

**EXECUTIVE SUMMARY**

Successful strategic-focused technology executive with over 15 years of senior leadership experience focused on the support and integration of technology across large and small educational organizations. Over 25 years of experience serving as a positive change agent directing dedicated cross-functional teams, integrating technology into the instructional environment, assessing and improving system security and performance, creating realistic budgets, and building strategic partnerships across the organization.

**EDUCATION & CERTIFICATIONS**

**Master of Science in Management / Information Systems** 2009  
Florida Institute of Technology Melbourne, Florida

**Bachelor of Arts in Education** 1989  
Whitworth University Spokane, Washington

**Project Management Professional (PMP)**  
Certificate #1366110 valid through 24 October 2022 administered through the Project Management Institute (PMI)

**ITIL v3 Foundations Certification**  
Administered by EXIN on behalf of the UK's Office of Government Commerce for the IT Infrastructure Library

**EMPLOYMENT HISTORY**

Maine Community College System 223 State Street, Augusta, Maine, 04330  
**Chief Information & Technology Officer** February 2018 to Present

Orange County Public Schools 445 West Amelia St., Orlando, FL 32801  
**Senior Director Information Technology** August 2016 to February 2018

Yosemite Community College District 2201 Blue Gum Ave., Modesto, CA 95358  
**Assistant Vice Chancellor Information Technology/CISO** July 2013 to August 2016

Minnesota State Colleges and Universities 30 7th St. E., Suite 350, St. Paul, MN 55101  
**Associate Vice Chancellor, Deputy CIO** November 2011 to July 2013

Maricopa County Community College District 2411 W. 14th St., Tempe, AZ 85281  
**Director Strategic Information Technologies** August 2011 to November 2011  
**Assistant Director Strategic Information Technologies** December 2007 to August 2011

Columbia College 11600 Columbia College Dr., Sonora, CA 95370  
**Director Information Technology & Media Services, CIO** May 2006 to December 2007

Seoul Foreign School 55 Yonhi Dong, Sodaemun-Gu, Seoul, South Korea 120-113  
**Director of Information Technology** August 1997 to May 2006

**KEY SKILLS AND EXPERTISE**

**Leadership**

- Develop and integrate IT functional and operational strategies in support of the organization's strategic goals and initiatives.
- Collaboratively build a comprehensive cybersecurity program, including policies, procedures, training plans, and operational best practices.
- Build professional relationships across the organization to identify the needs and directions for each business and academic unit to align IT systems and support to improve instructions, enhance performance, and extend the customers' success.
- Identify, measure, and analyze key metrics to improve IT service, system performance, and customer satisfaction.
- Evaluate existing technology and resources to build a forward-focused, sustainable, secure technology roadmap that properly leverages existing resources and cloud service options.
- Act as a change agent for IT technical staff and organizational leadership to identify and lower barriers to change and build support and understanding for identified changes to align with strategic and operational goals.

## **Management**

- Actively direct and develop teams that share communication and decision making across divisions and schools to ensure that strategic goals are identified, and desired outcomes are understood, objectively measured, and achieved.
- Extensive experience using collaborative processes, conflict resolution techniques, and consensus decision-making strategies to gain support from all stakeholder groups to create a comprehensive, defined, and measurable IT service delivery model.
- Develop and incorporate project management methodologies and frameworks to ensure the successful completion of projects.
- Partner with IT, Operational, and Functional managers to develop and measure a successful IT governance structure.
- Work with the HR office and community groups to increase diversity within the technical support and leadership teams.
- Work with external service providers to migrate technology services and support into public and private cloud solutions.

## **Budgeting**

- Build and manage IT budgets to align technology, security assets, and technology support staff in partnership aligned with the strategic goals and initiatives of the system and ensure alignment with the organizational mission.
- Extensive experience negotiating with technology vendors and external service providers to maximize efficiency and savings.
- Develop structured equipment rotation cycles that allow for the targeting of appropriate resources to individual users, while allowing for the planning for systematic replacement and upgrades that increased the institution's holdings while lowering the necessary capital expenditures.
- Develop RFP bid specifications, manage the sealed-bid processes through to award, and supervise work/equipment provided by the selected contractors.
- Assist in the writing of grant applications, supervise grant expenditures, and assist in the preparation and presentation of required reporting documentation.

## **Strategic Planning**

- Develop IT strategic plans using instructional, functional, administrative, and community teams to incorporate a complete view of all needs and ensure participation, understanding, and buy-in from the stakeholders.
- Manage a portfolio of projects and initiatives and lead cross-functional teams from colleges and the central office to routinely review the portfolio and adjust the goals of the projects and initiatives to maximize value through aligned planning.
- Guide strategic technology plans through administrative review and present completed project plans for Board approval.
- Chair technology committees that develop a comprehensive strategic information technology plan in alignment with system goals to guide the institutions in the development, use, and future direction for technology.

## **Staff Development and Training**

- Extensive experience training faculty, staff, and administrators to effectively and appropriately use technology to improve their productivity and performance in their assigned tasks.
- Develop structured performance measurements that guide the development of personal training plans for technology and support staff and aligns training to provide formal support for the IT strategic plan.
- Develop and implement mandatory customer service and communication strategies training for technical staff to increase the level and quality of support and communication provided through the teams.
- Identify and implement internal and external web-based training resources that allow faculty, staff, and students to get focused technical support whenever and wherever needed.

## **Enterprise Technology Systems**

- Extensive experience directly supporting and managing teams supporting Colleague, PeopleSoft, Banner, Jenzabar EX, and Ellucian Banner Student Information Systems, and NeoGov, PeopleAdmin, and Oracle HRMS.
- Extensive experience leading teams who design, maintain, and upgrade physical and cloud-based enterprise hardware and software solutions, including products from Dell, HP, IBM, Nutanix, EMC, NetApp, Tegile, Amazon, Rackspace, Cisco, Cumulus, Fortinet, NEC, Oracle, and Microsoft.
- Extensive experience directly supporting and managing teams in support of e-Learning systems including Blackboard, Canvas, D2L BrightSpace, Google Classrooms, Zoom, Panopto, Moodle, and Pearson Learning.
- Experience managing contracts and monitoring service level agreements for enterprise application service delivery hosted by external application service providers, including SaaS, PaaS, IaaS, and DaaS solutions.
- Over fifteen years of experience developing, maintaining, and testing disaster recovery and business continuity plans.
- Experience in design, implementation, and support of local-hosted and cloud-hosted Identity Management and single sign-on authentication systems.