
PROFILE

More than 20 years with diverse industry background with strengths in program, project and product life-cycle management. Experienced with cross-functional and cross-cultural teams. Expert in project integration, scope, scheduling, cost analysis and budget adherence, qualitative measurements, human resource, communication, risk analysis/remediation and procurement roles. Skilled in running simultaneous projects, while sharing limited and shared resources. Committed to delivering customer requirements. Vendor selection and management. Construction remodeling projects for educational spaces. SDLC, Wireless, and VOIP planning and deployment. Pre-bid/walk-through moderator. Technical writer experience Public speaker. Experience with architectural drawings, MS Office Professional, SharePoint, MAS 200, ERP solutions, Smartsheet, Zilicus, Project Web

EXPERIENTIAL WORK HISTORY

- Project Manager** *Capital Staffing - Florida Blue* Jacksonville, FL Oct. 2019 - April, 2020
- ITIS Service compliance
 - Governance audits (HiTrust and CMS)
 - Asset management enterprise initiatives
 - Product audit - enterprise contract alignment
 - PMO development team member
 - COVID-Task Force team member - Work From Home initiative
- Project Manager** *iMethods - Baptist Health Systems* Jacksonville, FL Nov. 2018 - July, 2019
- Implementation of ERP - Learning Management System, facilitating 12,000 users
 - Managed functional teams, vendors, and shared resources
 - Worked Agile and Waterfall hybrid methodologies
 - Process development for operational hand-off
 - System Administrator overseeing issues, remediation strategies, and post-launch support desk
- Project Manager** *Creekside Christian Church* Jacksonville, FL Aug. 2016 - Aug. 2018
- Developed operational processes and procedures
 - Designed and managed of large community events (>4,000 in attendance)
 - Trained teams (>200 volunteers) for community outreach programs
 - Managed facility and operational projects - cradle to completion
 - Team member for \$8M building project gathered
 - Interviewed functional teams gathering requirements
- Project Manager** *IBM, Inc. Contractor* Portland, OR Jan. 2015 – March, 2016
100% successful in keeping projects on-time, within budget and scope completion - with stakeholder satisfaction
- Serviced a Fortune 500 logistics company - global network
 - Lead teams – site assessment, network design, vendor management, off-shore and domestic stakeholders
 - Developed in-house inventory for quicker responses in equipment ordering and deployments
 - Supported new PMO development - supporting PMI principles, Agile - Scrum methodologies
 - Project types - New site turn-up, site decommissioning, enterprise-wide firmware upgrades
- Senior Project Manager** *Northwest Information Services, LLC* Beaverton, OR Jan. 2012 – March, 2014
Produced repeat business through successful project deployments - in scope, on-time and within budgets
- Implemented all PMI knowledge and process groups through project life cycle
 - Initiated and monitored all communication channels and directing all project update meetings
 - Developed project implementation plans and timelines for multiple construction remodels
 - Infrastructure upgrade – assessing current network, recommending product sets, along with cost projections, providing information for bond development - Division 27 and 28
 - VoIP implementation team member – evaluating current network foundation, providing solutions based on budgetary constraints, moving to RFQ or RFP, evaluating bids, submittals, awards and project LCM
 - Project team management – 15+ members (structural, mechanical electrical, architectural, construction crews, LECs), 12 to 36-month project life-cycles for Facilities, IT and PMO groups, within educational spaces and governmental agencies
- Owner/Project Overseer/Business Consultant** *Righteous Robes, LLC* Vancouver, WA Jan. 2006 – present
Consistent annual growth pattern of 10%, through assisting clients in development of relational business growth strategies
- Project Manager/Client Services/MSP** *Outsource Technologies, LLC* Vancouver, WA Nov. 2006 –May, 2010
Increased new client base by 20% and gross profits through designing and implementing an equipment life-cycle client plan
- Infrastructure upgrades – gathered current equipment information, provided guidance to clients on upgrade recommendations, assisted in establishing network standards and compliances, gathering business initiatives
 - Vendor management - mechanical, electrical, low-voltage installers, plus network integrators and support teams
 - VoIP systems, web-hosted solutions, disaster recovery plans (fail-over and back-up strategies), software implementation
 - Project teams – employee, sub-contractors, vendors, stakeholders – 6-12 month project durations
 - Client industries – educational spaces, accounting, service, legal, non-profit, medical, governmental agencies

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Project/Sales Manager *Instant Imprints, LLC* Vancouver, WA Aug. 2005 – Nov. 2006
Successfully engineered and implemented new business model for immediate 25% profit margin increase

- Defined project plan, estimated costs, schedule, scope, risks
- Presented information to gain customer approval and sign-off
- Directed and managed project/team/assembly of all products
- Ensured deliverables, controlled risk, performed quality audits – QA/QC
- Obtained project approval, delivery, payment, archive customer info
- Developed/implemented operational processes, plus personal acquisition due-diligence
- Client industries – accounting, educational, fitness, service, legal, non-profit, medical, governmental agencies

9/2004 – 8/2005 - company acquisition and management change – business start up and educational pursuits

Chief Operations Officer *BEJED, Inc.* Portland, OR Aug. 1999 – Sept. 2004
Re-engineered company to survive down-turn and secured an acquisition

- Defined time-lines, qualitative check-points, KPIs, and milestones
- Managed multiple projects simultaneously
- Recruited project team members, vendors, along with all HR responsibilities
- Designed marketing and sales strategies for down-turn sustainability
- Prepared and analyzed company and project budgets, P & L, GL, AP/AR
- Established risk management guidelines and remediation techniques
- Developed and implemented effective communication plans
- Maintained established company processes producing increased efficiency, while minimizing liabilities
- Project teams – 8-28 members, employee, 1099, vendors – 12-month project plans – \$1.5M
- Client industries – CLEC, LEC, engineering, integrators, military, private labeled for 3M

EXPERIENTIAL EXPERTISE OVERVIEW

- Infrastructure implementations
- VoIP implementations
- Software deployments
- Disaster recovery program implementations
- Data center team member
- Asset and resource management
- Vendor management
- Marketing and sales program development
- PMO design and development
- Procurement program development
- GL, AP, AR, P & L, Revenue auditor
- Medical and dental office administrator
- Medical technology instructor
- CPT, ICD, HIPAA, insurance coder and biller
- CRM - Brazil medical/dental outreach member
- Oregon Children's Conference - Board Member
- Every Child Matters International - Board Member
- Children's Home Society - Board Member
- East Vancouver Business Association - Board Member
- Vancouver Chamber of Commerce - Ambassador

EDUCATION AND TRAINING - College Credits totaling - 122

- PMTI - ANSI/PMI Training - OR PMP - #1558198 - completed Dec. 2012, through Dec. 2021
- ETI Group - WA Lean Management, Six Sigma, Kaizen, Agile - completed April, 2011
- Advisicon, Inc. - WA Project Management Certification - completed April, 2011
- Easthill Bible College - OR Ministerial Studies - Systematic Studies
- New Horizons Computer Center - OR Microsoft – Office Suite and Project - completed April, 2011
- Columbia College - OR Computer Science Diploma (President's List)
- Apollo (Carrington) College - OR Medical Office Management Diploma (Dean's List)
- Clark College – WA Pre-Med classes
- Van Nuys Christian College - CA Education/Psychology classes (Dean's Scholarship Award)
- Antelope Valley - CA General Education classes