspects of the user experience, devised the product's central computational algorithm, and developed customer communications content.

**Various employers prior to 1982**

***Senior Programmer/Analyst***

* Canning warehouse inventory simulation (W.R. Grace & Company); Loan default probability studies (Citibank); Health study statistical programming (Heinlein Associates); Vehicle and letter carrier route simulation (US Postal Data Center); Bomb blast simulation (SRI International); Passive solar building performance modeling (Berkeley Solar Group); Electric utility rate simulation (Minimax Consulting); Geophysical remote sensing data collection and statistical analysis (Z-AXIS Exploration).

**Teaching**

Adjunct Faculty, Organizational Development Certificate Program

Portland State University Professional Development Center, 2010

Adjunct Faculty, Computer Science Department

Oregon Graduate Institute, 2003

Adjunct Faculty, Computer Science Department

Portland State University, 2002

**Education**

MS, Computer Science

Carnegie-Mellon University – Pittsburgh, PA

BS, cum laude, Mathematics

Stony Brook University – Stony Brook, NY

**Certifications**

PMP - Project Management Professional

Project Management Institute, 2003

CSM - Certified Scrum Master

Scrum Alliance, 2009

SCEA - Sun Certified Enterprise Architect

Sun/Oracle, 2003

Trained Mediator

Beaverton Dispute Resolution Center, 2003