

OWNER

Executive Profile

Objective: Driven, analytical, creative leader with 25+ years experience in business, customer service, higher education, utilities, insurance, the arts and public education. Motivated IT leader in project management, client training, and comprehensive development of innovative client solutions, and enabling creative changes across an organization. Provide customer service leadership to propel business into the public arena and meet the business objectives. Achieve business objectives through passion, commitment and experience in:

Customer Service - Project Management - Team Leadership - Technology Development - New Business Development - International Business System Integration - Technology Deployment - Process Improvement - E-commerce - Quality Assurance - System Installation - Change Management - Consulting - Provide technology support for companies, schools, and individuals - Database development - Web page authoring and support - Digital Media support - Network planning, configurations, and installation - Deployment - System Integration - Consulting - Process Improvement - New Educational Technology Development

Professional Experience

01/1998 to Current

Owner Company Name 1/4 City, State

- Highly skilled technology leader with proven success in providing innovative and creative application solutions, tools, and processes across organizations.
- Effective leader in applying custom business and technology solutions to maximize organizational performance.
- Create competitive advantages by utilizing cutting edge technologies, technical and business acumen, innovating solutions and influencing positive change across an enterprise.
- Provides marketing leadership to propel business into the public arena.
- Achieve corporate objectives through passion, commitment and expertise in: Customer Service - New Business Development - Project Management - System Integration - Technology Deployment - Process.

08/2001 to 08/2009

Coordinator Technology Support-School of Fine Arts Company Name 1/4 City, State

- Oversee the technology support for the division focused on analyzing the current environment of the faculty and staff.
- Enable users to manage their support and teaching duties by relying on the available technology.
- Provide project management in the development of Filemaker Solutions within the division as well as coordinated solutions between other university users.
- Create training modules, which allow the faculty and staff to attend sessions over their lunch breaks and allow them to learn new/current technology skills.
- Show opportunities in the use of cutting edge technologies, innovative solutions, and influencing positive change across the teaching and learning communities using superior customer service! Working to increase the implementation of Filemaker solutions in the classroom curriculum * Increasing the technology use among Fine Arts administration, faculty and staff * Developing websites for student signups for public music performances * Created and implemented important database products to increase the productivity of the administrative staff * Worked with IT Services and the School of Education on an NCATE project, which impacts the licensure of teachers in all areas of study.
- Provided technology support, which includes desktop installation of hardware and software for the administration, faculty, and staff of the School of Fine Arts, in addition to technology solutions and training * Accountable for database solutions for the administrative staffs of the individual departments within Fine Arts, includes tracking the admissions process for students coming to Miami University and are interested in becoming involved in the Arts programs * Developed an art portfolio review solution with web capabilities, which enables the art students to submit their artwork for review by the faculty thereby allowing some of them to be admitted to one of the art programs.

01/1997 to 01/2001

Coordinator Company Name 1/4 City, State

- Improvement - E-Commerce - Quality Assurance - System Installation - Team Leadership - Change Management - Consulting - Provide technology support for companies, schools, and individuals - Database programming - Webpage authoring and support - Network planning, configurations, and installation - Digital Media support - Marketing Expertise IT Services Technology Support Oversaw the desktop support for the administration and staff in IT Services, which included developing database solutions troubleshooting technology issues, and the installation of hardware and software.
- Managed the introduction of newly adopted technologies, the training and support, and training for these new implementations.
- Developed and implemented the Print Center Invoicing and Billing System (Filemaker Solution), which interfaced with the Media Services Billing Process (Filemaker Solution) - Supported classroom technologies and media services for faculty in their classroom teaching.
- Provided the primary staff support for the public student technologies centers.
- Coordinated the implementation of a joint technologies center with IT Services, Fine Arts and Education - Provided technology support for the Learning Technologies Centers and managed the technical staff.

01/1992 to 01/1997

Technology Manager Company Name 1/4 City, State

- Managed IT Services in the student technology learning centers - open to all students

- Managed IT Services in the student technology training centers - open to all students.

- Services included access to the Internet, MVS, VS, and !Novell Network.
- Students were able to interact with the faculty by use of email, software packages and the Internet.
- The labs employed !90 student workers each semester, which included 8 student technicians, who kept the labs working 19 hours a day during each !semester and 24 hours a day during the two weeks before the end of the semester.
- There were basic classes taught by the student staff to !students who needed sprint courses in the software and hardware required for their courses.
- Expanded the technologies services to students in 4 public sites ÂDeveloped 'Quik' Time Training' program for students using the centers Â- expanded the student support/managed the technical needs of the students in the centers- taught students good customer service Relevant Leadership Positions Director: Miami University Filemaker User's Group - !Principal Viola - Sorg Opera Company - Business Manager, Violist Montage String Quartet ÂNational Sales Manager, Winton Associates (Wholesale Precious Stone Importers), Local Business Manager International Musicians Union Local, Ass't Business Manager & Principal, Viola, Rome Festival Orchestra, Italy.

Education

M.M PHD Educational Leadership Miami University Miami University i¼ City , State GPA: GPA: 3.89 GPA: 3.89

Associate : Computer Science Southwestern College of Business Associate Accounting Southwestern College of Business i¼ City , State GPA: GPA: 4.00 Computer Science GPA: 4.00

Bachelor of Music Washburn University i¼ City , State GPA: GPA: 3.25 GPA: 3.25

Interests

Presentation for Ohio Learning Network Conference Topic: 'The Arts and STEM Legislation: The Impact on Teaching and Learning' Presentation for Miami University Center for Learning and Teaching Conference :Topic: 'MU Student e-Portfolios Participated in Filemaker Developers Conferences

Skills

administrative, Arts, art, basic, Billing, Billing System, Change Management, competitive, hardware, Consulting, Customer Service, customer service, database, Database programming, E - Commerce, edge, email, Filemaker, MVS, Invoicing, Leadership, Team Leadership, Director, marketing, access, enterprise, Network, New Business Development, Novell Network, organizational, processes, Project Management, project management, Quality Assurance, Sales Manager, System Integration, teaching, desktop support, troubleshooting, websites

Additional Information

- Conference Participation/Presentation Activities Presentation for Ohio Learning Network Conference Topic: 'The Arts and STEM Legislation: The Impact on Teaching and Learning' Presentation for Miami University Center for Learning and Teaching Conference :Topic: 'MU Student e-Portfolios Participated in Filemaker Developers Conferences