

## Mark C. Davy

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### Summary of Qualifications

- 6 years of experience in systems analyst including requirements gathering, developing solutions, user acceptance testing and implementation.
- Experience in agile project management working in various positions.
- Expertise in leading and motivating project teams throughout the lifecycle.
- Over 10 years of experience in group facilitation, training and support.

### Technical Skills

- SQL Server
- Agile Software Development Life Cycle
- ClickDimensions Marketing Analytics-Foundations Certificate
- WordPress
- Microsoft Dynamics 365 CRM
- Microsoft Azure Active Directory
- Microsoft Visual Studio Team Foundation Server
- Microsoft Visio
- Microsoft Office: Excel, PowerPoint, Access, Word, Outlook
- Microsoft Project
- Twilio-CRM Integrations

### Experience

#### **Department of Workforce Development (DWD) July 2016-Present**

##### Assistant Director of Business Services

- Product owner for statewide CRM software.
- Ensure optimal software functionality as liaison between technical team and subject matter experts.
- Lead requirements gathering sessions identifying user requirements and creating all use cases and test scripts.
- Oversee process mapping and completing gap analysis of the current state of the system.
- Develop and provide all end user training and support for 200+ CRM users located across all 92 Indiana counties.

- Prioritize enhancement requests, manage backlog and ensure iterations/sprints remain on target.
- Manage project scope, risks and resources, developing timelines for iteration/sprint completions.
- Execute user requests for reports into custom views, dashboards and when applicable, dynamic reports integrated within excel spreadsheets.

### **Adult and child Center April 2014-July 2016**

#### **Foster Care Licensing Director**

- Developed information system for foster care team, identified key performance indicators and provided analysis to executive management.
- Managed program's social media, website and marketing efforts utilizing primarily WordPress, social media marketing analytics and excel.
- Direct staff and foster parents on all state and federal compliance with foster care procedures and policies.
- Supervised licensing team and 200+ foster parents to ensure continued compliance with Indiana statutory requirements while providing quality service.
- Vice Chairman of the Foster Family-Based Treatment Association.

### **Indiana Department of Child Services January 2008-April 2014**

#### **Foster Care Licensing Consultant**

- Defined and captured statewide performance metrics for foster care recruitment, retention and outcomes.
- Developed use cases and performed UAT for updates within foster care module of case management system.
- Liaison between field staff and technical team in building human resource information system.
- Assisted in training and communicating to staff on software updates, bugs and future enhancements.

#### **Foster Care Specialist**

- Facilitated regional groups identifying opportunities to improve program processes.
- Developed resource database through Access to track foster home licensing and placement outcomes utilized by all staff within a five county region.
- Alpha tester for statewide child welfare software implementation.

#### **Family Case Manager II**

- Assessed family needs through team facilitation to determine treatment options for families and children.
- Oversaw foster care licensing for Morgan County and vendor management of foster home assessment outsourcing.

### **Indiana War Memorials Museum**

Museum Specialist January 2007-January 2008

- Develop and support veteran databases and kiosks.
- Create educational materials for school and veteran groups.
- Managed vendor relationships for IT upgrades to civil war museum.

### **Paws Incorporated, Albany, Indiana**

Head Archivist September 2005-December 2006

- Supervised cataloging of all Garfield artwork and merchandise and made strategic changes of collections database to ensure efficiency of archives.
- Provided expert guidance on physical space maintenance and development.
- Developed relational database for cataloging publications, artwork and various forms of media.

## **Education**

- Bachelor of Science, Ball State University, May 2005
- Database Design and Management, IvyTech Community College, December 2017
- CAPM, New Horizons Computer Learning Academy, April 2018
- Masters of Business Administration, Purdue University
  - Graduation Date: May 2020

## **References**

Gina Ashley

Chief Unemployment Insurance Officer, Indiana Department of Workforce Development

317-496-4212

Michael Barnes

Associate Chief Operating Officer, Indiana Department of Workforce Development

317-919-6178

Lisa Rich

Senior Project Manager, Knowledge Services

317-414-5402