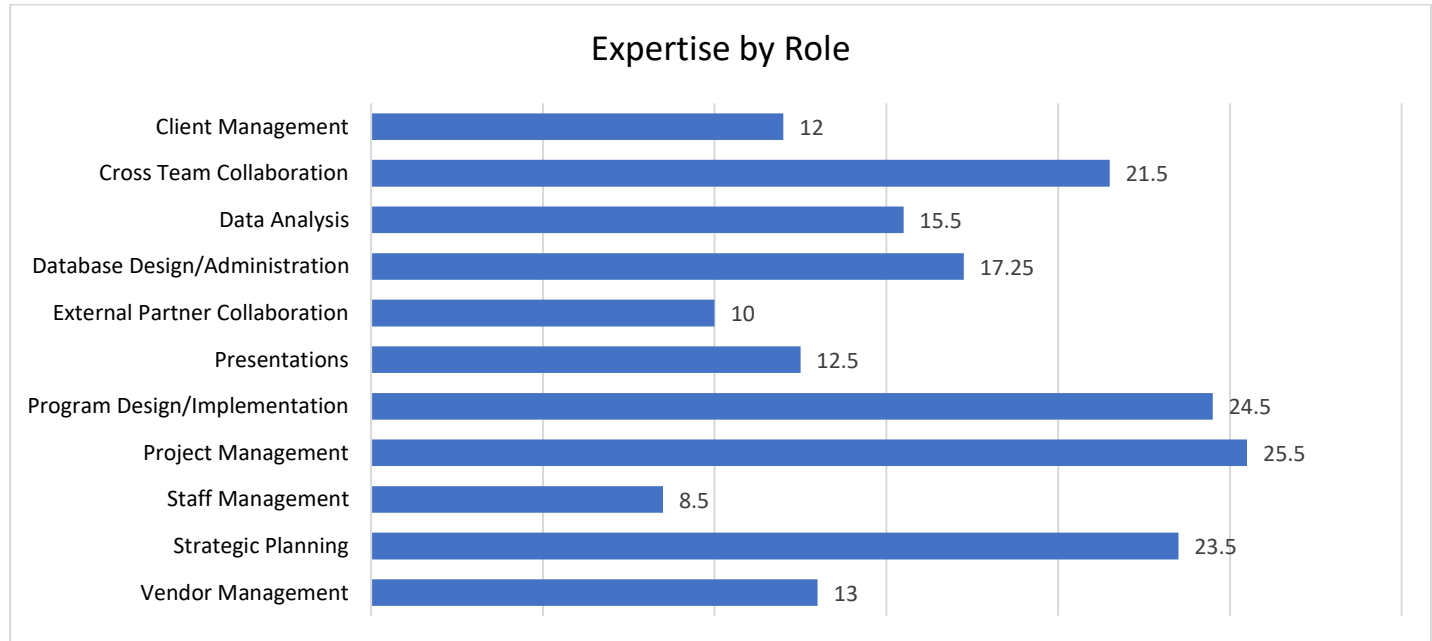


More than 20 years of experience across multiple industries planning, designing, and managing current needs while strategically planning for future needs. This includes direct communications with all levels of corporate structure, managing internal teams of developers, external vendors, customer expectations, building roadmaps, project and change management, prioritization, quality control, testing, implementation, data cleaning and standardization, documentation, and training. As a Manager, I mentored less experienced staff in professional and personal development.



Achievements

- Built a strategic roadmap to centralize all company data into a data lake. This centralization allowed the creation of dashboards to enable self-service data access for internal and external stakeholders, data consistency for development, marketing, and external vendors, and a holistic view across data sources.
- Analyzed data to create KPI measures and infographics increasing marketing engagement by 300%.
- Strategically planned a new hosting environment, redesigned processes to meet current and future business growth projections, and reduced execution times by up to 95%.
- Instrumental in designing and developing a project that received a client award for best ROI with savings of more than \$5 million per year.
- Reviewed business process flows to strategically plan, design, and develop business use cases, workflows, and applications streamlining and increasing productivity across multiple departments.
- Introduced a documentation system to ensure proper naming convention, process diagrams, backup and recovery strategies, software versioning, and system operation consistency.

Experience

Data & Evaluation Manager

ACE Scholarships

Mar 2020 – Present

Description

Strategically plan future data collection research, centralize and maintain a data lake, create dashboards to provide a holistic view across the entire company, and mentor younger staff in professional and personal growth.

Achievements

- Built a strategic plan roadmap to centralize all company data into a data lake. This centralization allowed the creation of dashboards to enable self-service data access for internal and external stakeholders, data consistency for development, marketing, and external vendors, and a holistic view across data sources.
- Standardized data collection practices and field inputs to ensure proper data analysis and increasing productivity due to less answer mapping/interpretation from open-ended questions.
- Expanded data collection to capture data for comparisons and allow for the future use of data by third-party researchers.
- Automated and streamlined data capture from external systems to increase productivity.
- Collaborated across all company departments to plan and design new KPI and impact measurements for use to expand company outreach efforts to more stakeholders.

The Heartland Institute

Project Manager and Research Fellow

Jun 2015 – May 2019

Interim Director of Government Relations

May 2019 – Jul 2019

Director of the Center for Education Opportunities

Jul 2019 – Mar 2020

Description

Rebuild and expand the Center for Education Opportunities through effective research, writing, public speaking, coalition building, social media outreach, and legislative outreach. Mentor younger staff professionally and personally.

Achievements

- Analyzed research data to summarize results into infographics and reference material to be disseminated through public speaking, meeting with legislators, and testimony in legislative hearings.
- Managed multiple projects simultaneously to successful completion. These included a monthly newspaper, book creation and marketing, legislative event planning, weekly legislative outreach emails, bill tracking, and legislative lobbying trips for staff.
- Increased partner coalition and collaboration by over 500%.
- Mentored less experienced staff in personal and professional development.

Technology & Information Consultant

OODA Strategies

Jan 2007 – Aug 2015

Description

Work with clients to analyze a business's processes and needs. Plan, design, and implement web-based applications, and process improvements to enable future company growth.

Achievements

- Analyzed customer needs to plan, manage, and create websites to serve current and future needs.
- Created current customer data to create new infographics, stories, and messaging resulting in an increase of 300% in social media following and engagement, more than 100% in email marketing, and speaking invitations by more than 50%.
- Researched, designed, and implemented website and database uptime and disaster recovery plans.

Technology Specialist

Sam Adams Alliance

Jan 2008 – Nov 2009

Description

Manage company databases, websites, and email lists while strategically planning for future needs and strategic outreach with social media and public speaking.

Achievements

- Researched, designed, and implemented a website uptime system to handle more than 3,000,000 visitors per day during peak times.
- Designed, planned, and managed the creation and ongoing maintenance of more than 100 websites.

Application Systems Analyst

County of Lake

May 2003 – Jan 2008

Description

Manage current property tax system databases and applications. Plan and build for future data infrastructure growth, design and implement application solutions to increase productivity, and plan and implement a database recovery system.

Achievements

- Strategically planned a new hosting environment, redesigned processes to meet current and future business growth projections, and reduced execution times by up to 95%.
- Introduced a documentation system to ensure proper naming convention, process diagrams, backup and recovery strategies, software versioning, and system operation consistency.
- Created custom applications with integration into the main data system increasing productivity by more than 50% for property assessment staff.
- Automated the installation and update process for the main application and allow remote access allowing faster support and technical assistance to remote locations.
- Planned and implemented a data recovery system to enable restoration within minutes of any system crashes.

Database Architect

Big Idea Productions

May 2000 – May 2003

Description

Maintain current animation tracking database system. Build processes to capture and analyze large amounts of render system data and create hardware and time projections for future needs. Design, plan, and implement an animation tracking application to increase productivity.

Achievements

- Reviewed business process flows to strategically plan, design, and develop business use cases, workflows, and application and data streamlining to increase productivity and predictive rendering system needs.
- Strategically planned, designed, and created a full-cycle animation tracking system.
- Manage large quantity data loads, verification, standardization, collection, and statistical analysis.

IT Architect

Enterpulse

Jul 1997 – May 2000

Description

Work with clients to analyze a business's processes and needs. Plan, design, manage teams to implement server-based and web-based applications, and process improvements to enable future company growth.

Achievements

- Instrumental in designing and developing a project that received a client award for best ROI with savings of more than \$5 million per year.
- Co-Designed, planned, and led a team through the full development life cycle of the backend, frontend, and load testing for USA Today's fantasy football site. Ranked as a Top 5 Fantasy Sports site in 1999.

Contract Programmer

Check Free Corporation

Jul 1996 – Jun 1997

Description

Analyze current business processes and needs to design improved processes for automation, data standardization, and data transformation from multiple data systems.

Achievements

- Designed a data migration system, including data standardization, to automate imports into the existing company database from multiple data sources.

Contract Programmer

IRI Logistics

Mar 1996 – Jun 1996

Achievements

- Coded a server-side database system for a next-generation logistical package as part of a 10-person backend team. The project was completed early to allow me to assist and complete a second database server compatibility.

Software Engineer/System Administrator

CTMS

May 1994 – Feb 1996

Description

Plan, design, manage teams to implement server-based automated remote client data collection and reporting, and process improvements to enable future company growth.

Achievements

- Designed and implemented an automated remote data collection from 15 – 20 client locations.
- Designed and implemented reports with new and existing KPI measurements to allow data analysis in a just-in-time logistics ordering/delivery system.

Software Engineer

Medical Technologies

Sep 1992 – May 1994

Description

Design, plan, and manage a team to implement data collections systems for various medical equipment.

Achievements

- Designed and led a team to develop an automated data collection system from medical instruments.
- Modified and enhanced programming to operate an optical eye test hardware.

Internship

California Institute of Technology

Jun 1992 – Aug 1992

- Wrote a program for a 64-node supercomputer to attempt to solve the upper bound on Gauss' Unit Space Lattice Point Problem. The resulting data proved lowered the previous upper bound from 0.63 down to 0.58.
- test

Education

Virginia State University
Fall 1990 – Spring 1992

Richard Bland College
Fall 1981 – Spring 1983

Petersburg, VA
B.S. Mathematics with a Computer Science Concentration

Petersburg, VA
A.S. Mathematics

Team Management

| | | |
|---|-----------------------------|----------------------|
| Sold, planned, and managed digital marketing campaigns for clients. | Messenger Media | Aug 2014 – May 2015 |
| Managed daily activities of a four-member team in marketing Champion and more than tripling readership. | Champion News | Oct 2012 – June 2014 |
| Managed a two-member team to plan and implement a teacher resignation project. | Family Taxpayers Foundation | Nov 2013 – June 2014 |
| Managed two team members to maintain animation pipeline software. Developed programming specifications, and implementation schedule, and managed two team members to implement the plans. | Big Idea Productions | May 2000 – May 2003 |
| Managed teams from two to eight members to implement software projects for company applications and external clients. | Enterpulse | Jul 1997 – May 2000 |
| Managed three team members in the daily activities of automating data collection, aggregation, external installations, and system enhancements | CTMS | May 1994 – Feb 1996 |
| Managed teams from two to five, including external consultants, to design and implement company products. | Medical Technologies | Sep 1992 – May 1994 |

External Vendor Management

| | | |
|--|----------------------|---------------------|
| Managed vendors hosting websites and servers | Sam Adams Alliance | Jan 2008 – Jun 2009 |
| Managed software and hardware vendors | Lake County Tax Team | May 2003 – Jan 2008 |
| Managed software and consulting vendors | Big Idea Productions | May 2000 – May 2003 |
| Managed external client projects from design to implementation | Enterpulse | Jul 1997 – May 2000 |
| Managed customer support | CTMS | May 1994 – Feb 1996 |
| Managed customer support and installations | Medical Technologies | Sep 1992 – May 1994 |

Cross Team Collaboration

| | | |
|--|----------------------|---------------------|
| Worked with internal departments to ensure website development needs were met promptly | Sam Adams Alliance | Jan 2008 – Jun 2009 |
| Worked with internal departments to provide timely data and resolution of issues to meet their needs | Lake County Tax Team | May 2003 – Jan 2008 |
| Worked with internal departments to obtain software needs, design and implement those needs in a timely matter | Big Idea Productions | May 2000 – May 2003 |
| Worked with pre-sales, marketing, and other departments to facilitate projects. | Enterpulse | Jul 1997 – May 2000 |
| Worked with internal departments to resolve issues and support their technical needs promptly. | CTMS | May 1994 – Feb 1996 |

Technical Experience

**Experience with multiple other programming languages*

| | | | | | | |
|-------------------------------|--------|----------|------------|-----------------------|----------|------------|
| Programming Languages: | C | HTML | Javascript | Linux shell scripting | Perl | PHP |
| Databases: | Access | Informix | MySQL | Oracle | Postgres | SQL Server |

Tools Experience

**Experience with many other tools*

| | | | |
|-------|--------------|-------------------|-----------------|
| Asana | Google Suite | Microsoft Office | Microsoft Visio |
| DOMO | JotForm | Microsoft Project | Survey Monkey |

Skills

| | | | |
|---------------------------|-------------------------|--------------------|-------------------|
| Application Design | Data Cleaning | Public Speaking | Technical Writing |
| Business Process Analysis | Data Transformation | Strategic Planning | Training |
| Data Analysis | Database Administration | Team Management | |

Industry Experience

| | | | |
|---------------------------|------------------|-----------------|---------------------|
| Animated Video Production | Local Government | Medical Devices | Policy |
| Consulting Services | Logistics | Mortgage | Political Campaigns |
| Law Enforcement | Media | Not-for-profit | Telecom |