

Experienced Business Technology Professional who has developed, implemented, and supported successful leading edge software solutions in both the public and private sector. Extensive experience in merging disparate systems into one holistic system to reduce costs and enhance the customer experience. Strong database proficiency including T-SQL and data migration. Distinctive ability to understand and translate complex customer requirements into effective streamlined solutions while inspiring others with my can do attitude. Management experience includes leading teams and mentoring and developing other technology professionals. Lifelong learner who enjoys learning new tools to enhance a solid foundation of technical expertise.

Expertise includes:

- Systems Architecture
- SQL Database programming/data retrieval/report writing
- Network Engineer/Systems Integration
- Merging and consolidating systems
- Application Development
- Team Leadership and Development
- Extensive experience interfacing between subject matter experts and technology team
- Extensive Learning Management System experience particularly in interfaces including daily HR system feeds, AICC and SCORM launching and tracking, course migration and archive processes, and system upgrades. Most recent experience with SumTotal Enterprise 2013. Also have experience with Saba, Plateau, Docent and Pathlore.

Professional Experience:

Learning Management Consulting

2014 to Present

Provided expertise in planning, testing and implementation of new features as well as revisiting and optimizing existing features in worldwide Learning Management System implementations. Activities included analyzing current implementation including effectiveness and usage, and recommending revised implementation to better meet customer needs. Global deployment of company-wide employee survey and extraction of data and creation of reports to further analyze survey results.

LexisNexis, Dayton, OH

2008-2013

Learning Technologies Manager

- Planned and implemented successful global deployment of SumTotal Learning Management System serving over 35000 employees and customers worldwide in over 20 countries. Resulted in new wide-scale resource sharing both within and between divisions worldwide.
- Planned architecture for both production and test environment with multiple web servers, database servers and content servers.
- Created worldwide cross functional team to plan, implement, and support one central Learning System with separate branding and offerings where needed.
- Conceptualized and implemented a worldwide Learning brand working with user design experts to deploy an easy to use site for a great user experience.
- Supported deployment of over 30,000 learning resources to employees and customers
- Acted as integration point between the technology experts and the subject matter experts.
- Analyzed, designed and provided key system reporting in SQL Server BIDs environment as well as ad hoc queries and T-SQL programming as needed

- Key participant in customer user group to influence the vendor's product enhancement functionality and priorities.
- Implemented yearly worldwide Employee Engagement survey using the Confirmit platform. Created survey, input language variations, created hierarchies, reports, etc. Implemented new methodology for creating and recombining business unit hierarchies providing much improved accuracy and time savings.

NCR Corporation, Dayton, OH
Learning Systems Architect

2004-2008

- Architected, implemented systems, and supported NCR University serving over 45,000 internal and external customers worldwide. NCRU had the most traffic of any web site in the company with over 80 million web page views per year. Ranked by ASTD in the top 5 Corporate Universities worldwide.
- Received highest peer nominated achievement award in the division.
- Instrumental in evaluating, selecting, and implementing new LMS platform for Teradata in 2007 (Plateau) and NCR in 2008 (Saba).
- Coordinated move from proprietary Learning Management System to Docent 6.5 including data transfer, setup and verification of automated load processes, maintenance, scheduled database extracts, and enhancement of integrated software. Interfaced Crystal Reports into the environment for large self-serve reporting environment.
- Researched, recommended, configured and installed web streaming software for use in live video/audio presentations to users worldwide. Received Innovation award for integrating live and recorded Streaming Media.

Systems Administrator/Network Engineer/Software Development **1995-2003**

- System Administration and Network Engineer in both Microsoft and Unix environments.
- Part of team that moved NCR to one integrated worldwide network.
- Project leader for software application development. System design, coding, supervision and training of other analysts, documentation, release, quality testing. Was twice awarded NCR Process Management Quality Award for Excellence in Software

Battelle Memorial Institute, Columbus Ohio – research intern

Center for Disease Control, Atlanta, Georgia – field supervisor on a nationwide study of hospital acquired infections

Education

MS Bio-Medical Computing, The Ohio State University, Columbus, Ohio
BS, Emory University, Atlanta, Georgia

Professional Certifications

Microsoft MCSE and Internet + Certifications

Skills

Systems Administrator: Windows Server, UNIX
Extensive Microsoft network experience
SQL Server, MS SQL Management Studio, SQL, T-SQL, BIDS, Crystal Reports
Streaming media network, software development, Visual Basic, JavaScript, C, HTML
Microsoft Office suite application proficiency including Access