**Dc. Eric van Devender**

206-679-6446

ericvandevender@gmail.com

PO Box 1465 12540 SE Powell Blvd, Apt. 16 6763 E. Eagle Feather Road

Mercer Island, WA 98040 Portland, OR 97236 Scottsdale, AZ 85266

Objectives

Assist organizations with strategic planning and management of information and communication technology (ICT) operations towards excellence in a senior-level management or advisory capacity.

Education & Certifications

Concordia University – Portland, OR

May 2015| BA – Theology;

May 2015| Seminary Preparation Certificate.

Pacific Lutheran University – Tacoma, WA

May 1989| BA – Computer Science (Programming Emphasis);

May 1989| BA – English (Writing Emphasis);

December 1988| BBA – Business Administration (Management Information Systems Emphasis).

Mission Training Center: Lutheran Church – Missouri Synod – Portland, OR

May 2013| Licensed Deacon – Leadership Advancement Process (Word & Sacrament);

Certifications & Training

**CISA**| Certified Information Systems Auditor – Information Systems Audit & Control Association and Foundation;

**CMC**| Certified Management Consultant – Institute of Management Consultants;

**EMP**| Emergency Management Professional (ISP) – FEMA/Emergency Management Institute;

**GNSA**| GIAC Certified Network & Systems Auditor – SANS Institute;

**ISMS-LA**| Information Security Management System Lead Auditor (ISO 27001:2005) – RABQSA International;

**ITSMS-LA**| Information Technology Service Management System Lead Auditor (ISO 20000:2005) – RABQSA;

**MBCP**| Master Business Continuity Professional – Disaster Recovery Institute International;

**MCNE**| Master Certified Network/Novell Engineer (NetWare 3.x, 4.x, 5.x, 6.x & OES) – Novell;

**MCSE**| Microsoft Certified Systems Engineer (Windows NT 3.x, 4.x & 2000) – Microsoft;

**PRINCE2 Practitioner**| PRINCE2 Certified Project Manager – Office of Government Commerce (OGC-UK);

**QS-LA**| Quality Management System Lead Auditor (ISO 9001:2008) – RABQSA International;

**QS-LA**| Quality Management System Lead Auditor (ISO 9001:2000) – RABQSA International;

**QSA**| Quality Management System Auditor (ISO 9001:1994) – RABQSA International;

**Service for Excellence**| Office Dynamics Incorporated;

**Stephen Leader**| Stephen Ministries;

**Ambassador for Peace**| Ambassadors for Reconciliation.

Career Progression (Current to First)

*President and Principle ICT Management Systems Consultant, Analyst & Auditor* ***2002*** – ***Present***

Quiputec Incorporated | Kirkland, WA

Clients: *Various including DEKRA Certification; KEMA Registry Services; Kimbrell & Associates, Lucor, VADERZAAD, Rapier Resources, Breakwater Security Associates, etc*.

Assist organizations with improving the application and management of their ICT operational environment towards excellence in the areas of:

* ICT-based quality, security and service management systems audits;
* Management System and Practice Improvement (IT Service Management);
* ICT Infrastructure Improvement;
* Security & Safety Improvement (Information Security & Safety Management);
* Disaster Resiliency Improvement (Mitigation, Preparedness, Response, Recovery & Business Continuity Planning);
* Due Diligence Improvement (Compliancy).

*Senior ICT Management Consultant* ***2002*** – ***2002***

Select Group | Mercer Island, WA

Client: Archdioceses of Seattle

Assist client with its quality and emergency management planning of its ICT operations.

* Performed in-depth audit and analysis of client’s current disaster resiliency efforts;
* Identified improvement opportunities towards disaster resiliency planning.

(Reason for Leaving: Select Group went out of business)

*Senior ICT Management Consultant* ***1999*** – ***2002***

Analysts International Corporation | Bellevue, WA

Clients: *VoiceStream (now T-Mobile) and InfoSpace*

Assist clients with strategic management planning via in-depth assessments of overall ICT operational environments in reference to industry-accepted best practices, government regulations, manufacturer guidelines and clients’ strategic objectives.

* Performed strategic capacity planning and performance management assessments and forecasts;
* Created testing strategy (based upon V-Model) for client, in addition to test plan for client’s new core business systems;
* Audited and analyzed client’s disaster resiliency efforts pertaining to quality, information security, safety, emergency, best practices, and ICT service management systems;
* Performed risk management, threat, and vulnerability analysis against audit discoveries;
* Identified improvement opportunities where client can improve its overall ICT operational environment (infrastructure and management practices) towards availability and quality product;
* Instituted mission critical management practices for client:
  + Change Management;
  + Release Management;
  + Testing Strategy;
  + Configuration Management;
  + Incident Management;
  + Documentation Management;
  + Problem Management;
  + Project Management;
  + Root Cause Analysis;
  + Procurement;
  + Etc.
* Guided client’s Board of Directors transitioning from entrepreneurial firm to operations-based organization.

(Reason for Leaving: Dot Com/Tech Sector Crash (no new contracts))

*Senior Project Manager* ***1998*** – ***1999***

Upline Group | Bothell, WA

Client: AT&T Wireless Services

Assist client with Y2K mitigation for mission critical enterprise systems and applications within the client's data centers across the nation.

* Created team’s process methodology and strategy to resolve Y2K issues within a limited period of time while meeting compliancy requirements and strategic objectives;
* Mediator between Development and Operations departments to resolve Y2K issues;
* Determined audit tracking requirements for internal and external reporting of Y2K compliance.

(Reason for Leaving: Upline Group went out of business)

*Manager – Network Projects Office & Internal ICT Operations* ***1996*** – ***1998***

SPRYNET/CompuServe/America Online Services (AOL) | Bellevue, WA

Responsible for all projects for the company's external and internal production networks, in conjunction with managing SPRYNET’s internal ICT operations.

* Created and instituted various ICT service management practices:
  + Project Life Cycle Methodology;
  + Standards & Usage Policies;
  + Disaster Resiliency Plan;
  + Configuration Management Plan;
  + Change Management Plan;
  + Problem Management Plan;
  + Incident Management Plan;
  + Documentation Life Cycle Methodology;
  + Security Policies & Procedures;
  + Performance Management & Capacity Plan;
  + Maintenance & Support Plan;
* Significantly reduced amount of service outages (planned & unplanned) the internal production network environment had been encountering upon arrival (from 76% to 99.8% uptime rating);
* Placed centralized ICT management services for both internal and external production environments (including physical network, network services, network file & print sharing services, network databases, network applications, network collaboration services, network workstations, PBX, and ICT-based facilities);
* Guide senior management to transition from entrepreneurial firm to operations-based organization;
* Participated in company’s budget and planning process in meeting organization’s strategic objectives;
* Directed SPRYNET’s overall Year 2000 disaster resiliency efforts;
* Member of America Online’s (AOL) Transition Team migrating AOL/SPRYNET assets to MindSpring ownership.

Other position held within SPRYNET/CompuServe/America Online (AOL):

* *Consultant – Infrastructure Design and Management Practices*/Analysts International (1996-1997)

(Reason for Leaving: SPRYNET Assets sold to MindSpring (now Earthlink))

*Network Supervisor – Headquarters* 1992 – ***1996***

AT&T Wireless Services/McCaw Cellular Communications | Kirkland, WA

Accountable for the design, development and production support of all system and network services for the corporate headquarters' 3000+ node enterprise network, and the supervision and professional development of 45 personnel (permanent & contract).

* Designed, documented and implemented the ***Headquarters’ Network Policies and Procedures***;
* Managed physical network, network services, network file & print sharing services, network workstation support, network application support, IT facilities and IT management services for the headquarters’ production network environments;
* Designed and implemented the network and system infrastructure of the headquarters’ internal production network – also used as an example for the rest of the corporation;
* Devised and implemented measuring and monitoring system for services used within headquarters’ network and system environment;
* Contrived and executed centralized management system administration, maintenance and support;
* Acted as subject matter expert (SME) for design and maintenance of network services for other regions’ network support personnel;
* Created and instituted both the ***Maintenance and Support Plan*** and the ***Disaster Recovery Plan*** for the headquarters’ production network environment.

Other positions held within AT&T Wireless Services/McCaw Cellular Communications:

* *Consultant-Information Systems – DataTeam (Division of Robert Half) (1992).*
* *Data Systems Technician – Pac/Roc Region, MIS & Operations (1992-1994);*
* *Project Engineer/Architect – Office Information Systems – Headquarters* (1994-1995);

(Reason for Leaving: Not being challenged or learning anything new)

*Consultant – Information Systems* 1991 – ***1992***

DataTeam (formerly a Division of Robert Half International) | Seattle, WA

Clients: Arctic Alaska Fishing Corporations & McCaw Cellular Communications

Advised, developed, implemented and supported physical ICT networks, network services, network file & print sharing services, network applications, network databases, network collaboration services, network workstations, ICT facilities and ICT management services for clients with exigencies for reporting, tracking perfunctory transference of data between systems, networking and new means of processing information in an effective manner.

(Reason for Leaving: DataTeam was sold and was hired by client, McCaw Cellular Communications.)

*Positions Prior to* ***1991:***

* *1990-1991*: **US West New Vector Group**; Bellevue, WA – ***Data Input & Process Analyst (Efficiency);***
* *1989-1990:* **Golder Associates Inc.**; Redmond, WA – ***Cost Control Accountant;***
* *1988-1989:* **Ramada Inn Corporation**; Seattle, WA – ***Auditor;***
* *1985-1988:* **Pacific Lutheran University, Campus Safety;** Tacoma, WA – ***Shift Supervisor;***
* *1984-1988:* **Pacific Lutheran University, Data Center Operations;** Tacoma, WA – ***Data Center Staff Consultant & Operations Support;***
* *1985-1986:* **Pacific Lutheran University, Residence Hall Council;** Tacoma, WA – ***Programs Vice Chairman (Elected Position);***
* *1981-1983:* **Niskayuna School District;** Niskayuna, NY – ***User Room Assistant & Mainframe Support Operator.***

Skills

Areas of Practice

ICT Operations Strategic Management Planning & Improvement; ICT Quality Management Systems;

ICT Infrastructure Improvement; ICT Service Management Systems (Best Practices); ICT Security & Safety Management Systems; ICT Business Continuity, Disaster Resiliency Planning & Emergency Management Systems; ICT Due Diligence (Compliance) Improvement; ICT Project & Program Management; ICT Operations Audits & Assessments; Documentation & Information Management; Network & System Planning & Development; Procurement & Supplier Management; Process Analysis & Auditing; Root Cause, Vulnerability, Risk Assessment & Analysis.

Industry Experience

Academia (University & Secondary); Accounting; Application Hosting Services (ASP); Civil Engineering; Environmental Engineering; Financial (Banking & Investment); Food & Beverage Processing; Geo-Technical Services; Government; Hospitality; Internet Services (ISP); ICT Production Hosting Services; Non-Profit; Petroleum (Natural Gas & Oil); Seafood Industry; Software Development; Telecommunication Services; Wireless Communications.

Industry-Accepted Best Practices, Government Regulations & Manufacturer Guidelines

21 CFR Part 11, A-130, Agile, ASQ’s RCAP, AUP, BOK, BS 8800, BS 25999, CA SB 1386, CAN-SPAM, Cleanroom, CMMI, COBIT, COOP, COSO, CPNI, CRAMM, DSDM, EA 7/03, eTOM, FDD, FEMA 426, FEMA 427, FEMA 429, FEMA 430, FEMA 452, FEMA 453, FEMA 455, FEMA 459, FISMA, GAAP, GIASP, GLBA, GSD 331, GSM, HAZUS, HIPAA, HITRUST, HSPD-12, I-Model, IEC 559, IEC 796, IEC 821, IEC 822, IEC 847, IEC 823, IEC 975, IEC TR 907, IEEE Guidelines, IFRS, INCITS-437, INCITS-448, INCITS-449, INCITS-451, ISF, ISO/IEC 33, ISO/IEC 1539, ISO/IEC 2382, ISO/IEC 6951, ISO/IEC 7498, ISO/IEC 8072, ISO/IEC 8073, ISO/IEC 8208, ISO/IEC 8348, ISO/IEC 8473, ISO/IEC 8602, ISO/IEC 8878, ISO/IEC 8632, ISO/IEC 9001, ISO/IEC 9241, ISO/IEC 542, ISO/IEC 9899, ISO/IEC 9995, ISO/IEC 10006, ISO/IEC 10007, ISO/IEC 10012, ISO/IEC 10013, ISO/IEC 10015, ISO/IEC 10020, ISO/IEC 10032, ISO/IEC 10090, ISO/IEC 10149, ISO/IEC 10561, ISO/IEC 10589, ISO/IEC 10641, ISO/IEC 10857, ISO/IEC 10859, ISO/IEC 10861, ISO/IEC 11160, ISO/IEC 11458, ISO/IEC 11458, ISO/IEC 13213, ISO/IEC 13335, ISO/IEC 13406, ISO/IEC 13660, ISO/IEC 13961, ISO/IEC 14001, ISO/IEC 14575, ISO/IEC 14576, ISO/IEC 15205, ISO/IEC 15504, ISO/IEC 15776, ISO/IEC 15802, ISO/IEC 17025, ISO/IEC 17799, ISO/IEC 19011, ISO/IEC 20000, ISO/IEC 23289, ISO/IEC 26905, ISO/IEC 26908, ISO/IEC 27000, ISO/IEC TR 8802, ISO/IEC TR 9577, ISO/IEC TR 10000 (Parts 1, 2 & 3), ISO/IEC TR 10176, ISO/IEC TR 10182, ISO/IEC TR 11802, ISO/IEC TR 13335, ISO/IEC TR 18044, ISO/IEC TR 26927, Iterative, ITCS 104,ITIL (superseded by ISO 20000), IV&V, KLOC, Lean, Minto SCQA, M\_o\_R (MoR), MOFS, NERC 1200, NERC 1300, NERC-BAL, NERC-CIP, NERC-COM, NFPA 1600, NIST 800 Pubs, NIST FIPS, OCTAVE, OFCCP, OHSAS 18001, OHSAS 18002, OOP, PCI-SIG, PCI-DSS, PMBOK, PRINCE2, PREPARE, PROBE, Prototyping Model, PSP, RAD, RUP, Safe Harbor, SAS 70/SOC 1/ISAE 3402, Sashimi Model, SCAMPI, Scrum, SEI Guidelines, Six Sigma, SOX 404, Spiral Model, SQBOK, SSADM, Stephen Series, TL 9000, TSP, V-Model, VISA-CISP, Waterfall, XP Model, **and MORE!**

Linguistic

**English** (Native Language); **Dutch** (Intermediate: Read, Write, Spoken); **Spanish** (Intermediate: Read, Write, Spoken).

Software, Operating Systems & Protocols

**2nd C Docuwise**; **ACCPAC Faxserve**; **ACE SecurID**; **Adobe** (*Acrobat, Dimensions, Extreme, FrameMaker, FrameMaker Server, Graphic Server, Illustrator, InCopy, InDesign, Photoshop, Streamline*); **Advansys**; **AMDOCS**; **Attachmate/Novell/WallDate/WRQ** (*Account Manager, BorderManager, CaminoSoft, Cluster Services, Connection, ConsoleOne, DATABridge, Directory Services (NDS & eDS), DirXML, eGuide, exteNd, EXTRA, e-Vantage, FileXpress, Groupwise, iChain, iFolder, INFOconnect, LAN Workplace Pro, ManageWise, Modular Authentication Services, myEXTRA, NetMail, NetWare p(2.x, 3.x, 4.x, 5.x & 6.x), NetWare Flex/IP, Netware/IP, Netware NFS, NetWare Management System, Netware Web Server, Open Enterprise System, Nsure Reflection, Resources, Nterprise Branch Office, Portal Services, ScheMax, Secure Access Suite, Secure Login, SFT III, Small Business Suite, Smart Connector, Storage Services, SUSE, Telephony Services, UnixWare, Verastream, ZENworks*); **Axosoft** *(Agile & Scrum)***; Baranof MailCheck**; **Biscom Faxcom**; **cc:Mail**; **CipherTrust IronMail**; **Cisco** (*IOS, CiscoWorks*); **Clipper**; **CompuSolve**; **CompuSven Email Shuttle**; **Computer Associates/Cheyenne** (*ArcServer, Brightstor, Unicenter*); **CompuThink**; **Concentrico**; **Consilient MX Solution**; **Corel** (*CorelDraw, Graphics, Photo-Paint, WordPerfect Office Suite*); **DBASE**; **Digital Research DOS**; **Excellan**; **GeCAD RAV Antivirus**; **GroupLink ContactWise**; **Gwava**; **Harvard Graphics**; **HP/Compaq/DEC** (*ACMS, Compaq Asynchronous Manager, DECForms, Himalaya, HP-UX, Compaq Insight Manager, Non-stop Servernet, Openview, OpenVMS, Pathworks, Smart-Start, StorageWorks, Tru64-Unix, VAX VMS*); **IBM** (*AIX, eServer, OS/2 Warp, SecureWay*); **Intellireach**, **Silicon Graphics IRIX**; **LANDesk** (*Novell, Intel, LANDesk Software*); ***Legato*** (*AlphaStor, NetWorker, RepliStor*); **LDRPS**; **LINUX** (*RedHat, FreeBSD*); **Lotus** (*1-2-3, Domino, Lotusphere, Notes*); **MacAfee** (*Firewall, PC Security Suite, Security Center, Viruscan*); **MeetingMaker**; **Metastorm e-Work**; **Microsoft** (*Access, Active Directory, DOS, Excel, Exchange, Internet Explorer, ISA Server, IIS Web Server, LanMan, MS Mail, NetMeeting, Office Professional Suite, Outlook, Powerpoint, Project, Publisher, RAS, Schedule+, Sharepoint Portal Server, Small Business Server, Systems Management Server, Visio, Visual FoxPro, Visual Source Safe, SQL Server, Windows (3.11, 3.12, NT Workstation 3.51/4.x/XP/ME/2000/Vista), Windows NT Server (3.x, 4.x & 2000)),* **NetManage** (*Chameleon, OnWeb, Rumba*); **MySQL**; **NetScape** (*Navigator, WebServer*); **NetTune**; **Nexic Palm Client**; **NeXT** (*NeXTMail, NeXTStep/OS*); **Network Services** (*SMTP, NFS, NIS, NTP, etc.);* **OmniSuite**; **Oracle** (Database Application Server); **Paradox**; **Paragon**; **PC Tools**; **PCXview**; **Protocols** (*TCP/IP, IPX/NetBIOS, IPX/SPX, SNA, EGRP, IGRP, AppleTalk, LocalTalk, 3270, FDDI, etc*.); **Radius**; **R:Base**; **Remedy**; **RoomFinder**; **Saros**; **SCO** (*OpenLinux, OpenServer, OpenUnix, Unix, UnixWare*); **SPRY Internet-In-A-Box**; **Sun** (*NetManager, ONE Directory, SunOS, Solaris*); **Syclo Information Manager Sync**; **Symantec/Norton/Veritas** (*Antivirus, Backup Exec, Client Security, Cluster Server, Deep Sight, Enterprise Firewall, Enterprise Security Manager, Event Manager, Gateway Security, Ghost, NetBackup, Norton Firewall, Incident Manager, Internet Security 2003, Mail-Gear, ManHunt, ManTrap, NetRecon, PC Anywhere, Procomm, SANPoint, Utilities, VelociRaptor, Web Security*); **Synoptics Optivity**; **Tivoli**; **Toffa SyncWise Pro**; **Topcall Unified Messaging**; **Tovaris**; **Utopia**

Hardware

**Cabling and communication mediums** (*66/110 cable blocks, Category/Level 5 Cabling, Coaxial, fiber optic, Laser, Microwave, Satellite, Wireless*); **3Com** (*2000/3000/4000 LAN Switch Family, Hubs, Network Interface Cards*); **Apple** (*Apple II family, iMac, LISA, Macintosh, PowerMac, StarControllers, XServe, etc.*); **AT&T** (*Datakits, G3R PBX*); **Bay Networks/Synoptics/Nortel** (*Ethernet Switches, Hubs, PBX solutions*); **Checkpoint**; **Cisco** (*1000/1200/1700/2600/7000/7600/12000 Series Routers, Catalyst Ethernet Switches, PIX firewalls/VPNs*); **Compaq** (*AlphaServer, Itanium, PA-RISC, Proliant Server Family & accessories, workstation platforms*); **Cray**; **DEC** (*DECNet, VAX 11/750 and 11/780, VT320/420 terminals*); **Dell** (*workstations & servers*); **Ericsson** (*AXI series IP backbone routers, PBX switches*); **Falco**; **FDDI**; **Frame-relay**; **Hewlett Packard** (*8000/9000 series servers and workstations, JetDirect, laser printers, protocol analyzers, more*); **IBM** (*Blade servers, iSeries, pSeries, workstations*); **ISDN**; **Mitel** (*6500 series Unified Messaging, Express Messenger, SX Series PBX*); **Networks** (*Enterprise, LAN, MAN, WAN*); **Network General** (*Protocol Analyzers & Sniffers*); **NeXTStep** (*workstations & servers*); **PRIME** (*550 mainframe*); **Shiva** (*LAN Rover, NetModem, Web Accelerator*); **Silicon Graphics**; **Sun Microsystems** (*SPARC, UltraSPARC*); **Tandem**; **Telebit** (*NetBlazer Suite*); **Tellabs** (*Telephone Distribution, Transport Switching*); **Token Ring**; **VoiceLink**; **Vortex**; **Xyplex** (*LX series, IR series, terminal servers*); **Xylogics** (*terminal servers*).

Advanced & Scripting Languages

**COBOL, CICS, FORTRAN, BASIC, PASCAL, ANSI C, C++, Perl, Shell, HTML, Java, Binary, Assembler, Expert Systems /CLISP/LISP, Visual Basic**, **PHP** and **macro programming**

Professional Associations, Memberships & Interests

Member of the Information Technology & Telecommunications Association (TCA)

Member of the Washington Technology Industry Association (Formerly Washington Software Alliance)

Member of the American Society for Quality (ASQ)

Member of the American National Standards Institute (ANSI)

Member of the International Organization for Standardization (ISO)

Member of the Project Management Institute (PMI)

Member of the Disaster Recovery Institute International (DRI)

Member of the Institute of Management Consultants (IMC)

Member of the Information Systems Audit & Control Association and Foundation (ISACA)

Member of the Holland Society of New York

Member of the Sons of the American Revolution

Member of the Loyal Order of the Moose – Lodge 1666 (Snoqualmie Valley, WA)

Member of the Fraternal Order of the Eagles – Aerie 2681 (Kirkland, WA)

Member of the Veterans of Foreign Wars Men’s Auxiliary – Post 2995 (Redmond, WA)

Member of Pacific Lutheran University Men’s Basketball (1983-1985) & Baseball (1984-1985) Teams

Teaching Volunteer for Junior Achievement – Puget Sound Region

Former Elder & Elder Committee Chairman of Pilgrim Lutheran Church – Bellevue, WA

Chairman – Human and Elder Care Committee, Pilgrim Lutheran Church – Bellevue, WA

Board Member – Lutheran Ministry Services Northwest – Seattle, WA

Stephen Leader – Lutheran Ministry Services Northwest – Seattle, WA

Volunteer Baseball Coach – Maltby Pony Baseball League – Maltby, WA