

Summary of Qualifications

A proven professional specializing in Datawarehouse and Business Intelligence Applications. Skilled in planning, project management and data analysis, business process analysis and reengineering, documentation and training, and data-modeling and requirements specifications specializing in Datawarehouse and Business Intelligence Applications. A strategic thinker with the ability to convert strategic direction into tactical plans, and execute those plans. Strong interpersonal skills enable successful engagement at all levels within an organization. Proficient in the use of a variety of software applications for analysis of business activities and presentation of analysis results. Able to communicate effectively to both technical and non-technical audiences.

Professional Experience

Communications and Technology Management December 2006 to Current
City of Austin

IT Project Coordinator

Served as Business Systems Analysis or Project Manager on multiple projects with various municipal departments. Lead project team from Charter to Planning Stage for City-wide Business Intelligence Project.

Facilitated the compilation and validation of functional, technical, and implementation requirements across multiple departments.

Lead vendor selection process, and managed demos and prototype testing for different levels of user groups. Conducted research on potential technical solutions. Produced project documentation, schedules, and plans. Developed in implemented communication plan between Purchasing, Senior Management, project sponsors, and departmental customers. Serving on project team to improve and standardize PMO requirement gathering processes and tools, and templates for project management documentation templates.

Austin Police Department January 2002 to August 2004
Planning And Analysis Department, Austin, TX

APD Planner

Served as APD lead for cross-departmental Datawarehouse project for Phase I implementation including project stages of planning, analysis, change management, training, and maintenance. Defined user needs for entities, queries and reports. Documented As-Is Processes and developed new processes based on future environment. Assisted DBA with data modeling and design of Entity Relationship Diagram. Designed End User Layer in Oracle Discoverer and served in administrator role. Designed and maintained databases in Access. Conducted data analysis for information requests from public and media and for policy- related research. Initiated and managed "ATTAC", an APD department-wide program. Was responsible for communicating format and content of presentations, designing process, and setting up and maintaining the infrastructure of program. Compiled statistics and performed analysis for each division every month. Serve as central point of contact for all levels of personnel.

Tivoli Systems August 1998 to August 1999
Tivoli Partner Association, Marketing, Austin, TX

Web Marketing Team/New Program Development

Worked as contractor for Partner Association in a variety of roles.

Wrote content for departmental web page, and organized a restructuring to make site more user-friendly and intuitive. Documented business processes to assist planning for new database tool. Served in project management role for variety of new partner programs.

Applied Materials March 1997 to July 1998
Business Process Development, Austin, Texas

Business Process Development Analyst

Analyzed processes for re-engineering, and identified opportunities for improvements that resulted in cycle-time and cost reduction by decreasing redundancy and que-times. Developed process mapping standards for BPM department, and assisted with Re-engineering training. Served as a team process lead for the Daily Lean Planning (DLP) project. The DLP project entailed the implementation of I2 Rhythm, a constraint-based planning tool. Defined project objectives, workplans, and metrics. Assisted with plan for corporate-wide implementation.

Facilitated workshops to develop new processes, reports, and procedures, and presented recommendations to management. Interfaced with multiple organizations at all levels. Designed training materials, certification tests, and trained employees on use of new processes and reports.

Applied Materials May 1995 to March 1996
Material Resources, Austin, Texas

User System Analyst II

Designed and maintained user interface, queries, and reports for database used for scrap cost, defect, and cycletime analysis. Continually involved in process improvement. Downloaded files from Legacy system to populate Access databases used for tracking department metrics, Onhand/OnOrder analysis, supplier ranking by receipts and by forecast, and

Cost Reduction analysis by Commodity groups and by system. Served as key member of datawarehouse project team. Gathered and communicated user requirements, designed tables and defined datatypes in Oracle, wrote SQL, and designed Entity Relationship Diagram.

Daughters of the Republic of Texas August 1994 to April 1995
Headquarters Office, Austin, Texas

Business/Membership Manager

Supervised business operations including accounts payable and receivable, facilities management, monthly financial reporting, budgeting, and personnel. Handled bulk mailings, supervised volunteers and assistants, and helped organize special events. Managed database of 7500 active members, processed new member applications, supervised archiving of records, and served as liaison between board and staff.

Independent Contractor November 1993 to August 1994
Austin, Texas

Worked on a per project basis for number of professional environments in analyst role in both the private and nonprofit sector. Performed data analysis, accounts payable and coordinated move into new building for VTEL in Austin, Texas. Prepared reports and presentations for National Market Share, Dell Computer, and Southwest Educational Laboratory.

Arts Marketing Services May, 1993 to November 1993
Toronto, Ontario

Fundraising Manager

Managed phone room for fundraising campaigns, membership drives, and subscription sales campaigns for the Royal Ontario Museum, the Toronto Symphony, and the Providence Rhode Island's public TV station. Hired, trained and motivated staff of twelve. Identified and communicated campaign goals targeting specific demographic groups. Managed payroll, prepared reports on campaign progress. Prepared and presented sales meetings on a daily basis. Was successful in decreasing staff turnover and customer complaints.

Independent Contractor November, 1992 to May, 1993
Washington, DC

Provided temporary administrative and database support in variety of professional environments, including long -term projects with the National Research Center and Georgetown University's Head Start Program.

Carnegie Mellon University, 1991 to May, 1992
Department of Fine Arts August
Pittsburgh, Pennsylvania

Assistant to the Director of Public Relations

Wrote press releases, public service announcements, and compiled press kits. Handled media inquiries, arranged interviews, and supervised photo shoots. Assisted with the development of publicity strategy and special events.

Carnegie Mellon University August, 1991 to May, 1992
John Heinz School of Public Policy and Management
Pittsburgh, Pennsylvania

Project Lead - Arts Management Project Group

Served as team lead for academic consulting project team evaluating potential automated ticketing systems and event management processes for The Carnegie Museum. Duties included designing questionnaire, interviewing department heads, facilitating focus groups, setting up a database, analyzing the data, and presenting final recommendations.

Carnegie Museum of Art, May 1991 to November 1992
Art Administration Internship, Carnegie Biennial International

Team Lead - MultiCultural Marketing and Outreach

Identified Marketing opportunity of major museum's international biennial art salon in order to diversify participation in museum's programs. Drafted and implemented marketing and outreach strategy.

Professional Training and Certifications

Project Management Professional (PMP) certification Project Management - PM Mentors
Project Management Institute - Advanced Risk Management
Project Management Institute - User Testing Dealing with Difficult Employees
General Leadership - City of Austin
Orange Belt MS Project – Dynamic Scheduling - IIT
Quality Software Project Management – UT Software Institute
Business Systems Analyst BootCamp - UT Software Institute
Oracle Discoverer Administrator, ThinkSpark – Oracle Education
Oracle, Relational Database Design, PL/SQL, Oracle Database Consultants
Fundamentals of Visual Basic, InfoTech Development Inc., Commercial Systems
Programming with Visual Basic, InfoTech Development Inc., Commercial Systems
Advanced MS Access
Programming for MS Access, InfoTech Development Inc., Commercial Systems
Excel Advanced -InfoTech Development Inc., Commercial Systems
ArcView ESRI GIS,
Versadex - City of Austin In-House Training
Forensic Imaging, FBI Academy, Quantico, VA

Education

Masters Degree/Arts Management 1992
Carnegie Mellon University, John Heinz III School
of Public Policy and Management

Bachelor Degree in Fine Arts 1989
University of Texas
Austin, Texas

References