Manager, End User Productivity Manager, End User Productivity Moline, IL Authorized to work in the US for any employer Work Experience Manager, End User Productivity Deere & Co - Moline, IL July 2018 to Present As the Manager, End User Productivity, I am responsible for leading a global delivery organization in researching, implementing and supporting technologies to improve user productivity related to Collaboration, Desktop Hardware & Software, Mobility, Print and Voice services for Deere & Company employees. Collaborating with peers across the enterprise to deliver key user requirements for desktop & office solutions Leading a distinctive quality initiative with a focus on improving service availability and user satisfaction with a focus on the user experience Delivering on key initiatives to move on-premise services to Microsoft O365 Managing global expense budget of ~$70M with a focus on optimizing expense by 5% Mentoring and coaching employees on performance and career paths Manager, Customer & Product Support IT Deere & Co - Moline, IL June 2013 to June 2018 As the Manager, Customer & Product Support IT, I was responsible for leading a global delivery organization providing IT applications for John Deere Dealers and employees to support customers and products. Applications included Dealer Case Management, Parts Catalog, Warranty Claim Processing, and Machine Diagnostic & Reprogramming. Collaborated with Customer & Product Support organizations across multiple divisions to align and deliver IT applications meeting key business requirements Modernized the Dealer Case Management, Warranty, Parts Catalog, and Machine Diagnostic & Re-programming applications with a focus on the dealer experience Executed workforce optimization efforts resulting in a 30% High-Cost to 70% Low-Cost country mix Managed global expense budget of ~$30M with a focus on optimizing expense by 5% Mentored and coached employees on performance and career paths Manager, Global Network Services Deere & Co - Moline, IL July 2010 to May 2013 As the Manager, Global Network Services, I was responsible for leading a globally delivery organization providing support and operations of Network Services for the Deere & Company enterprise. Services included Data Center Networks, Wide Area Networks, Secure Internet Access and Network Management & Monitoring. Collaborated with facilities managers and IT peers to deliver optimized Network services for 400+ locations Managed global expense budget

of ~$20M with a focus on optimizing expense by 5%   Mentored and coached employees on performance and career paths IT Project Manager Deere & Co - Moline, IL February 2008 to June 2010 As an IT Project Manager, I was responsible for leading a cross-functional team from Compliance, Legal, HR, IT and Supply Management to establish and deploy Deere & Company s policy on Open Source Software usage, including the governance model for approval of use and the employee communication & training programs Manager, JDAS Infrastructure Systems Deere & Co - Alpharetta, GA March 2004 to January 2008 As the Manager, JDAS Infrastructure Systems, I was responsible for computer, network & telephony infrastructure support for 5 locations supporting a software development and delivery organization.   Led IT activities for multiple facilities build-out and closures   Led IT activities for the integration of 2 acquisitions and 1 divestiture   Managed an expense budget of $7M   Mentored and coached employees on performance and career paths Prior IT Roles Various May 1996 to February 2004 I have held various IT Infrastructure Analyst & Engineer roles providing implementation, management and support at the Tier 1 thru Tier 4 level for: desktop hardware & software, database, email administration, printers, network, servers, and storage. Education Graduate Certificate in Project Management George Washington University - Washington, DC June 2005 to June 2006 Bachelor's in Computer Science Kansas Wesleyan University - Salina, KS August 1992 to May 1996 Skills Strategic Planning, exchange, Customer Service, Network Administration, SQL, IT Management, Vendor Management, Excel Assessments Project Management Skills: Budgeting   Highly Proficient August 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/76-hrtdfzpbvu-ca   Technical Support   Highly Proficient June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/6f6vrrezcbij2inw   Spreadsheets with Microsoft Excel   Highly Proficient August 2019 Measures a candidate s Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: https://share.indeedassessments.com/share_assignment/gl9xcmohu-dqr77k   Problem

Solving   Expert August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/cavxgh4x1vdeibql   Project   Management Skills: Time Management   Expert June 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/id9fia7akwlzde7m   Supervisory   Skills: Interpersonal Skills   Highly Proficient June 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/dqlowukf1vajpess Email   Highly Proficient June 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/cpakfvhzimyrywc   Supervisory Skills: Directing Others   Proficient May 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/skqg5k2yu-3obuje   Indeed   Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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