

## TECHNOLOGY SELECTION • WORKGROUP FACILITATION • PROJECT MANAGEMENT

### QUALIFICATIONS

Hands-on analyst and critical thinker who learns quickly, develops industry-specific expertise and produces immediate contributions. Talented facilitator, combining strong public speaking skills with technical savvy to reach diverse audiences and move projects forward. Results-driven manager, effectively integrating human needs with wise technological choices. Over 20 years of experience delivering process improvement to high-tech companies, non-profits, and governments.

- Requirements Capture
- Systems Procurement
- Human Interface
- Needs Assessment
- Operations Analysis
- Process Improvement
- Project Planning
- Change Management
- Troubleshooting

### EXPERIENCE HIGHLIGHTS

#### TECHNOLOGY SELECTION

- Surveyed and interviewed future users of an enterprise-scale learning management system at TriMet. Tutored management on likely requirements and possible project pitfalls. Identified open source solutions to meet present and long-term needs for course authoring and delivery.
- Analyzed configuration, usage, and costs of fifteen-site, 280-handset phone system in preparation for the transition to VoIP technology. Developed requirements and reviewed bids for a turnkey system replacement.
- Facilitated vendor selection for City of Hillsboro ERP system. Compiled functional requirements, vetted proposals and wrote demonstration scripts
- Gathered business process, information technology, and financial requirements for financial-services startup. Identified regulatory, security, and business risks. Identified, assessed, and recommended software vendors.
- Captured revenue and use case models for Northwest Food Processors Assn. during best-practice research on web-based marketplaces.
- Facilitated complex procurement projects for systems and services exceeding \$4 million.

#### PROCESS MAPPING & OPERATIONS ANALYSIS

- Documented and analyzed corporate compliance activities at a \$1 billion specialty steel manufacturer with operations on five continents. Interviewed line workers, managers and executives to distill lessons learned from present activities. Proposed roles and responsibilities, work breakdown structure, project plan, and standard work to guide future efforts.
- Tripled software licensing production at the Port of Portland in three days by process mapping, empowering line workers and coordinating with management.
- Spearheaded a four-organization call center process analysis, creating SIPOCs as well as present and future state maps, to improve customer satisfaction by reengineering customer service approaches, telephonic systems, and CRM data captures.
- Validated and documented operations for cell-sort robots at SolarWorld. Organized work activities to match job tiers for both manufacturing and maintenance workers.
- Analyzed IT systems and operations for the Guam Power Authority, a government-owned utility, as part of their first-ever IT strategic plan. Systems reviewed include billing, GL, purchasing, and work orders.
- Mapped production operations, including manufacturing, accounting and inventory, and recommended improvements for YoCream International, a \$20 million food processor.
- Specially trained in "lean office" process improvement and process mapping techniques.

#### FACILITATION & LEADERSHIP

- Led international collaboration to develop personnel requirements for \$20 million solar cell manufacturing equipment installation. Conducted national search and recruited project manager in less than three months.
- Facilitated expert groups from the Oregon semiconductor industry to develop a cooperative, sustainable training model. Compiled industry-wide training needs assessment from collaborations at Microchip, Maxim, IDT, Siltronic, and WaferTech.
- Led team of seven subject matter experts to fulfill new management training requirements at Portland International Airport. Interviewed stakeholders, documented processes, and developed training. Integrated needs from airfield operations, terminal operations, and landside operations.
- Led department of five full-time instructors with courses, schedules, and students on multiple campuses.

- Developed a cross-training system for Precision Wire, an ISO 9002 medical device maker, analyzing touch points between HR and training databases, mapping future state process and authoring supporting documentation.

#### **ENGINEERING**

- Developed system requirements and testing plans for a 5000-endpoint mobile radio telemetry system. Wrote and maintained interface control documents for mobile systems and for central data aggregator. Validated legacy hardware function in new system context.
- Designed, coded, and documented a daily-consumption water-use reporting system for a nation-wide retail chain with 160 facilities.
- Diagnosed, redesigned and implemented enterprise-scale networks to facilitate \$200 million/year billing at a public utility, reducing packet loss by a factor of 100
- Directed IT during startup for Energy Trust of Oregon, a \$40 million energy efficiency organization. Assessed needs, designed solutions, and fielded systems to support all business processes.
- Coordinated desktop computer replacement project for the Port of Portland. Developed work tracking and software compliance processes to ensure auditable activities while fielding 640 units in six weeks.
- Fabricated electro-optic components including waveguides, lasers, microlenses, and photo-mixers.
- Managed low-defect, high-resolution circuit printing line for use in scientific and engineering research. Improved lithography system maintenance resulting in \$100,000 annual savings.
- U.S. Patent #5825240, Resonant-tunneling Transmission Line Technology.

#### **PROJECT MANAGEMENT**

- Formed and led project recovery team for public-private e-learning partnership. Returned project from more than one year behind schedule to on-time and on-budget.
- Coordinated project activities, reduced risk, and aligned fractured management during a Microsoft SharePoint implementation at a firm with \$170 million in revenue.
- Customized and helped implement new IT project selection method at \$300M educational institution. Worked with executives to identify needs and test proposed method with large audience of staff.
- Created and taught “Taking Over Troubled Projects” course. Enhanced PMPs’ real-world ability to diagnose and triage with material beyond the scope of standard PMBOK training.
- Designed and delivered skill-supplement course: “Practical Project Management for Engineers.”
- Devised and delivered customized project management training for clients as diverse as Boeing, Portland General Electric, the City of Gresham and the Washington State Association of Fire Marshals.

#### **WORKPLACE TRAINING**

- Co-authored and delivered manager-level transition management course for City of Hillsboro ERP project.
- Authored and facilitated courses in creativity and presentation skills for leadership trainees at Xerox.
- Developed, tested, and delivered digital electronics skills assessment for 250 technicians at Tektronix.
- Developed and delivered custom Embedded Systems Design training to engineers at Hewlett-Packard.
- Tutored customer service, logistics, and management personnel on quality improvement principles.
- Created and updated a web-based engineering course, delivering instruction to over 200 students
- Received highly favorable evaluations from on-the-job workers as well as traditional and returning students.

#### **EMPLOYMENT HISTORY**

- Principal, Steaming Kettle Consulting, 1994–present
- Faculty, Portland State University, 2006–present
- Faculty, Portland Community College, 1995–2003
- Department Chair, PCC Microelectronics Program, 1998–2000
- Staff Member, MIT Lincoln Laboratory, 1988–1994

#### **EDUCATION**

##### **GRADUATE**

MSEE, 1994  
 Northeastern University  
 Boston, MA  
 Thesis: *Resonant Tunneling Transmission Lines*

##### **UNDERGRADUATE**

BS, Physics, 1988  
 University of Rochester  
 Rochester, NY  
 Minor: *Asian Studies and Japanese*