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**OBJECTIVES: Information Technology System & Database & Project Manager or Analyst.**

I want to work in a challenging position demanding management, training and technical skills.  
I want to manage people, systems and projects, using my hands-on style in a team-oriented environment.  
I want to apply my creative and organized approach in a communicative, diverse and productive workplace.

**WORK EXPERIENCE:**

- 2/2006 - 8/2008      **IS Manager**      SERRV International      Madison, WI  
Provide Information Services tasks & management to a non-profit with multiple sites & computer systems;  
Manage budget, staff and projects - maintain order-processing production cycles - use SQL to pull lists;  
Program OS and applications using TCL, BASIC and Java, and support 3<sup>rd</sup> party software;  
Manage and perform database, desktop, network and telephone administration services;  
Support 50 users and 10 vendors in PC, TCP/IP, web-site and client-server business systems.
- 11/2002 - Present      **Instructor - adjunct faculty**      MATC & Herzing Colleges, MMI      Madison, WI  
Part-time instructor of credit and non-credit courses at four area colleges;  
Teach mathematics, networking, psychology, systems-analysis and general-education courses;  
Work in laboratory & lecture classroom and online environments, including BlackBoard;  
Support textbook, curricula and student-support committees.
- 11/2002 - 11/2005      **Consulting Director**      SONS & WORCS Solutions      Madison, WI  
Develop MsOffice spreadsheets, DBs and documents that support nursing, accounting & reporting;  
Build and maintain customer relationships with national retail corporations and vendors;  
Perform project management for telecommunications services delivery; Manage sales.  
Communicate with clients, technicians, staff and managers with status, problem and accounting reports.
- 4/1995 - 7/2002      **Information Services Director**      Westmoreland CC College      Youngwood, PA  
Manage Department of 10 full-time and 9 part-time staff; Control \$1 million budgets;  
Manage teams & projects, including software, production, online & distance-education, and networks;  
Manage web site, 4 production Unix systems, telephone switches, and help desk.  
Provide teaching & academic support to Credit and Non-Credit students and faculty.
- 2/1990 - 12/1994      **Site Director**      Technology Specialists, Inc      Exton, PA  
In this consulting and facilities management firm, I was a manager and a consultant.  
For two contracts, I was director of technology, projects and staff at client start-up sites.  
Manage multi-tiered projects and budgets with varied technical and financial resources.  
Provide supervision and personnel management for over 20 technical, management and clerical staff.
- 5/1987 - 11/1989      **Product Manager**      EDS Corp - GDS, Inc      Philadelphia, PA  
In September 1988, EDS purchased the firm General Data Systems, which created GDY.  
Manage technical support projects for a RDBMS software product and associated 4GL tools;  
Support marketing, training, interfacing, and development team for that product;  
Manage installation and training for customers, including EDS, Levi-Straus, Foremost Insurance & Unisys.
- 10/1986 - 4/1987      **Consulting Associate - General Manager**      TRESUN, Inc      Ft Lauderdale, FL  
In this start-up consulting and software company, I was one of the technical and business managers.
- 2/1984 - 8/1986      **Regional Manager, Software Engineer**      SCT Corp.      Malvern, PA  
Support teams for software & service delivery, focused on development, training and implementation.

**EDUCATION:**

11/2008 - Present      **Robert Half Associates, Technology**      Professional Courses

1/2003 - 5/2007	Madison, WI - online SkillsPort <b>Madison Area Technical College</b> Madison, WI	Programming, Consulting Professional Courses Teaching, Networking
8/1989 - 12/1991	<b>Monterey Peninsula College</b> Monterey, CA	Professional Courses Computer Science, Management
5/1980	<b>Swarthmore College</b> Swarthmore, PA	Master's Degree Psychology, Linguistics
8/1975	<b>Cornell University</b> Ithaca, NY	Bachelor's Degree Psychology, Computers

#### **CERTIFICATIONS:**

11/2001	<b>Certificate of Completion, Citrix Windows</b>	Citrix / MetaFrame XP
6/1984 - 12/1999	<b>Certificate of Data Processing (CDP)</b>	DPMA / ICCP
9/1979 - 12/1989	<b>Certified Computer Programmer (CCP)</b>	DPMA / ICCP

#### **MEMBERSHIPS:**

9/2006 - Present	<b>IEEE</b>	Institution Representative
8/2002 - Present	<b>UU Society of Madison</b>	Council Chair & Committee member
7/1989 - Present	<b>Boy Scouts of America</b>	Scoutmaster & Committee member

#### **AFFILIATIONS:**

Software Users' Groups: Rigden ACT1, Datatel Software, Computing Users in Education, Erie PC Users  
 Telecommunications Groups: Vtel Video, Association of College & University Telecom Administrators, GTE-U  
 Management Groups: DPMA: International Officer & Local Chair, Madison FUS Transitions Group, LinkedIn  
 Professional Development: American Association of Arbitrators, IEEE Dictionary Workshop, Toastmasters  
 Community Services: Boy Scouts, Unitarian Universalist Association, youth sports coach, Election Observer

#### **PUBLICATIONS:**

Computing Characteristics, a technical journal, submitted to Dovak Publishing, 1995  
Black Street Speech by Dr. J. Baugh, cited for experimental research, Stanford University, 1983  
Helplessness by Dr. M.E. Seligman, cited for research and Analysis, University of Pennsylvania Press, 1978

#### **CREDENTIALS:**

Faculty Training: WCCC, 1998; Herzing College 2003, 2004 & 2005, MATC 2004, 2005 & 2006  
 Employee of the Month: Westmoreland County Community College, 1997 & 2001  
 Technical and Management Excellence Award: Technology Specialists Inc, 1992  
 Individual Performance Award: Data Processing Management Association, 1988

#### **SKILLS:**

Business applications: SCT, ACT1, Datatel, CCase	Expert	2008	13 years
Department Management: staff & budget & operations	Expert	Current	11 years
Distance & Online classes: setup & software & usage	Proficient	Current	7 years
Interfaces & Middleware: EDI, etl, Citirx, VM, MRCS	Experienced	2007	6 years
Ms Office Pro: support, use & teach: all components	Expert	Current	8 years
Ms Windows, PC desktop & server: support & usage	Proficient	Current	6 years
OS software: Linux, MVS, Unix, VMS, Mac, DOS	Expert	Current	14 years
Programming: Java2, APL, COBOL, JCL, others	Expert	Current	16 years
Project Management: SDLC, Ms Project, Six Sigma	Experienced	Current	12 years
Statistics: SAS, SPSS, SQL, Excel, analysis & design	Experienced	2006	5 years
Systems Conversions: analyze, manage & perform	Expert	Current	13 years
Teaching: school & office, credit & non-credit & staff	Expert	2005	14 years
Writer: documentation & narrative, editor, publications	Experienced	Current	5 years