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.

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| * 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