M. Vann Leicester ("Marcus")

Specialized Business Solutions and Content Management

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Effective leader and problem-solver which excels at streamlining operations to decrease costs and promote organizational efficiency. Offering hardworking mentality and history of success coordinating and monitoring operations across various departments. Highly committed to ensuring quality of services and products.

Strategic-thinking individual experienced in OnBase by Hyland. Developing powerful business solutions for more than 16 years. Offering engaging and pleasant personality backed by drive and a desire to solve business problems efficiently.

Work History

2019-04 - Current

Owner

MEGA Solutions LLC, Las Vegas, Nevada

Organized in Oregon in 2019 to provide skilled assistance to businesses looking to improve their internal business process. Core specialty is with OnBase by Hyland.

<u>Example client solutions</u>:

- **Workflow** - Document Export via API Integration
- **Document Imaging** - Backfile Scanning to Custom Capture Process
- **Workview** - Custom Document Inventory Reporting
- **Document Import Processor (DIP)** - Custom Preprocessors
- **Application Enabler** - PeopleSoft and Taleo Integrations
- **Outlook Integration**
- **Virtual Print Driver**
- **Dashboards -** Productivity Reporting
- Batch Deployment/Install Packages

2019-01 - 2019-04

Community Connect Analyst, EDM

Salem Hospital, Salem, Oregon

Hired by the Community Connect team to support new OnBase implementation efforts and retirement of Lexmark/Perceptive legacy system for Community Connect client users.

Department responsible for the content management platform (independent of Community Connect) advised that they did not want my assistance.

| 2018-03 - 2018-12 | **IT Service Lead, ECM** |
| | *Larimer County, Fort Collins, CO* |

Supervisor and service owner (ITIL) overseeing County Enterprise Content Management staff (2 direct reports) and work distribution; lead architect and platform manager for OnBase.
Example solutions:

- **Workview -** Human Resources Database
- **Workview** - District Attorney Investigator Database
- **Workflow** - District Attorney / Sheriff Secure File Transfer
- **Workflow** - Clerk / Sheriff Citations Payments
- **Dashboards -** Productivity Reporting
- **Treasurer -** Check Scanning and Remittance Barcode Capture
- Batch Deployment/Install Packages
- OnBase Parallel Upgrades: 17SP1, 17SP2, 18SP1

| 2015-11 - 2018-03 | **Enterprise Content Management Administrator** |
| | *Larimer County, Fort Collins, CO* |

Service owner (ITIL) for County Enterprise Content Management solution (OnBase); lead architect and platform manager.
Example solutions:

- **Capture** - OCR-based Invoice Batch processing
- **Workflow** - Child Support Data Link
- **Capture** - Sheriff Citations
- **Migration** - SIRE to OnBase
- Batch Deployment/Install Packages
- OnBase Parallel Upgrades: 16SP1, 16SP2

| 2015-06 - 2015-09 | **Senior Consulting Software Engineer** |
| | *Blue Slate Solutions, New York, NY* |

Hired to assist with a new solution offering targeting existing OnBase clients that would improve process efficiency using a custom checklist platform. Role was to work with client's existing content management administrators to acquire the proper licensing and develop the data connections as Blue Slate did not want to be an OnBase reseller at that time.

Did not get a chance to start work because Blue Slate had not informed the client in advance that they intended to have this role involved with the project.

2014-12 - 2015-06	**Analyst/ECM Product Consultant, Fiserv**
	Signature Consultants, Houston, TX

Hired to assist Fiserv with backlog of low value work for OnBase (Nautilus) banking clients: MidFirst Bank (OK), Associated Bank (WI), Old National Bank (IN), Boston Private Bank (MA), and Union Savings Bank (CT).

Example solutions:

- **Workflow -** Route documents to attorney (replacement for a broken routing solution based on custom code)
- **Signature Pad Interface** - sign signature cards
- **Records Management**
- **COLD Reports**
- General System Health Check and Maintenance Plans

2013-02 - 2014-12	**ECM Solution Developer**
	PEMCO Mutual Insurance Company, Seattle, WA

Primary developer for OnBase solution; completed two major system upgrades; reporting and analytics; support front line users and IT teams; system and platform upgrades; Agile SDLC

Example solutions:

- **API** - Worked with .NET and SharePoint developers to serve OnBase documents through the customer portal
- **Workflow** - Mail Room Routing

2012-01 - 2013-02	**Business Systems Support Analyst**
	PEMCO Mutual Insurance Company, Seattle, WA

Primary support for OnBase solution; improved health and stability of the platform

Example solutions:

- **Web -** Integration with PeopleSoft
- **IBM Datacap** - Implementation for HCFA Claim forms (CMS-1500/UB04)
- OnBase Parallel Upgrade - 10SP1, 11 SP1, 12 SP1, 13 SP1
- **Active Directory -** RBAC implementation assistance and support
- **HP Exstream/OnBase Document Import Processor** - archival of Claims documents

2008-09 - 2011-12	**Imaging Systems Engineer**

Sharp Business Systems, Santee, CA

Reseller Partner for OnBase by Hyland; local/remote support for over 70 OnBase customers in three states; installation and troubleshooting; workflow discovery and development.

Example client solutions:

- OnBase – Insurance – Claims Mail and Application Process (**Folders/Workflow/Scanning/Email Integration**)
- OnBase – Insurance – Customer Service Process (**Email Integration**)
- OnBase – Insurance – Human Resources Implementation (**Capture/Scanning/Folders**)
- OnBase – Service – Time Off Request Process (**Electronic Forms**)
- OnBase – Legal – Attorney and Paralegal Inbox (**Workflow**)
- OnBase –Insurance – Multi-Function Device (MFD) Integration for HR
- OnBase – Transportation - Multi-Function Device (MFD) Integration for Shipping

2006-11 - 2008-09	**Compliance Auditor**

College Loan Corporation, San Diego, CA

- Conducted audits under Annual Audit Plan and external auditor support
- Primary support for enterprise content management system (OnBase) after staff reductions

Example solutions:

- **Workflow/API -** Async Integration with COGNOS and Finance for Rebate Processing
- **Workflow -** Loan Application Processing Rewrite
- **Capture -** Human Resources Implementation
- **Workflow/Electronic Forms -** Operations Quality Assurance Implementation
- **OnBase System Upgrade from 5.2 to 6.4**

2004-02 - 2006-11	**Compliance Analyst**

College Loan Corporation, San Diego, CA

- Primary contract administrator
- Departmental coordinator and business analyst for Compliance
- Liaison between IT and Compliance for hardware and software needs, including OnBase
- Departmental SharePoint Administrator
- Representative for content management RFP
- Assist with OnBase implementation for Compliance (5.2)
- **Capture/Web** - Compliance Contract Library

Certifications

CIW	• Web Foundations Associate • Web Design Specialist • Database Design Specialist • JavaScript Specialist
IBM	• Certified Solution Designer - Datacap Taskmaster Capture
SUSE	• SUSE Certified Linux Administrator
Novell	• Novell Certified Linux Administrator
AXELOS	• ITIL Foundations v3 - IT Service Management
Microsoft	• MCTS - Microsoft Certified Technology Specialist • MCSA - Microsoft Certified Systems Administrator (2010) • MCSA - Microsoft Certified Solutions Associate (2013) • MCITP - Microsoft Certified IT Professional, Desktop Support
Linux Professional Institute	• LPIC-1 - Linux Server Professional
Hyland Software	• OCSA - OnBase Certified System Administrator • OCWA - OnBase Certified Workflow Administrator • OCASA - OnBase Certified Advanced System Administrator • OCAWA - OnBase Certified Advanced Workflow Administrator • OCWV - OnBase Certified Workview Developer • OCSE - OnBase Certified Support Engineer • OCAPI - OnBase Certified API Developer • OCI - OnBase Certified Installer
AIIM	• Practitioner - ECMp (2016 - 2019)
CompTIA	• A+ (2009) • Network+ (2010) • CDIA+ (2013) • Server+ (2013) • Project+ (2013) • Linux+ (2014) • IT Operations Specialist • Linux Network Professional • Network Infrastructure Professional • Systems Support Specialist
DocStar	• Certified Sales Professional (CSP) • Certified Solution Engineer (CSE)

Education

2020-01 – 2020-06
Undergraduate Certificate: Business Administration
Washington Online Learning Institute, Inc. - Nanuet, NY

Coursework in Business Law, Marketing and Management

2019-11 - 2020-02
Business Administration and Management
Penn Foster College - Scranton, PA

Continuing education in Business Administration

2019-04 - 2019-07
Business Administration and Management
Western Governors University - Salt Lake City, UT

Continuing education in Business Administration

2013-06 - 2015-08
Information Technology
Western Governors University - Salt Lake City, UT

Continuing education in Information Technology and Information Systems.

Skills

Skill	Rating
Analysis and critical thinking	Excellent
Effective communication	Excellent
Experience with OnBase	Excellent
System upgrades	Excellent
Conceptual thinking	Excellent
Microsoft MSCA/MCSE Certified	Excellent
Needs assessment	Excellent
Risk management	Excellent
Excellent problem-solving abilities	Excellent
IT Service Management (ITIL)	Excellent
Presentation and facilitation	Excellent
Business analysis	Very Good
Planning and implementation	Very Good
Agile methodology	Very Good
DevOps principles	Very Good
Project management	Good