

**4/16 – Present: Identity Management Program Manager, Washington Technology Services (WaTech)** – Responsible for establishing a unified vision and approach to leveraging cloud-based services for Washington State employees and citizens.

- Developed and implemented an Identity and Access Management enterprise service and lifecycle for WA state employees to control the use of employee identities for cloud services, reduce administrative overhead, and improve the quality of account data.
- Managed and operated SecureAccess Washington, enabling five million constituents and businesses to securely access government services to pay taxes, apply for benefits, access health and law enforcement records, and other critical services.
- Established a shared enterprise Office 365 environment to facilitate collaboration and interoperability within and between state agencies while preserving agency autonomy and the flexibility to choose appropriate line-of-business solutions.

**12/11 – 2/16: Director of IT Services, The Geneva Foundation** – Responsible for all aspects of information technology operations and planning for a non-profit research organization with 500 corporate and project staff. Ensure that technical investments and processes align with and support strategic goals. Supervise a staff of five technicians and analysts.

- Successfully managed ERP project to replace separate financial, program management, procurement, and CRM applications with an integrated SaaS ERP system. Led requirements gathering, software selection, and project planning efforts, and managed all aspects of project, stakeholder, and vendor management throughout the project. Project was accomplished on time and within budget.
- Standardized Active Directory as the system of record for user authentication and authorization. Consolidated enterprise applications, wireless access, and external portal environments into AD. Established hybrid, cloud-based AD authentication for SaaS ERP system to ensure business continuity and facilitate future cloud deployments.
- Established an information security program based on NIST 800-53 controls for compliance with Federal security standards. Conducted a gap analysis to establish a security baseline and created a Plan of Action and Milestones for compliance.
- Replaced existing single-instance physical servers with a redundant virtualized hybrid cloud environment based on Microsoft Hyper-V in a highly available server, storage, and networking environment with regularly tested off-site backups.
- Established standards and processes for incident, problem, and change management. Established and successfully championed a trouble ticketing system as an IT single point of contact to handle an average of over 2,000 incidents and user requests annually.
- Saved more than \$100,000 in software and services using donation programs and pricing available to not-for-profit organizations.

**12/09 – 12/11: Applications Manager, Washington State Liquor Control Board** – Responsible for all aspects of application lifecycle including design, development, and daily operations, including statewide point-of-sale. Supervise 10 developers and operations staff.

- Reduced time spent on operations by 30 staff-hours per week by automating or eliminating daily processes.
- Increased team time on software development activities by 25% by prioritizing team activities and automating manual processes.
- Centralized and standardized software development toolset using Microsoft Team Foundation Server and Agile workflows.
- Decreased incidents escalated to team using ITIL problem management processes and documented workarounds.

**7/07 – 12/09: Infrastructure Manager, Washington State Liquor Control Board** - Responsible for network, systems, and telecommunications for retail and enforcement agency with 313 State and contract liquor stores. Supervise 11 technical staff.

- Achieved third highest rate of server virtualization in WA state government with 73% virtualized servers on VMWare ESX.
- Saved \$139K/year by simplifying and modernizing telecommunications infrastructure and eliminating underused capacity.
- Enabled daily shipping goal of 22,000 cases by implementing server and storage architecture for new warehouse control system.

**1/05 – 7/07: Network Supervisor, Washington State Liquor Control Board** - Supervise a staff of 5 system administrators and technicians providing network, server, and telecom support for a government-operated retail and enforcement agency.

- Replaced unsupported equipment, implemented improved IT security measures, and strengthened technical support for core IT infrastructure on time and within budget as project manager for agency's \$2.2M Core Systems Upgrade project.

**10/02 – 1/05: Network Infrastructure Specialist, Washington State Liquor Control Board** – Provide network, server, and telecom support for a government-operated retail and enforcement agency.

- Reduced task time for system deployment and maintenance using thin clients, imaging scripts, and portable troubleshooting toolkits.
- Achieved Microsoft Certified System Engineer Certification.

**11/99 – 1/02: Network Administrator, Radview Software** – Responsible for WAN, LAN, and server services for 150-person software development company with 16 offices in the US and Israel.

- Saved over \$10K/month in circuit charges by designing, and deploying VPN to connect all US offices over the Internet.

**7/97 – 11/99: Network Administrator, Star Markets** – Support WAN, LAN, and server services in a regional grocery chain with 52 locations across three states. Lead a team of three desktop services technicians.

- Created, configured, and enforced network security policies for over 500 users, 52 stores, and outside vendors.

**12/95 – 7/97: Help Desk Technician, Auto Palace** - Provide hardware and software support for HQ, warehouse, and store systems.

- Prepared, conducted, and provided training for point-of-sale upgrade for 116-store auto parts chain.