

Appendix K – Résumés

Attachment F – Technical Proposal – Labor Exchange: Requirement 9.0 Implementation, Staffing and Support. Attachment F1 – Technical Proposal – Case Management: Requirement 9.0 Implementation, Staffing and Support Provide a detailed staffing plan including a project organizational chart outlining your proposed staffing model. Provide a description of each role and identify resources to fill each role. Provide a resume for each identified resource including education, experience, and certifications.

Geographic Solutions meets this requirement.

We have included the résumés of our key personnel for Geographic Solutions and our subcontractors on the following pages. A detailed staffing plan including a project organizational chart outlining our proposed staffing model is included as [Appendix J – Staffing Plan](#). The role, description, and specific training and knowledge for each role are identified in [Attachment M – RFP Resource Usage](#). Detailed team resourcing is also identified in [Attachment M – RFP Resource Usage](#).

| Project Manager

SUMMARY OF QUALIFICATIONS

- 14 years of professional experience as a Public Policy Director including IT and management experience
- 14 years of Workforce Development and Unemployment Insurance experience
- Knowledge of the following WF or UI development systems:
 - IA – Iowa IWD
 - IN – VOS
 - PA – PA State GUS
 - Beacon – Maryland/West Virginia Consortium UI project
 - WYUI – WyCAN (Wyoming UI Project)
 - MOUI – Missouri UI Project
- Key Member of the Project Management Team

WORK EXPERIENCE

Geographic Solutions, Inc. | Project Manager

2022 – Present

- Executes the Geographic Solutions project management methodology to lead and manage the implementation of unemployment and development software solutions for state and regional clients
- Maintains an information technology project plan that communicates tasks, milestone dates, status, and resource allocation
- Assists technical teams from design specification and development tasks through testing efforts
- Provides oversight and management of the day-to-day operational aspects of assigned projects
- Works on a matrixed team of software developers, other project managers, business analysts and quality assurance analysts for support and collaboration of client specific deliverables in an agile environment

State of Indiana | Project Manager

2021 – 2022

- Managed projects for the department of all sizes
- Managed vendors hired by governor's cabinet and other venues
- Worked closely with IT to ensure projects with IT aspects are completed timely and well understood by all parties
- Worked closely with Product Owners, Scrum Master, Business Analysts, and Developers to ensure compliance and the same understanding from all sources
- Worked closely with Executive Team to report out on projects and ensure projects are assigned as requested

State of Indiana | Assistant Director of Operations**2021 – 2021**

- Oversaw activities of 400+ staff determining issuance of Unemployment Insurance benefits
- Managed and tracked highest workload the department has ever encountered
- Implemented and oversaw multiple Federal Department of Labor CARES Act programs
- Maintained knowledge of all current data, practices, public complaints, etc. for regular reporting to Executive Team

Ksm Consuting | Senior Analyst**2020 – 2021**

- Contracting professional for the public sector specializing in unemployment insurance

National Association of State Workforce Agencies (NASWA | SME**2020 – 2020**

- Point of contact for states within the member organization specializing in unemployment insurance and workforce development

State of Indiana | Director of Compliance**2008 – 2020**

- Management of multiple U.S. Department of Labor compliance and reporting operations (TPS, BAM, BTQ, Data Validation, Federal Reporting)
- Program Director E7 – Benefits, Quality & Policy Manager
- Supervised activities of 10+ direct reports, managing full range of all Benefits Policies
- Ensured Indiana Benefits are in compliance with all U.S. Department of Labor standards and regulations
- Conducted and validated comprehensive U.S. Department of Labor mandated audits of Unemployment Insurance claims used to identify errors and support corrective action in the Unemployment Insurance system
- Webmaster

EDUCATION

- BA Arts, Indiana University Purdue University, Indiana

| Deputy Project Manager

SUMMARY OF QUALIFICATIONS

- 16 years of professional experience working on large-scale Information Technology projects
- 20 years of workforce development experience providing both project and program management
- Key member of the Project Management Office
- Scrum Master for the Adjudication Scrum Team
- Knowledge of the following pandemic unemployment and unemployment systems:
 - Arizona Pandemic Unemployment Assistance Portal
 - WyCAN- WyCAN UI Consortium
 - Nebraska- NEworks
- Knowledge of the following workforce development systems:

▪ Wyoming – Wyoming at Work	▪ Georgia – Georgia Work Ready Online Participant Portal (GWROPP)
▪ Florida – Employ Florida	▪ Indiana – Indiana Career Connect
▪ Georgia – Coastal WorkSource Services Portal	▪ Nebraska – NEworks
	▪ New Jersey – Union County Works

WORK EXPERIENCE

Geographic Solutions, Inc. | Project Manager

2005 – Present

- Serves as the primary point of contact during the implementation of the project within an agile framework, as well as the post-implementation services to the client
- Executes the Geographic Solutions project management methodology to lead and manage the implementation of workforce development and unemployment insurance software solutions for state and regional clients
- Maintains an information technology project plan that communicates tasks, milestone dates, and resource allocation and ensures accurate and timely reporting of project status, issues, risks, and concerns
- Works on a matrixed team of software developers, other project managers, business analysts, and quality assurance analysts for support and collaboration of client specific deliverables
- Assists technical teams from design specification and development tasks through testing efforts
- Assesses system accuracy to ensure our solution meets and exceeds client requirements and provides ongoing team project support, including analyzing version upgrades and development of additional functionality

WorkNet Pinellas | Business Services Manager**2001 – 2006**

- Implemented the Workforce Board 14 Employer Services strategy
- Directed employer outreach activities to promote workforce recruitment services to large and small businesses
- Managed a well-trained staff of recruiters and cross-functional teams that planned, implemented, and controlled tasks and projects that directly supported employer hiring, screening, and retention initiatives
- Monitored performance factors and made changes and recommendations that provided employment opportunities for thousands of constituents
- Analyzed system reports to track performance and achieve performance goals

United States Census Bureau | Office and Recruitment Manager**1999 – 2001**

- Organized and led a team of hundreds to successfully enumerate citizens in Pinellas and Pasco counties
- Spearheaded census outreach activities to gain support of the Pinellas Planning Department and business and local government officials deemed critical to achieving census goals

EDUCATION

- M.S. Management, Troy State University, Alabama
 - B.A. Business Management, Park College, Missouri
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| Workforce Business Analyst Staff Services Team Lead

SUMMARY OF QUALIFICATIONS

- 22 years of professional experience as an analyst and subject matter expert on Virtual OneStop's case management system
- 35+ years of workforce development experience
- Senior member of the Business Analyst Team
- Product Owner on the Web Services Scrum Team
- Knowledge of the following workforce development systems:
 - Wyoming – Wyoming At Work
 - Alabama – AlabamaWorks
 - Iowa – IowaWORKS
 - California – CalJOBS
 - Florida – Employ Florida
 - Guam – Hire Guam
 - Indiana – Indiana Career Connect
 - Louisiana – Louisiana HiRE
 - New Hampshire – nhworks JMS
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Nebraska – NEworks
 - Rhode Island – EmployRI
 - South Carolina – SC Works Online Services
 - Virgin Islands – Virgin Islands Electronic Workforce System

WORK EXPERIENCE

Geographic Solutions, Inc. | Workforce BA Team Lead

2004 – Present

- Analyze business and user needs, document requirements and translate both into proper specifications for each project.
- Coordinate and meet with clients and business leaders, as well as working closely with software architects and development teams to ensure that the direction, scope, and dependencies are identified and documented.
- Possess strong knowledge of both project management and the software development lifecycle (SDLC) of large-scale development projects.
- Translate business requirements into concise system requirements for use by the software architects and development teams.
- Extensive understanding of multiple functional areas related to complex projects and the ability to identify and quantify business process improvements along with system improvements through the use of technology is critical.

- Foster a collaborative environment to ensure cross functional areas of the system to determine if multiple teams must be involved in a solution and ensures all documentation is up to date to ensure a change being implemented is not negatively impacting another area of the system.
- Foster productive communication between technical and non-technical audiences to ensure that technology solutions fulfill the business needs. Responsibilities include:
 - Identify, document, and diagram business requirements and processes.
 - Knowledge of project management methodologies and practices.
 - Assist with validation and testing of applications written to the design specification

Geographic Solutions, Inc. | Project Manager**2000 – 2003**

- Developed the Individual Fund Tracking application used to track individual fund sources for the Virtual OneStop system
- Managed the State of South Carolina Virtual OneStop project's design specifications and implementation
- Managed complex Virtual OneStop projects throughout Florida, from initial phases of research, design, development, and testing to final stages of implementation and client support
- Collaborated with clients to develop practical solutions to meet their business requirements, wrote software specifications for Virtual OneStop systems, and analyzed one-stop process workflows in various counties throughout Florida to successfully improve system design efficiency
- Assisted with data integration planning and interface requirements on Virtual OneStop systems implemented in Florida and trained all staff and administrative levels, including "Train the Trainer"

Pinellas County Health Department | Human Services Program Manager**1999 – 2000**

- Managed staff and grant resources for the Teen Pregnancy Prevention and Reproductive Health programs
- Managed staff performance against contracted objectives and ensured compliance with all federal, state, and local regulations
- Performed budget preparation and management, established, and monitored staff and team performance standards, and served on various community committees around youth and teen pregnancy prevention issues

EDUCATION

- B.A. Business Administration, Eckerd College, Florida

[REDACTED], CBAP | Workforce Business Analyst Reports Interface Team Lead

SUMMARY OF QUALIFICATIONS

- 17 years of professional experience in WIA, WIOA, TAA, PRA, PRT, IWT, and EWT programs and subject matter expert on all workforce program federal reporting requirements, including data validation extracts
- 17 years of workforce development experience
- Senior member of the Business Analyst Team
- Product Owner on the Federal Reporting and Business Intelligence Services, the Non Federal Reports and Print Services, and the System Reports and Print Form Services Scrum Teams
- Holds the following certifications:
 - Certified Business Analysis Professional (CBAP)

WORK EXPERIENCE

Geographic Solutions, Inc. | Workforce BA Team Lead

2013 – Present

- Analyze business and user needs, document requirements, and translate both into proper specifications for each project.
- Coordinate and meet with clients and business leaders, as well as working closely with software architects and development teams to ensure that the direction, scope, and dependencies are identified and documented.
- Possess strong knowledge of both project management and the software development lifecycle (SDLC) of large-scale development projects.
- Translate business requirements into concise system requirements for use by the software architects and development teams.
- Extensive understanding of multiple functional areas related to complex projects and the ability to identify and quantify business process improvements along with system improvements through the use of technology is critical.
- Foster a collaborative environment to ensure cross functional areas of the system to determine if multiple teams must be involved in a solution and ensures all documentation is up to date to ensure a change being implemented is not negatively impacting another area of the system.
- Foster productive communication between technical and non-technical audiences to ensure that technology solutions fulfill the business needs. Responsibilities include
- Identify, document and diagram business requirements and processes.
- Knowledge of project management methodologies and practices.
- Assist with validation and testing of applications written to the design specification

Pinellas Education Foundation/WorkNet Pinellas | Program Manager**2007 – 2013**

- Responsible for administrative and supervisory work in planning and implementing workforce programs to help youth become self-sufficient
- Expanded services availability and increased program funding and enrollments by 60%
- Increased program performance by developing quality improvement procedures and monitoring processes
- Created comprehensive monthly, quarterly, and annual program compliance data reports, oversaw, and ensured accurate accounting for all program receipts and expenditures, and coordinated special projects for clients and training for staff

Goodwill Industries/WorkNet Pinellas | Sr. Career Specialist**2003 – 2007**

- Responsible for employment planning and management of WorkNet Pinellas through core, intensive and training services
- Provided comprehensive assessments of customers' strengths and needs to properly determine eligibility for federally and state funded training programs
- Monitored progress of WIA-eligible customers, accurately developed customers' budgets, and tracked expenditures
- Assured quality of data entry and file maintenance to meet requirements of PRA, IWT, and EWT programs
- Prepared files from WIA, TAA, PRA, and EWT programs for county, state, and federal audits

EDUCATION

- M.A. Clinical Psychology, Dnepropetrovsk State University, Ukraine
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| Training Team Lead

SUMMARY OF QUALIFICATIONS

- 24 years of experience designing, developing, and conducting both stand-up and computer-based training
- 19 years of experience developing training and content for workforce development systems
- Lead of the Training and Content Team
- Knowledge of the following workforce development and unemployment insurance systems:
 - Wyoming – Wyoming At Work
 - Alaska – Alaska Virtual OneStop
 - AlabamaWorks (VOS)
 - Iowa – IowaWORKS
 - ALMA – America’s Labor Market Analyzer
 - America’s Virtual OneStop
 - California – CalJOBS
 - Chicago, IL – Chicagoland Career Connect
 - Colorado – Colorado LMI Gateway
 - Connecticut – CT HIRES
 - District of Columbia – DC Networks OneStop Career System
 - Florida – Employ Florida
 - Georgia – Georgia Work Ready Online Participant Portal (GWROPP)
 - Guam – Hire Guam
 - Hawaii – HireNet Hawaii
 - Indiana – Indiana Career Connect
 - Louisiana – Louisiana HiRE
 - Maryland – Maryland Workforce Exchange
 - Missouri – Missouri Web-based Case Management System
 - Nebraska – NEworks
 - Nevada – EmployNV
 - New Hampshire – New Hampshire Employment Security Job Match System
 - New Hampshire – NH Works Source for Consumer Information on Training
 - New Mexico – New Mexico Workforce Connection
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Pennsylvania – Pennsylvania Labor Market Information System (PALMIDS)
 - Pennsylvania – Pennsylvania UC Benefits Modernization System
 - Rhode Island – EmployRI
 - South Carolina – SC Works Online Services
 - South Dakota – South Dakota Works
 - Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI)
 - Tennessee – JOBS4TN.GOV Modernization System
 - Tennessee – The Source Online
 - Tennessee – Tennessee UI Tax Modernization System

- Texas – WorkInTexas
- Virginia – Virginia Workforce Connection
- WyCan UI Consortium – Wyoming, Colorado, Arizona, and North Dakota
- District of Columbia – Paid Family Leave
- Pandemic Unemployment Assistance (PUA) Systems – Pennsylvania, West Virginia,
- Nevada, Arizona, Guam, Northern Mariana Islands, and Palau
- US Virgin Islands Electronic Workforce System (ViewS)

WORK EXPERIENCE

Geographic Solutions, Inc. | Training Team Lead

2002 – Present

- Coordinates, designs, and conducts training for company employees, client system users, client trainers, and partner agencies
- Manages and authors computer-based training (CBT) programs for clients and staff
- Authors and edits technical materials, such as computer system operating manuals, system design documents (SDDs), and various end-user documentation
- Authors and edits marketing materials and proprietary software product descriptions (white papers)
- Provides backup support for team members and evaluates their job performance

Certegy/Equifax | Technical Writer, Client Education Specialist

1997 – 2001

- Held numerous writing and production responsibilities, including managing writing projects, researching procedures and processes, testing software, managing CD-ROM production and distribution, and helping develop and maintain an intranet site for documentation
- Managed computer-based-training development project
- Provided technical editing expertise and led support team by servicing proprietary software users
- Instructed financial institutions on credit card portfolio management, Visa/MasterCard policies and procedures, and Equifax software

EDUCATION

- B.S. English Education, University of South Florida, Florida
- A.A. Liberal Arts, Manatee Community College, Florida

| Database Admin Team Lead

SUMMARY OF QUALIFICATIONS

- 22 years of professional experience directing database administration, software development, leading technology teams, and web development
- 10 years of workforce development and unemployment insurance experience
- Lead of the Database Administration Team
- Knowledge of the following Geographic Solutions' systems:
 - America's Labor Market Analyzer (ALMA)®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - Virtual LMI® (Labor Market Information)
 - Virtual OneStop®

WORK EXPERIENCE

Geographic Solutions, Inc. | Database Administrator Team Lead 2011 – Present

- Leads daily management of all production, development, and QA SQL servers, working directly with project managers to satisfy client requests, utilizing all facets of Microsoft SQL Server
- Manages mission-critical data warehouse and transactional web applications, using technical expertise in web development, SQL Server, solution architectures, and disaster recovery
- Develops and manages solutions for all phases of the information lifecycle
- Works directly with end users, developers, and support personnel to anticipate and plan for productive data access, security, and utilization
- Develops detailed designs and leads design walk-throughs with appropriate focus groups and related users to verify accuracy of designs in meeting business needs

Inuvo, Inc. | Director of Software Development 2007 – 2011

- Directed software development and quality testing teams
- Developed architecture for a keyword search engine to support over 9 billion searches per month

Lennar-Universal American Mortgage Co. | Sr. Database Dev/Administrator 2006 – 2007

Verizon | Sr. Database Administrator 2005 – 2006

Home Shopping Network | Sr. Database Administrator 2004 – 2005

EDUCATION

- B.S. Industrial and Systems Engineering, University of Florida, Florida

| Systems Team Lead

SUMMARY OF QUALIFICATIONS

- 12 years of professional experience in network administration and support
- Six years of workforce development and unemployment insurance experience
- Systems Team Lead
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
- Holds the following certifications:
 - National Association of Workforce Professional – Certified Workforce Professional–Tier I
 - Cisco Certified Networking Associate Certification
 - A+ Certification

WORK EXPERIENCE

Geographic Solutions, Inc. | Systems Team Lead

2015 – Present

- Provides data center and systems support for our Software as a Service (SaaS) Microsoft Windows, VMware, and hybrid Storage Area Network (SAN) infrastructure
- Supports company mission by working with other teams to design, engineer, build, implement/install, and support joint solutions for remote clients
- Provides root cause analysis for system outages
- Leads and coordinates troubleshooting as required, and resolves and closes tickets in accordance with SLAs
- Ensures system resources are patched with the latest software versions, security updates, and hot fixes

Polk County Workforce Development Board, Inc. | Network Administrator

2015 – 2015

- Responsible for successful completion of installation, configuration, implementation, and testing
- Analyzed test results, troubleshoot, and supported various mission-critical technologies within a LAN/WAN environment
- Monitored networks to ensure security and availability to specific users
- Researched, tested, coordinated, and implemented network software and hardware upgrades
- Designed and deployed networks

Complete Technology Solutions | Network Administrator**2013 – 2015**

- Provided technical assistance to staff and customers
- Maintained, prepared, and analyzed inventory of PCs, printers, and other company equipment
- Met and conferred with users and management to establish needs and requirements for new systems and modifications
- Trained staff in operations of the network, PC access, data communication systems, Microsoft Outlook, internet, and other related hardware and software needs

Polk County Workforce Development Board, Inc. | Network Administrator**2009 – 2013**

- Set up accounts for new users, edited current user accounts as needed, reset passwords, and removed accounts as necessary
- Supported evolving group policies, added, changed, or removed policies as necessary
- Utilized troubleshooting abilities to resolve network-related problems and ensure connectivity to achieve desirable end result
- Monitored performance of computer systems and maintained records of data communication transactions, issues, and remedial actions taken

EDUCATION

- A.S. Network Services Technology, Pasco Hernando State College, Florida
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| Technical Support Analyst Team Lead

SUMMARY OF QUALIFICATIONS

- 20 years of professional experience supporting technology systems and network operations centers
- 12 years of unemployment insurance and workforce development experience
- Lead of the Technical Support Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - Virtual LMI® (Labor Market Information)
 - America's Labor Market Analyzer (ALMA)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Technical Support Analyst Team Lead 2009 – Present

- Manages the Technical Support Team and the Network Operations Center (NOC)
- Monitors all production systems, maintains technical support service levels, and ensures adherence of established support processes
- Tracks and resolves production issues, prioritizing the severity and managing the resolution within accepted service levels
- Provides internal and external communications and timely status reports to management, escalating issues within guidelines to ensure fastest resolution
- Troubleshoots and analyzes incidents found internally or externally

Computer Generated Solutions | Workload Manager, Help Desk Technician 2005 – 2009

- Main point of contact for Dell, CSG, and BRP issues
- Managed Kbase and all quality assurance reporting
- Trained new BRP agents, provided 2nd tier technical support for all French and English speaking employees, and ensured quality control and reporting for trouble tickets created by associates

CGAALR | Technician Support Coordinator**2001 – 2004**

- Point of contact for resolution of desktop/workgroup-related problems
- Responsible for troubleshooting, researching, diagnosing, documenting, and resolving technical issues surrounding Windows, Microsoft Office, email, internet connections, and hardware
- Entrusted with responsibility of being sole computer technician for company's six locations

EDUCATION

- B.S. Information Technology, Lycee Jean Mermoz, France
 - A.S. Accounting and Finance, University of Montpellier School of Economy, France
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| Network Operations Center Team Lead

SUMMARY OF QUALIFICATIONS

- 16 years of professional experience supporting technology systems and Network Operations Center (NOC), Microsoft, Kbase, CSG, and BRP
- 11 years of workforce development and unemployment insurance experience
- Network Operations Center (NOC) Team Lead
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - Virtual LMI® (Labor Market Information)
 - America's Labor Market Analyzer (ALMA)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Sr. Technical Support Analyst

2010 – Present

- As first point of contact for Incident Management, tracks production issues, provides internal communications and timely status reports to management, and escalates issues within guidelines to ensure fastest resolution
- Monitors all production systems, maintains technical support service levels, and ensures established processes are followed
- Monitors scheduled jobs in SQL, delivery of SFTP files, completion of SSIS packages, and provides escalation as needed
- Responds to alerts and notifies various internal/external teams to assist in problem resolution
- Collects information for root cause analysis documentation for internal and external customers on a timely basis
- Processes online communications between clients and internal staff, troubleshoots and analyzes incidents found internally or externally, as well as prioritizes issues of varying severity, and manages resolution of all issues within accepted service levels

AIS/Ignite Media Solutions | Foreign Language Script Writer/Web Integrator **2007 – 2009**

- Developed phone scripts for an IVR department and web copy for developers
- Worked with HTML and CSS to integrate design elements into templates for order processing platform
- Edited images and designs with Photoshop
- Administered Spanish applications, including communicating with industry partners for creating and editing recordings of translations.

- Directed recording sessions, edited sound files, and performed quality checks during each stage of development process

AMK Squared Enterprises | Assistant Web Product Manager**2005 – 2007**

- Assisted in updating and maintaining company's website and associated databases to increase product sales
- Assisted with a rollout and installation of Microsoft Great Plains and Radio Beacon Systems by providing technical support
- Established a customer service department in the Ukraine using VOIP and email support

EDUCATION

- B.S. Information Technology, University of Phoenix, Florida
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| QA Documentation and Process Administrator

SUMMARY OF QUALIFICATIONS

- 25 years of professional experience in software quality assurance and testing including:
- 24 years of experience teaching quality assurance and statistics at the undergraduate and graduate levels
- 6 years of professional experience in business systems analysis
- 5 years of professional experience in software systems development
- Three years of unemployment insurance experience
- Group Lead of the UI Manual Testing Team, Workforce Manual Testing Team, and Automated Testing Team
- Knowledge of the following unemployment insurance systems:
 - Louisiana – LAHire UI Modernization System
 - Tennessee – JOBS4TN.GOV Modernization System and Tax System
 - Pennsylvania – Commonwealth of Pennsylvania UC Benefits Modernization
 - Nebraska – NEworks UI Modernization System
 - Virginia – Commonwealth of Virginia ReEmployment Exchange (REX) project
 - Pandemic Unemployment Assistance systems for Pennsylvania, West Virginia, Nevada, Arizona, Guam, Northern Mariana Islands, Palau
 - Geographic Solutions Unemployment System (GUS)®
- Holds the following certifications:
 - Lean Six Sigma
 - PRINCE2® Practitioner of Project Management (ITIL counterpart)
 - American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE)
 - Masters Certificates in Quality Management; Service Quality Assurance; Quality Auditing

WORK EXPERIENCE

Geographic Solutions, Inc. | QA Group Lead

2018 – Present

- Oversees the design, development, and execution of Agile verification methods towards the advancement of Unemployment Insurance software provisioning
- Develops test specifications, test cases, test plans, and scripts for large software modules
- Tests all software releases to ensure proper operation and freedom from defects
- Performs functional, system, integration, and regression testing in multiple environments

- Documents all defects, works to resolve them, and reports progress on problem resolution to management
- Works with developers to diagnose issues with software code
- Evaluates and assists in the creation of software documentation in conjunction with the technical writer

The Nielsen Company | QA Leader/Test PM/Software QA Manager **2011 – 2018**

- Selected to lead a new team supporting a large-size Global Engineering Organization
- Provided process measurement yielding improvement initiatives, testing support, automated solutions, Agile toolset management, and test server administration
- Directed a 17-member team in the verification and certifications of the Mobile Television Ratings program that measured viewership from iPads, iPhones, and Android devices
- Managed and mentored a 22-person testing and validation team in the development and delivery of the mission-critical Global Television Audience Measurement initiative

HealthPlan Services | Business Test Manager **2010 – 2011**

- Led a 19-member test team in the verification and validation of custom-built health insurance 1986software platforms for the largest and best-known of insurance companies in the sector
- Fostered customer-focused thinking and strong client relationships in both the execution of monthly release projects and implementation of new customer onboarding test plans

JP Morgan Chase | VP and Quality Lead **2008 – 2009**

Clifford Chance | Quality Consultant **2007 – 2008**

PMSI (now Optum) | IT QA Manager/Senior QA Analyst **2004 – 2007**

Air Products & Chemicals | QA Test Lead **2003 – 2004**

Bellcore/Telcora | Director of Software Quality Assurance **1998 – 2002**

AT&T | System Test Manager **1986 – 1998**

EDUCATION

- M.S. Quality Assurance, California State University, California
- B.S. Computer and Information Sciences/Mathematics, New Jersey Institute of Technology, New Jersey

| Quality Assurance Team Lead

SUMMARY OF QUALIFICATIONS

- 20 years of professional experience in quality assurance, SQL, .NET, and AS4000 programming
- Six years of workforce development and unemployment insurance experience
- Lead of the WF Manual Quality Assurance Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Quality Assurance Team Lead

2015 – Present

- Oversees the design, development, and execution of Agile verification methods towards the advancement of our software solutions
- Develops test specifications, test cases, test plans, and scripts for large software modules
- Tests all software releases to ensure proper operation and freedom from defects
- Performs functional, system, integration, and regression testing in multiple environments
- Documents all defects, works to resolve them, and reports progress on problem resolution to management
- Works with developers to diagnose issues with software code
- Evaluates and assists in the creation of software documentation in conjunction with the technical writer

Lincare Holdings | Quality Assurance Analyst

2004 – 2015

- Led testing of new releases and modifications of AS400 and .NET in-house applications prior to company-wide implementation, utilizing tools such as SQL and AS400 query
- Responsible for data conversion testing and analysis, scripting of SQL queries for testing, reviewing SQL-based bug test scripts prior to production implementation, and creation of end-user documentation
- Trained in-house support staff on new releases, assisted in training of new QA employees, and reviewed other QA employee's test plans as Tier II Quality Assurance
- Provided extensive training and configuration troubleshooting for in-house and some third-party applications for service centers and billing offices throughout the nation

Region 4 Billing and Collections Office | Patient Account Coordinator

2001 – 2004

EDUCATION

- B.S. Computer Information Systems, Florida Metropolitan University, Florida
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| Quality Assurance Group Lead

SUMMARY OF QUALIFICATIONS

- 14 years of professional experience leading teams in software quality assurance applying technical solutions for problem solving, and increasing efficiency and effective across multiple industries
- One year of unemployment insurance experience
- Group Lead of the UI Manual Testing Team, Workforce Manual Testing Team, Automation Testing Team, and Accessibility Testing Team
- Knowledge of the following unemployment insurance and workforce development systems:
 - Louisiana – LAHire UI Modernization System
 - Tennessee – JOBS4TN.GOV Modernization System and Tax System
 - Pennsylvania – Commonwealth of Pennsylvania UC Benefits Modernization
 - Nebraska – NEworks UI Modernization System
 - Virginia – Commonwealth of Virginia ReEmployment Exchange (REX) project
 - Geographic Solutions Unemployment System (GUS)®

WORK EXPERIENCE

Geographic Solutions, Inc. | QA Group Lead

2021 – Present

- Oversees the design, development, and execution of Agile verification methods towards the advancement of Unemployment Insurance software provisioning
- Develops test specifications, test cases, test plans, and scripts for large software modules
- Tests all software releases to ensure proper operation and freedom from defects
- Performs functional, system, integration, and regression testing in multiple environments
- Documents all defects, works to resolve them, and reports progress on problem resolution to management
- Works with developers to diagnose issues with software code
- Evaluates and assists in the creation of software documentation in conjunction with the technical writer

Raymond James Financial | Senior QA Lead

2014 – 2021

- Lead on high profile and complex projects involving onboarding and moving money between Raymond James accounts and third-party vendors within state and federal guidelines
- Tested front-end, in-house user interface application and backend with HP Nonstop, SQL Navigator, Oracle, Lexis Nexis, and SOAP UI to validate services and data integration
- Represented Quality Assurance as a liaison between Raymond James Bank, Raymond James Financial, Misys Financial, and third-party vendors

- Coordinated User Acceptance Test efforts within Team Foundation Service (TFS) while testing Automated Clearinghouse (ACH) interface and Wire interface
- Contributed to knowledge sharing of applications to increase system integration and build trust with business stakeholders
- Led and coordinated offshore Quality Assurance Engineers in Serbia, Russia, Belarus, Moldova, Poland, and India
- Created plan timelines, resource allocation, oversee deployments to QA and production environment
- Trained business analysts to perform software quality approval process when moving code from development to quality assurance environments and from quality assurance to production environments

HealthPlan Services | QA Engineer Lead**2012 – 2013**

- Mentored testers, both onshore and offshore, to execute test cases at various phases in test life cycle using HP ALM 11
- Assisted in automation test readiness with offshore team in Brazil
- Advocate for internal customers and multiple external healthcare providers
- Participated in cross-functional teams to develop a comprehensive functional, systems level solution test strategy, that accounts for common aspects of the solutions for a Federal Exchange project
- Researched new tools and technologies and recommend ways to implement them into new test strategies
- Worked with business teams and QA to ensure compatibility of applications to other systems
- Formulated test estimates, test plans and test execution schedule with high degree of accuracy
- Defined and documented Quality Assurance testing processes, best practices, and test governance

Allstate Dealer Services | QA Manager**2007 – 2012**

- Managed Regulatory Compliance regulations and created documentation to ensure changes to applications, databases, servers, portals, and operating systems are SOX compliant
- Provided Leadership to onshore and offshore teams to maintain business quality and work collaboration

| Automation Quality Assurance Team Lead

SUMMARY OF QUALIFICATIONS

- 10 years of professional experience in web development, programming, and quality assurance
- Nine years of unemployment insurance and workforce development experience
- Lead of the Automation Testing Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Automation QA Team Lead

2019 – Present

- Oversees the design, development, and execution of Agile verification methods towards the advancement of our software solutions
- Develops test specifications, test cases, test plans, and scripts for large software modules
- Tests all software releases to ensure proper operation and freedom from defects
- Performs functional, system, integration, and regression testing in multiple environments
- Documents all defects, works to resolve them, and reports progress on problem resolution to management
- Works with developers to diagnose issues with software code
- Evaluates and assists in the creation of software documentation in conjunction with the technical writer

Tenex Software Solutions | Full Stack .NET Developer

2018 – 2019

- Utilized TFS and a third-party external ticketing system to create, track, and respond to internal and external reported bugs, feature requests, or questions
- Performed conversion and integration of a client's MS SQL data architecture into Tenex's MySQL architecture and maintained direct, open communication with the client to ensure proper data mapping and migration
- Performed peer code reviews and functional testing

Geographic Solutions, Inc. | Lead Programmer/Analyst**2012 – 2018**

- Responsibilities included supervising, mentoring, and motivating team of Programmer/Analysts to ensure timely completion of projects and deliverables
- Coded, tested, and troubleshoot programs utilizing the appropriate hardware, database, and programming technology within an Agile framework
- Evaluated complex interrelationships between programs such as whether a contemplated change in one part of a program would cause unwanted results in a related part
- Analyzed the performance of programs and took action to correct deficiencies based on consultation with users
- Wrote and maintained programming documentation while maintaining confidentiality with regard to information being processed, stored, or accessed
- Documented programming problems and resolutions for future reference, and provided on-the-job training to new department staff members

Pinellas County Reptiles LLC | Web Design and Development**2009 – 2012**

- Assessed shareholders' needs and goals to guide the design and implementation of an improved storefront
- Determined the technological and economic feasibility of various hosting solutions that led to a solution that will save the company over 50% of previous annual storefront cost
- Created the coding and testing phase of the storefront that will provide all end users an appealing, easy to use, and secure interface
- Utilized Hypertext Markup Language, Cascading Style Sheets, MySQL, and hypertext Processor scripting language as the framework for the storefront

United States Navy | Aviation Electronic Technician**2005 – 2009**

- Responsible for the repair and maintenance of various avionic systems and components on "Super hornet" fighter jets
- Directly contributed to Strike Fighter Squadron Four One earning 790 out of 800 possible points on the Conventional Weapons Technical Proficiency Inspection

EDUCATION

- B.S. Information Systems Major /Software Programming, Strayer University, Tampa, Florida

| Configuration Engineer Team Lead

SUMMARY OF QUALIFICATIONS

- 21 years of experience in the IT Industry as a QA engineer, software configuration management engineer, and software configuration management manager
- 13 years of unemployment insurance and workforce development experience
- Lead of the Software configuration Management Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Configuration Engineer Team Lead **2008 – Present**

- Directs a team of engineers that design, develop, and execute test cases, test plans, and scripts for all software releases
- Develops and maintains product release procedures throughout the software development life cycle
- Promotes code and deploys changes to test production environments

SCC Soft Computer, Inc. | Software Configuration Management Manager **2000 – 2007**

- Developed and implemented version strategy of company's software, which supported parallel development, and implemented formal software configuration management process
- Established build procedure for products under development to ensure their integrity and version reproducibility
- Established process of periodic software integration and introduced "clean build" methodology to improve reliability of the software
- Established procedure for creating software hot fixes, developed scripts for automated compilations of C/C++/.NET and Java applications on AIX and Windows, and designed and developed software configuration management shelf
- Developed different web reports related to software configuration management activities for stakeholders, developed backups and disaster recovery plan, set up backup process for sources and installation packages, and maintained software configuration management documentation

EDUCATION

- M.S. Applied Mathematics, State Technical University, Ukraine

| Data Services Team Lead

SUMMARY OF QUALIFICATIONS

- 13 years of professional experience in research, programming, and data analytics
- 13 years of workforce development, labor market information, and unemployment insurance experience
- Lead of the Data Services Team
- Member of the Labor Market Information Services and the Education Services Scrum Teams
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - Virtual LMI® (Labor Market Information)
 - America's Labor Market Analyzer (ALMA)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Data Services Team Lead

2008 – Present

- Directs a team of developers in coordinating, designing, and implementing Extraction, Transformation, and Loading processes for the Workforce Information Database, O*NET occupational database, and advertised jobs data; the team delivers analytics solutions to stakeholders; authors data access layers to traditional SQL data stores and OLAP data cubes ensuring data integrity
- Conducts in-house and client-facing training on datasets
- Uses data manipulation and analytics projects of varying sizes from hypothesis through delivery
- Partners and collaborates with sales, development, and data teams to design, build and launch core data products
- Manages and maintains all systems processes in operations that are integral to the company's ability to conduct its daily business
- Identifies process improvements and profit opportunities through rigorous data analysis and partner with business owners to implement the improvements
- Develops and evolves the departments toolset and offerings in line with business demands, including the introduction of new and innovative solutions
- Leverages advanced analytics techniques on large and disparate data sets for the purpose of delivering ad hoc analyses and insights or formulating analytics-enabled solutions
- Proactively investigates data issues and ensure on-going reporting data integrity

EDUCATION

- M.S. Physics, University of South Florida, Florida
 - B.S. Physics, University of South Florida, Florida
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| Job Spider Group Lead

SUMMARY OF QUALIFICATIONS

- Eight years of professional experience in database tracking, robot program development, and database management
- Six years of workforce development experience
- Group Lead for the Job Spidering Department
- Knowledge of the following workforce development systems:
 - Wyoming – Wyoming At Work
 - Florida – Employ Florida
 - Hawaii – HireNet Hawaii
 - Louisiana – Louisiana HiRE
 - Nebraska – NEWorks
 - New Mexico – New Mexico Workforce Connection
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - South Dakota – South Dakota Works
 - Texas – Work In Texas
 - Virginia – Virginia Workforce Connection

WORK EXPERIENCE

Geographic Solutions, Inc. | Job Spider Group Lead

2014 – Present

- Defines job services robot program and database performance benchmarks
- Plans and implements new job services robot program development and database structure, quality assurance, replication, historic database storage, reporting, and database backup
- Creates job services database designs, data access, data dictionaries, database technical specifications, and maintenance plans
- Directs job services team to ensure that defined objectives are met; works closely with large job site managers to define import files for accurate and complete job information; and accurately documents all job services activities to ensure continuity and consistency
- Leads, mentors, and assists with the development, review, and testing of all job services programming, using advanced programming techniques and industry best practices

Big Bus Productions | Business and Marketing Consultant

2013 – 2013

- Led customer business requirements analysis for the creation of marketing plans
- Designed promotional materials for music festival events and created graphic designs for websites
- Coordinated with web design consultants in creation of base themes for websites, maintained websites and promotional strategy
- Managed logistical operations, oversaw security teams for festivals

Metro Auto Core | Information Technology Consultant**2012 – 2013**

- Designed and developed a database for tracking scrap metal purchases, including seller's information
- Integrated video and photo capture options to meet new state laws and regulations, implemented software installations, and trained users at multiple locations
- Conducted business analysis of customers' needs, ensuring technology requirements met new regulations

EDUCATION

- B.A. Business Operations Management & Information Systems Management, University of South Florida, Florida
-

| **Research Team Lead**

SUMMARY OF QUALIFICATIONS

- 18 years of professional experience in data research using VM/CMS/TSO (IBM Mainframe), Word, Excel, Access, Outlook, and Lotus Notes
- 12 years of workforce development and unemployment insurance experience
- Lead of the Research Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - Virtual LMI (Labor Market Information)®
 - America's Labor Market Analyzer (ALMA)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Research Team Lead

2009 – Present

- Leads research team in search and identification of employment websites that meet established criteria for external data collection
- Provides analysis of job-related data to classify and categorize data with a high level of accuracy
- Analyzes basic database query results to ensure maintenance of research, trends, and data classification

The Nielsen Company | Analyst

2005 – 2008

- Provided National Syndication Pocket-Piece Report Processing
- Provided skills in VM/CMS/TSO (IBM Mainframe), Word, Excel, Access, Outlook, and Lotus Notes
- Provided client-facing problem solving with third party processing and client representatives

Nielsen Media Research | Lead Quality Representative

2003 – 2005

- Led auditing of data entry, observation of Quality Representative coaching sessions, and interdepartmental training of efficient monitoring strategies to further develop Quality Staff
- Audited Senior Quality Representatives' input into departmental databases, and maintained departmental trend reports

EDUCATION

- A.A. Business Management, St. Petersburg College, Florida

| Programmer/Analyst VI Team Lead

SUMMARY OF QUALIFICATIONS

- 11 years of web-based application design, development, and implementation experience on large-scale information technology projects
- Four years of workforce development and unemployment insurance experience
- Team Lead of the Core/Employer Services Team
- Key member of the Core/Employer Services Scrum Team
- Native of Peru and Bilingual in Spanish
- Knowledge of the following workforce development and unemployment insurance systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)® Lead of the Core/Employer Services Team
 - Alaska – Alaska SSO
 - Iowa – IowaWORKS
 - California – Sonoma County Portal
 - Florida – COVID-19 Portal
 - Florida – Disaster Recovery Portal
 - North Carolina – Veteran’s Portal
 - Texas – ACS
 - Texas – MyTexasCareer Portal
 - Texas – WorkInTexas

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI Team Lead

2017 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team creates workforce solutions for job seekers, employers, and workforce staff to help job seekers find jobs matching their skills and employers find qualified candidates
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners

- Prepares and updates technical documentation to meet internal guidelines and client requirements

Raymond James Financial Inc. | Information Technology Consultant**2015 – 2017**

- Worked on a client onboarding documentation project that reduced the need for redundant data entry and client signatures by improving operational processes and reducing risk of errors
- Integrated existing applications developed on different platforms by consuming WCF to interchange document metadata
- Redesigned look and feel, which provided a more modern, cohesive presentation to the client with ability to improve branding for the company and financial advisor
- Improved processes related to document updates versioning and auditing using WCF, PL/SQL, Oracle Packages, TFS, SOAP UI, Centera, and Windows applications

ADC | Sr. Software Developer**2010 – 2015**

- Worked on the Fresh Item Management application on ASP.NET pages and business classes, design patterns, Windows services, and web services, WCF, C#, SQL Server 2008, PL/SQL Oracle, TFS, ADO.NET, Telerik RadControls, windows services and XML. The Fresh Item Management application is a produce inventory system used in more than 90 major supermarket chains and 10,000 stores in 10 countries. The project replaced Devexpress controls with Telerik Controls and migrated applications from Visual Studio 2005 to Visual Studio 2008, 2010, and 2013
- Performed code reviews and provided guidance and training/mentoring to junior developers
- Developed dashboards using C# with Telerik controls, used data integration for Forecasting and Production Planning, using SSIS packages
- Developed reports and graphs using Crystal Report and SSRS

EDUCATION

- M.B.A. University of South Florida, Florida
- M.S. Management Information Systems, University of South Florida, Florida
- B.S. Finance, University of South Florida, Florida
- Computer Science and Information Technology, Instituto Peruano de Sistemas, Peru

| Programmer/Analyst

SUMMARY OF QUALIFICATIONS

- 28 years of professional experience in architecting and developing high-end network infrastructure software systems
- Ten years of workforce development experience
- Key member of the Core/Employer Services Team
- Member of the Core Employer Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Wyoming – Wyomingatwork.com
 - Alaska Jobs
 - Alabama Works!
 - Iowa – IowaWorks
 - Australia – Jobs in Australia
 - Arizona@Work
 - California – CalJOBS
 - California – LA County America’s JobCenter of California
 - California – Tulare Probation RESET
 - California – America’s JobCenter of California
 - California – YoloWorks!
 - Colorado – Connecting Colorado
 - Connecticut – CTHires
 - District of Columbia – DC Works
 - District of Columbia – DC Center for Construction Careers
 - Florida AbilitiesWork
 - Florida – Employ Florida
 - Florida – Employ Miami-Dade
 - Florida – Employ Monroe
 - Florida – Employ Florida Green Jobs
 - Florida – Disaster Recovery Jobs Portal
 - Georgia – Coastal Work Source Georgia
 - Georgia – Green Jobs Portal
 - Georgia – LaborMarket Explorer
 - Guam – HIREGUAM
 - Hawaii – HireNet Hawaii
 - Hawai’i Green Jobs Initiative
 - Illinois Career Connect
 - Indiana Career Connect
 - Kansas Works
 - Louisiana – HiRE Helping Individuals Reach Employment
 - Massachusetts Case Management System
 - Maryland Workforce Exchange
 - Maine ReEmployME
 - Missouri – MoJOBS
 - North Carolina – NC works
 - North Dakota Job Service
 - Nebraska – NEworks
 - New Hampshire – NSCITE NHWorks
 - New Hampshire – NHWorks Job Match System
 - New Jersey – Union County Works
 - New Mexico Workforce Connection

- Nevada – EmployNV
- New York – Suffolk County NY FORWARD
- Ohio Works
- Rhode Island – EmployRI
- South Carolina Works Online Services
- South Dakota Works
- Tennessee – JOBS4TN.GOV
- Texas – WorkInTexas
- Virginia Workforce Connection
- Virgin Islands – VieWS V.I. Electronic Workforce System

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer Analyst VI

2011 – Present

- Ensures timely completion of projects and deliverables within an Agile framework
- Prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Masonite International Corporation | Sr. Web Developer

2005 – 2011

- Collaborated with clients and company teams to architect, design, and develop enterprise solutions involving VB.NET, C#, IIS, and MS SQL technologies for a global leader in entry and interior doors
- Designed, authored, and implemented a multi-tiered warehouse management and inventory control system
- Converted business operating software from expense based to capitalized FIFO inventory control system, utilizing last cost averaging, gaining greater visibility of slow moving inventory and inventory valuation for financial metrics

Melco | Director of IT

1993 – 2005

- Designed, constructed, and maintained multi-building campus network infrastructure and data center in a wholesale distribution environment

| Programmer/Analyst VI Team Lead

SUMMARY OF QUALIFICATIONS

- 24 years of web-based application design, development, and implementation experience on large-scale information technology projects
- Nine years of unemployment insurance and workforce development experience
- Lead of the Reporting and Print Form Services Team
- Key member of the System Reports and Print Form Services and the Non Federal Reports and Print Form Services Scrum Teams
- Knowledge of the following Geographic Solutions systems:
 - Geographic Solutions Unemployment System (GUS)®
 - Pennsylvania – Unemployment Compensation Benefits Modernization
 - Reemployment EXchange (REX)®
 - Virtual OneStop®
 - Iowa – IowaWORKS
 - Florida – Employ Florida Workforce
 - Nebraska – NEWorks Unemployment Insurance
 - Pennsylvania – Unemployment Compensation Benefits Modernization
 - Tennessee – The Source Online (VOS & UI)
 - Texas – WorkinTexas
 - Virginia – Virginia Workforce Connection – Reemployment Assistance

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI Team Lead

2012 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team is responsible for creating the modules that track, predict, and report the core indicators of the workforce system's performance, including job placement rates, earnings, employment retention, skill gains, and credentials earned
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls

- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements
- Shawnee County, Kansas - Programmer/Analyst 1999 - 2012
- Designed new software systems to facilitate mainframe decommissioning, including conversion of relational data
- Collected system and user requirements for new system builds and rewrites by interviewing directors, department heads, and end users
- Designed, coded, tested, debugged, and implemented complete relational database applications
- Analyzed solutions to system issues, maintained and documented modifications to existing programs, and created end-user documentation for new and existing systems
- Provided training for department staff on new and upgraded system technologies
- Designed, developed, and maintained static/dynamic websites for numerous company departments

Raytheon Aerospace | Electrical Mechanic**1997 – 1999**

- Performed electrical and mechanical modifications to government aircraft, consisting of routing and installing electrical wiring and components
- Documented and signed off modifications to the aircraft
- Performed power-on and operational completion of modifications

EDUCATION

- B.S. Business Computer Information Systems, Emporia State University, Kansas
-

| Architect I Team Lead

SUMMARY OF QUALIFICATIONS

- 20 years of professional experience creating cutting-edge solutions designed to increase productivity and reduce expenses
- Two year of workforce development and unemployment insurance experience
- Lead Architect for the Partners Program Team
- Knowledge of Workforce development systems:
 - Wyoming – WyomingAtWork.com
 - Alaska Jobs
 - Alabama Works!
 - IowaWORKS
 - Australia – Jobs in Australia
 - Arizona @Work
 - California – CalJOBS
 - California – LA County America's JobCenter of California
 - California – Tulare County Probation RESET
 - California – America's JobCenter of California
 - California – YoloWorks!
 - Colorado – Connecting Colorado
 - Connecticut – CTHires
 - District of Columbia – DC Works
 - District of Columbia – DC Center for Construction Careers
 - Florida AbilitiesWork
 - Florida – Employ Florida
 - Florida – Employ Miami-Dade
 - Florida – Employ Monroe
 - Florida – Employ Florida Green Jobs
 - Florida – Disaster Recovery Jobs Portal
 - Georgia – Coastal Work Source Georgia
 - Georgia – Green Jobs Portal
 - Georgia – LaborMarket Explorer
 - Guam – HIREGUAM
 - Hawaii – HireNet Hawaii
 - Hawai'i Green Jobs Initiative
 - Illinois Career Connect
 - Indiana Career Connect
 - Kansas Works
 - Louisiana – HiRE Helping Individuals Reach Employment
 - Massachusetts Case Management System
 - Maryland Workforce Exchange
 - Maine ReEmployME
 - Missouri – MoJOBS
 - North Carolina – NC works
 - North Dakota Job Service
 - Nebraska – NEworks
 - New Hampshire – NHWorks Job Match System
 - New Jersey – Union County Works
 - New Mexico Workforce Connection
 - Nevada – EmployNV

- New York – Suffolk County NY FORWARD
- Ohio Works
- Rhode Island – EmployRI
- South Carolina Works Online Services
- South Dakota Works
- Tennessee – JOBS4TN.GOV
- Texas – WorkInTexas
- Virginia Workforce Connection
- Virgin Islands – VieWS V.I. Electronic Workforce System

WORK EXPERIENCE

Geographic Solutions, Inc. | Architect I Team Lead

2019 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team maintains development standards and creates internal tools used by the organization for developers and for quality purposes
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Westpoint Insurance services | Architect Lead

2014 – 2019

- Led a team of 6 architects and Senior Developers
- Communicated architectural designs with 10 internal stakeholders involved in company projects
- Defined product requirements and created high-level architectural specifications, ensuring feasibility and functionality with existing platforms
- Developed and maintained systems written in C#, ASP.NET, MVC, WebForms, AJAX, JavaScript

myMatrixx | IT Program Manager

2012 – 2014

- Led design, architecture, and development of myMatrixx's first mobile application on Android, IOS and mobile web
- Reorganized department from the ground up by implementing dedicated teams, ticket and portfolio management and true requirements gathering process

- Implemented API using REST and SOAP based web services for live data transfer with clients in the Worker's Comp Industry, flat files and databases handling 75,000 to 150,000 pharmacy and ancillary transactions monthly
- Reduced client implementation turnaround time from 90 days to 14 days by standardizing components for reuse and by implementing a standardized API

EDUCATION

- B.A. International Business, University of Tampa, Florida
-

| Programmer/Analyst VI Team Lead

SUMMARY OF QUALIFICATIONS

- 11 years of web-based solution design, development, implementation, and management of the software development lifecycle
- 10 years of workforce development and unemployment insurance experience
- Lead of Staff Services Team
- Member of the Staff Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment Exchange (REX)®
- Holds the following certifications:
 - A+ Core IT Support, New Horizons
 - A+ OS IT Support, New Horizons

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI Team Lead

2011 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications, using current technologies and industry standards; this team is responsible for supporting Local Workforce Staff activities including managing case assignments, assisting individuals, managing individual and employer services, site administration, and staff online courseware
- Ensures timely completion of projects and deliverables within an Agile framework
- Prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Global Marketing Resources Inc. | .NET Web Developer**2011 – 2011**

- Developed backend of dating/celebrity/social networking website, using Visual Studio 2010 and VB.NET
- Worked on application areas, such as chat, video/audio streaming, email, event calendars, user searching/profiles, blogs, forums, and many others

KeyPath LLC | .NET Web Developer**2010 – 2011**

- Managed Adword/Adcenter/Sponsored Search pay-per-click campaigns, continuously analyzing and optimizing keywords and ad copy
 - Built administrative functions, using VB.NET, SQL Server, Visual Web Developer 2010, .NET Framework 3.5/4.0, and Management Studio to process payments, manage email, register visitors, update content, and perform other tasks
-

| Architect I Team Lead

SUMMARY OF QUALIFICATIONS

- 15 years of web-based application design, development, and implementation experience on large-scale information technology projects
- Ten years of experience with workforce development and unemployment insurance systems
- Lead of the Staff Efficiency Team
- Member of the Staff Efficiency and the ETP and CRM Development Scrum Teams
- Knowledge of the following workforce development and unemployment insurance systems:
 - Wyoming – Wyomingatwork.com
 - Alaska Jobs
 - Alabama Works!
 - IowaWORKS
 - Australia – Jobs in Australia
 - Arizona @Work
 - California – CalJOBS
 - California – LA County America's JobCenter of California
 - California – Tulare County Probation RESET
 - California – America's JobCenter of California
 - California – YoloWorks!
 - Colorado – Connecting Colorado
 - Connecticut – CTHires
 - District of Columbia – DC Works
 - District of Columbia – DC Center for Construction Careers
 - Florida AbilitiesWork
 - Florida – Employ Florida
 - Florida – Employ Miami-Dade
 - Florida – Employ Monroe
 - Florida – Employ Florida Green Jobs
 - Florida – Disaster Recovery Jobs Portal
 - Georgia – Coastal Work Source Georgia
 - Georgia – Green Jobs Portal
 - Georgia – LaborMarket Explorer
 - Guam – HIREGUAM
 - Hawaii – HireNet Hawaii
 - Hawai'i Green Jobs Initiative
 - Illinois Career Connect
 - Indiana Career Connect
 - Kansas Works
 - Louisiana – HiRE Helping Individuals Reach Employment
 - Massachusetts Case Management System
 - Maryland Workforce Exchange
 - Maine ReEmployME
 - Missouri – MoJOBS
 - North Carolina – NC works
 - North Dakota Job Service
 - Nebraska – NEworks
 - New Hampshire – NHWorks Job Match System

- New Jersey – Union County Works
- New Mexico Workforce Connection
- Nevada – EmployNV
- New York – Suffolk County NY FORWARD
- Ohio Works
- Rhode Island – EmployRI
- South Carolina Works Online Services
- South Dakota Works
- Tennessee – JOBS4TN.GOV
- Texas – WorkInTexas
- Virginia Workforce Connection
- Virgin Islands – VleWS V.I. Electronic Workforce System

WORK EXPERIENCE

Geographic Solutions, Inc. | Architect I/Programmer/Analyst Team Lead 2011 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team maintains and enhances modules that streamline overall service delivery to improve the customer experience for job seekers and employers
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

GPS Marketing Technologies | .NET Enterprise Developer **2007 – 2011**

GI & HI-TECH | .NET Sr. Developer **2006 – 2011**

EDUCATION

- B.S. Information Technology, American InterContinental University, Illinois
- A.A. Business Administration, American InterContinental University, Illinois

| Communications Team Lead

SUMMARY OF QUALIFICATIONS

- 32 years of professional experience in managing, architecting, and developing software systems
- Nine years of workforce development experience
- Key member of the Core/Employer Services Team
- Member of the Core Employer Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
- Holds the following certifications:
 - Agile Development
 - Software Security
 - IBM DB2 SQL/Optimization

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI

2012 – Present

- Ensures timely completion of projects and deliverables within an Agile framework
- Prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Diamond Business Products | Owner**2002 – 2012**

- Designed, developed, maintained, tested, and enhanced software applications, including medical records software, talent systems, inventory, job order systems, and product ordering systems
- Met with clients, designed software from needs of clients, performed business analysis, and submitted proposals and contracts
- Performed project management, software delivery, and data conversion

Hollywood Multimedia Group | Architect**2001 – 2002**

- Created servers from parts
- Loaded operating system and performed other system needs
- Configured networking and security for servers
- Created software for a web-based membership system

Marshall and Swift | Team Lead/Project Manager**1992 – 2001**

- Developed, maintained, enhanced, and tested the 80 Series insurance to value system
 - Managed seven employees and five software systems for insurance underwriting, including the Home Estimator, Commercial Estimator, PC80 Series, Home Profiles System, and Tele-Estimating System
 - Created timelines and estimates for managing the projects
-

| Programmer/Analyst III

SUMMARY OF QUALIFICATIONS

- 12 years of professional experience in GIS support and web application development
- 11 years of workforce development and unemployment insurance experience
- Lead of the LMI Services Team
- Member of the LMI Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst III

2009 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team is responsible for multiple functions used to help job seekers, employers, workforce staff, analysts, economists, and other decision makers make informed choices regarding the Labor Market using a combination of traditional and real-time data
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Photo Science | Geographic Information Systems Analyst

2009 – 2009

- Analyzed water use permits to determine permittee-controlled lands, assured alignment with parcels, adjacent permits, aerials, and additional reference layers
- Consulted historical records, deeds, plat books, and survey plans to map permittee-controlled lands by COGO/legal description
- Digitized irrigated areas via photo-interpretation of modern and historical aerial imagery

- Researched permit data and reconciled discrepancies of ownership, owned acreage, well locations, and database attributes
- Modified well construction sites per field worksheets

Birkitt Environmental Services | Geographic Information Systems Specialist 2008 – 2009

- Proposed and implemented a system of intra-office GPS/GIS data distribution via GoogleEarth KML files, thereby enabling and simplifying QA/QC while reducing operations expenditure
- Integral in performing crucial mileage completion assessments for a major linear project to ensure accurate client billing; personally responsible for weekly transfers of GIS-related client-deliverables
- Employed the use of workflow automation, scripting languages, SQL querying, ArcGIS customization, and Best Management Practices, thus increasing project efficiency and improving data-driven decisions
- Successfully managed approximately 0.5 terabytes of project-related spatial data (vector and raster formats) within a small-business setting
- Developed an extensive geographic data library encompassing the State of Florida, inclusive of seamless raster cataloging of aerial imagery; designed an Access inventory database of available layers and associated information for user access and query
- Facilitated the management and training of several contracted GIS workers for aspects of a high-volume, dynamic project; effectively ensured data integrity and integration into company geodatabases

EDUCATION

- B.S. Information Technology, University of South Florida, Florida
-

| Architect I Team Lead

SUMMARY OF QUALIFICATIONS

- Over 30 years of professional experience in software development and quality assurance
- 11 years of workforce development experience
- Lead of the Processes and Standards Team
- Member of the Process and Standards Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®

WORK EXPERIENCE

Geographic Solutions, Inc. | Architect I Team Lead

2010 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards; this team maintains development standards and creates internal tools used by the organization for developers and for quality purposes
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Lincare Holdings | Developer Supervisor/Quality Assurance Supervisor

1995 – 2010

- Began 15 year career at Lincare as an application designer and moved through the ranks to become developer/quality assurance supervisor
- Developed company's first corporate intranet, using legacy ASP, VBScript, and JavaScript
- Created test plans and test cases, as well as automated testing scripts
- Developed tracking systems, asset programs, deployment package builders, and help desk tools

| Provider Services Team Lead

SUMMARY OF QUALIFICATIONS

- 28 years of web-based, application design, development, and implementation experience on large-scale information technology projects
- Five years of experience with workforce development systems
- Lead Programmer/Analyst for the Provider and Financial Services Team
- Key member of the Provider and Financial Services Scrum Team
- Knowledge of the following workforce development systems:
 - Wyoming – Wyoming At Work
 - Alabama – Alabama Consumer Report system
 - Iowa – IowaWORKS
 - California – CalJOBS
 - Connecticut – CT HIREs
 - District of Columbia – DC Networks OneStop Career System
 - Florida – Employ Florida
 - Georgia – Georgia Works Ready Online Participant Portal (GWROPP)
 - Guam – Hire Guam
 - Hawaii – HireNet Hawaii
 - Chicago, IL – Chicagoland Career Connect
 - Indiana – Indiana Career Connect
 - Louisiana – Louisiana HiRE
 - Maryland – Maryland Workforce Exchange
 - Missouri – Missouri Web-based Case Management System
 - Nebraska – NEWorks
 - Nevada – EmployNV
 - New Hampshire – New Hampshire Employment Security Job Match System
 - New Mexico – New Mexico Workforce Connection
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Rhode Island – EmployRI
 - South Carolina – SC Works Online Services
 - South Dakota – South Dakota Works
 - Tennessee – The Source Online
 - Texas – Work In Texas
 - Virginia – Virginia Workforce Connection
 - Virgin Islands – Virgin Islands Electronic Workforce System

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI Team Lead

2016 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications using current technologies and industry standards
- Ensures timely completion of projects and deliverables within an agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Tech Data Corporation | Senior Application Developer

1996 – 2016

- Developed mainframe system and electronic commerce (web) applications and projects, including analysis, creation, enhancement, maintenance, and support
- Served as Situation Manager of electronic commerce issues and Supervisor of Support team within the electronic commerce development group that handled service requests, production issues, and intranet support

GTE Data Services | Programmer Analyst

1993 – 1996

- Analyzed user requirements and designs; coded mainframe; tested, debugged, and supported applications and utility programs for international customers
- Prepared test data and plans; trained programmers in programming languages, coding techniques, and software tools
- Maintained project libraries, data files, documentation, and development procedures

EDUCATION

- M.B.A. Marketing and Information Systems, University of South Florida, Florida
- B.A. Accounting and Church Work, Bluffton University, Ohio

| Admin Services Team Lead

SUMMARY OF QUALIFICATIONS

- 17 years of web-based solution design, development, and implementation, managing the software development lifecycle
- Five years of workforce development experience
- Lead of the Admin Services Team
- Member of the Admin Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Alaska – Alaska VOS
 - Iowa – IowaWORKS
 - Connecticut – CTHires
 - Florida – COVID-19 Jobs Portal
 - Illinois – Chicago Cook County IWIS
 - North Carolina – ENCORE
 - North Carolina Virtual OneStop
 - Tennessee – The Source Online (VOS)
 - Texas – WorkInTexas

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst VI Team Lead

2016 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications, using current technologies and industry standards; this team is responsible for maintaining the system so that it remains in compliance with the laws, regulations, guidance, mandates, policies, and procedures from the U.S. Department of Labor
- Ensures timely completion of projects and deliverables within an Agile framework
- Prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and acts to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

Wolters Kluwer | Application Developer II**2013 – 2016**

- Created web applications for UI development and maintenance, utilizing skills in C#, VB, ASP.NET, HTML, jQuery, and JavaScript
- Ran security scans, worked with teams to resolve, and document security vulnerabilities, performed code review security work completed by other team members, and reviewed and responded to security scans run by current or potential clients

Fairfax Imaging | Software Engineer**2012 – 2013**

- Worked with small teams of developers, along with a project manager, to customize a core software product to meet specific client needs
- Created XML files according to client specifications for ingestion into client accounting systems

SW Florida Water Management District | Business Application Developer**2004 – 2011**

- Progressed in the company from System Administrator to Business Application Developer
- Maintained software system written in C#, ASP.NET
- Created and maintained custom reports using Crystal Reports
- Responded to and resolved issues with in-house software

EDUCATION

- B.S. Information Systems Security, ITT Technical Institute, Florida
 - B.S. Business Administration in Management & Organizational Behavior, Benedictine University, Illinois
 - A.S. Programming, Joliet Jr. College, Illinois
 - A.S. Microcomputers for Business, Joliet Jr. College, Illinois
-

| **Federal Reporting and Business Intelligence Team Lead**

SUMMARY OF QUALIFICATIONS

- 21 years of professional application development, web development, and software engineering experience working in various industries
- 18 years of unemployment insurance and workforce development experience
- Lead of the Federal Reporting and Business Intelligence Services Team
- Member of the Federal Reporting and Business Intelligence Services Scrum Team
- Knowledge of the following Geographic Solutions systems:
 - Geographic Solutions Unemployment System (GUS)®
 - Virtual OneStop®

WORK EXPERIENCE

Geographic Solutions, Inc. | Architect I Team Lead

2003 – Present

- Directs a team of developers that create modules and functionality according to organizational guidelines and client specifications, using current technologies and industry standards; this team is responsible for federal submissions for both the workforce development and unemployment insurance industries; the team models' data into warehouses for analysis and visualization of Key Performance Indicators (KPIs) through such tools as Power BI and SQL Server Reporting Services (SSRS)
- Ensures timely completion of projects and deliverables within an Agile framework; prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and acts to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements
- Oversees the development of reports within a SQL Server Reporting Services framework using RDBMS, Tabular Data, and OLAP Cubes to design reports

Dataglyphics | Software Engineer**2001 – 2003**

- Communicated with the client on scope changes and estimated quotes for further site enhancements concerning development
- Built a component library using Visual Basic
- Tested applications for quality assurance

USF Medical School | Application Developer**2000 – 2000**

- Developed web applications to generate queries and design reports in Microsoft Access for logbooks maintained by third- and fourth-year medical students
- Developed Visual Basic applications for student testing purposes

EDUCATION

- B.S. Management Information Systems, University of Central Florida, Florida
-

| Accessibility Team Lead

SUMMARY OF QUALIFICATIONS

- 17 years of professional experience in development, maintenance incidents, configuration tasks, setup tasks, and data change requests
- 10 years of workforce development and unemployment insurance experience
- Knowledge of Workforce development systems:
 - Florida - EmployFlorida
 - Texas- WorkInTexas
 - Tennessee -JOB4TN.GOV
 - Louisiana - HiRE Helping Individual Reach Employment
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
- Key member of the Accessibility Team
- Member of the Accessibility Services Scrum Team
- Holds the Windows Programming certification

WORK EXPERIENCE

Geographic Solutions, Inc. | Programmer/Analyst IV

2011 - Present

- Ensures timely completion of projects and deliverables within an Agile framework
- Prioritizes, coordinates, and assigns tasks to ensure defined, incremental tasks are completed as part of the overall project or deliverable
- Develops, tests, and troubleshoots functionality utilizing the appropriate hardware, database, and programming technology
- Analyzes and documents functionality performance and takes action to correct deficiencies, resolving questions of program intent, data input, output requirements, and inclusion of internal checks and controls
- Works with architects, project managers, as well as server, database, and deployment resources to ensure accurate and timely software releases
- Tracks and reports on the status of projects and deliverables to both internal and external partners
- Prepares and updates technical documentation to meet internal guidelines and client requirements

HSNi | Software Developer/TV Systems Specialist II**1999 - 2011**

- Identified, planned, and executed all phases of software and hardware lifecycle in live television broadcast and non-broadcast systems
- Managed and led projects, utilizing current and new technologies
- Provided comprehensive application documentation and employed Agile software development methodology
- Implemented code modifications and feature upgrades and executed beta testing and various debugging techniques

Owner/Operator | Freelance Projects**2004 - 2010**

- Implemented programming for a business directory website, making use of ASP.NET, AJAX, and XML
- Created a web reservation system that allowed owners to accept room reservations, as well as manage reservations and website content
- Created a website for a neighborhood association, using Dreamweaver, Photoshop, and HTML

EDUCATION

- B.S. Technology and Management, St. Petersburg College, Florida
-

| System Integration Team Lead

SUMMARY OF QUALIFICATIONS

- Over 35 years of professional experience in software development lifecycle, supporting legacy systems, data conversion interfaces, and data conversion scripts
- 13 years of workforce development and unemployment insurance experience
- Lead of the System Integration Team
- Knowledge of the following workforce development and unemployment insurance systems:
 - Alaska – Virtual OneStop System
 - Iowa – IowaWORKS
 - California – CalJOBS
 - Chicago, Illinois – Chicagoland Career Connect
 - Georgia – Georgia Work Ready Online Participant Portal (GWROPP)
 - Indiana – Indiana Career Connect
 - Maryland – Workforce Exchange
 - Missouri – Web-based Case Management System
 - Nebraska – NEworks UI Modernization System
 - Nevada – EmployNV
 - North Carolina – North Carolina Virtual OneStop
 - Pennsylvania – UC Benefits Modernization System
 - Rhode Island – EmployRI
 - South Carolina – South Carolina Department of Employment and Workforce
 - South Dakota – South Dakota Works
 - Texas – Work in Texas
 - District of Columbia – Paid Family Leave
 - Pandemic Unemployment Assistance (PUA) Systems – Pennsylvania, West Virginia, Nevada, Arizona, Guam, Northern Mariana Islands, and Palau

WORK EXPERIENCE

Geographic Solutions, Inc. | System Integration Team Lead

2008 – Present

- Leads and manages the system integration team; provides technical expertise, guidance, and training to junior team members; and ensures that programming standards and development methodologies are followed
- Develops, administers, maintains, and supports policies and procedures for legacy systems
- Ensures correct functionality and accuracy of the interface or conversion scripts, familiar with standard concepts, practices, and procedures within the labor market industry, as well as job services concepts
- Processes change requests through Geographic Solutions' ticketing system, including application-wide data changes
- Works closely with other Team Leads and Analysts throughout the change request process to ensure delivery of an accurate solution

- Designs programming specifications through interaction with business owners and subject matter experts

Market Street Mortgage Corp. | VP/Sr. Business Systems Analyst

1998 – 2008

- Led development team through all phases of the software development lifecycle
- Liaison between business areas and development and identified systems requirements

EDUCATION

- Advanced Data Processing, Heald Business College, California
-

| Central Regional Manager

SUMMARY OF QUALIFICATIONS

- Nearly 30 years of professional client relationship management experience
- 22 years of workforce development and unemployment insurance experience, managing clients in the Central Region, which includes 17 states
- Currently involved in managing the following large-scale public sector projects:
 - 9 State Virtual OneStop® Systems
 - 5 State Labor Market Information Systems
 - 2 State Geographic Solutions Unemployment System (GUS)®
 - 1 State Reemployment EXchange (REX)® system
 - 5 local workforce development portals
 - 3 local America's Labor Market Analyzer (ALMA)® subscription

WORK EXPERIENCE

Geographic Solutions, Inc. - Central Regional Manager 1999 - Present

- Manages the Central Region sales and marketing activities, identifies strategic objectives, and successfully implements programs and solutions
- Acts as liaison between the Geographic Solutions development teams and client personnel in implementing software solutions and demonstrating system components to new and existing clients to explain functionality and options
- Works with clients to determine their requirements for system implementations and coordinates those solutions in the Central Regional locations
- Coordinates kick-off meetings for new customers and manages the subcontractor resources necessary to complete the project
- Crafts responses for new and existing business through prospects, proposals, and other marketing efforts
- Participates in networking opportunities, conferences, and trade shows to promote the Geographic Solutions product line

NetVital Technologies, Inc. - Southwest Regional Manager 1997 - 1999

- Managed the Southwest Regional sales and coordination for NetVital Technologies
- Worked with large corporations and local governments for successful system implementations
- Identified strategic objectives and successfully implemented programs and effective solutions
- Acted as a consultant for companies purchasing NetVital technology solutions

- Worked with clients to determine requirements for new system implementations

Lucent Technologies, Inc. - Territory Manager

1995 - 1997

- Managed the central Florida territory
- Worked with clients to implement new telephone systems
- Provided consultative services to help clients select and implement communication systems to meet their needs

EDUCATION

M.B.A. (summa cum laude), Everest University, Florida

B.A. in Economics, Southern Methodist University, Texas

| President and Founder

SUMMARY OF QUALIFICATIONS

- More than 30 years of experience in information systems, computer programming, systems analysis, and Geographic Information Systems for public agencies throughout the world
- President and Founder
- Directly involved in the success of the following large-scale public sector projects:
 - 42 state Labor Market Information systems
 - 49 state Workforce Development systems
 - 72 local Workforce Development systems
 - 19 local and state Workforce Development portals
 - Four state Geographic Solutions Unemployment Systems (GUS)[®]
 - 10 Pandemic Unemployment Assistance (PUA) portals
 - Two state Reemployment Exchange (REX)[®] systems
 - Six local America's Labor Market Analyzer (ALMA)[®] subscriptions
- Geographic Solutions has a rich history of achievements under his leadership over the last two decades and has been credited with several industry “firsts,” including:
 - **1994:** Launch of the first website that provides labor market statistics for public and government use in the United States
 - **1998:** Launch of the first website designed specifically for career centers in the United States, which included tools to assist staff managing individuals benefiting from U.S. Department of Labor public assistance programs
 - **2013:** Launch of the first modernized unemployment insurance software solution in the United States, which combined workforce and unemployment benefits into one website
- Along with these company milestones, Geographic Solutions has been recognized both regionally and nationally for several of our software innovations, including:
 - **2020:** Tampa Bay Tech's Technology Project of the Year Award for the Pandemic Unemployment Assistance Portal (Regional Recognition)
 - **2018:** Tampa Bay Tech's Technology Project of the Year Award for the Hurricane Irma Disaster Recovery Jobs Portal (Regional Recognition)
 - **2016:** Bright House Regional Business Awards Large Business of the Year (Regional Recognition)
 - **2015, 2016, 2017, and 2018:** Greater Palm Harbor Chamber of Commerce Large Business of the Year (Regional Recognition)
 - **2010:** Version 10 of the State of Florida's labor exchange system developed by Geographic Solutions, known as Employ Florida Marketplace, ranked first place out of 559 systems in the U.S. Department of Labor's Tools for America's Job Seekers Challenge (National Recognition)

- **2010:** Geographic Solutions' national job board, known as America's Virtual OneStop, ranked third in the U.S. Department of Labor's Tools for America's Job Seekers Challenge (National Recognition)

WORK EXPERIENCE

Geographic Solutions, Inc. | President and Founder

1992 – Present

- Oversees all aspects of software development, business operations, and marketing of the company's workforce development and unemployment insurance systems throughout the United States and abroad
- Provides the overall vision and direction for the company and our offerings
- Manages complex state and local contracts and subsequent system implementations
- Ensures project deliverables are on time and all contractual obligations are fulfilled
- Facilitates meetings with the Development, Business Analysis, Quality Assurance, Operations, Project Management, and Marketing Teams to advance solutions for information, reporting, and survey systems
- Develops and designs improved functionality modules for web-based systems, working with system architects to achieve state-of-the-art software
- Consults with clients to analyze systems and determine effective solutions
- Implements strategies to resolve problems and plans business management and growth of technical services

EDUCATION

- M.Sc. Remote Sensing and Geographic Information Systems, University of London, England
 - B.S. Geography with Honors (Upper Second Class), University College, England
-

, CSM | Director of Project Management

SUMMARY OF QUALIFICATIONS

- 25 years of professional project management experience
- 20 years of unemployment insurance and workforce development experience
- Member of the Executive Management Team, leading the Project Management Team
- Holds the Certified Scrum Master (CSM) certification
- Knowledge of the following unemployment insurance, labor market information, and workforce development systems:
 - Wyoming – Wyoming At Work
 - Alaska – Virtual OneStop System
 - Iowa – IowaWORKS
 - Chicago, Illinois – Chicagoland Career Connect
 - Connecticut – CT Hires
 - District of Columbia – DC Networks OneStop Career System
 - Florida – Employ Florida
 - Georgia – Georgia Work Ready Online Participant Portal (GWROPP)
 - Hawaii – HireNet Hawaii
 - Indiana – Indiana Career Connect
 - Louisiana – Louisiana HiRE
 - Nebraska – NEworks
 - Nebraska – NEworks UI Modernization System
 - Nevada – EmployNV
 - New Hampshire – New Hampshire Employment Security Job Match System
 - New Mexico – New Mexico Workforce Connection
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Pennsylvania – Pennsylvania Labor Market Information System (PALMIDS)
 - Rhode Island – EmployRI
 - South Carolina – South Carolina Works Online Services
 - South Dakota – South Dakota Works
 - Tennessee – JOBS4TN.GOV Modernization System
 - Texas Internship – TXInternshipChallenge
 - Texas – WorkInTexas
 - Virgin Islands – Virgin Islands Electronic Workforce System
 - Virginia – Virginia Workforce Connection

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Project Management

2001 – Present

- Provides direction over the Software Development Life Cycle (SDLC), using the project management methodology specifically designed for Geographic Solutions
- Oversees 26 Project Managers who lead and manage the implementation of workforce development and unemployment insurance software solutions for state and local clients
- Leads all workforce development and unemployment insurance project management efforts and continues as the ongoing point of contact for all new and current clients within the Project Management Office (PMO)
- Directs the design rationale and functional strategy, as it directly relates to accomplishing company project goals
- Ensures the application of our project management methodology and enforces project standards, as well as ensures that all project documents are complete, current, and stored appropriately

Goodwill Industries Suncoast | One Stop Center Manager

1997 – 2001

- Managed a team of 25 employees in a high-volume Welfare Transition office
- Interviewed, hired, trained, and motivated support staff, and maintained computer access for authorized personnel throughout the county on the state's computer system
- Ensured that all submitted reports and billing documentation were accurate and timely
- Maintained excellent relationships with participants, community agencies, and mandatory partners within the One Stop Center
- Developed state procedures and forms and ensured the Federal Participation Rate met requirements

Florida Department of Children & Families | Counselor

1996 – 1997

- Counseled and supervised children and parents, in both biological and foster home settings
- Prepared court documents, including Judicial Reviews, Permanent Placement Plans, Performance Agreements, and various court petitions, and presented clients' progress at court hearings
- Performed all case management activities

EDUCATION

- B.A. Psychology, University of South Florida, Florida
-

| Director of Business Analysts

SUMMARY OF QUALIFICATIONS

- 29 years of professional experience in information technology and business analysis
- 29 years of workforce development experience
- Member of the Executive Management Team, leading the Workforce Analysts Department for the past 21 years
- Knowledge of the following workforce development systems:
 - Wyoming – Wyoming At Work
 - Alaska – Alaska Virtual OneStop System
 - Iowa – IowaWORKS
 - California – CalJOBS
 - Connecticut – CT HIRES
 - Colorado – Connecting Colorado-Denver
 - District of Columbia – DC Networks OneStop Career System
 - Florida – Employ Florida
 - Georgia – Georgia Work Ready Online Participant Portal (GWROPP)
 - Guam – Hire Guam
 - Hawaii – HireNet Hawaii
 - Indiana - Indiana Career Connect
 - Louisiana – Louisiana HiRE
 - Maryland – Maryland Workforce Exchange
 - Missouri – Missouri Web-based Case Management System
 - Nebraska – NEWorks
 - Nevada – EmployNV
 - New Hampshire – New Hampshire Employment Security Job Match System
 - New Hampshire – NH Works Source for Consumer Information on Training
 - New Mexico – New Mexico Workforce Connection
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Rhode Island – EmployRI
 - South Carolina – SC Works Online Services
 - South Dakota – South Dakota Works
 - Telamon Corporation
 - Tennessee – The Source Online
 - Texas – Work In Texas
 - Virgin Islands – Virgin Islands Electronic Workforce System
 - Virginia – Virginia Workforce Connection

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Business Analysts

1999 – Present

- Participates as part of the architecture and design team organized to evaluate new and existing business systems and requirements, then architect a new integrated solution to support them
- Collaborates with clients, business leaders, and internal software architects and development teams to ensure that direction, scope, and dependencies of the workforce system are identified and documented
- Assesses functional requirements and clearly communicates specifications for system development, design, and implementation
- Provides direction on client-specific gap analysis; data conversion mapping and integration; business requirements development and review, and user acceptance script writing and testing to ensure departmental standards
- Participates in client meetings to provide functional insight and expertise, as well as potential integration options/solutions
- Fosters productive communication between technical and non-technical audiences to ensure that technology solutions fulfill business needs
- Sets standards for physical and logical database schema and table design

Career Options, Inc. | IT Director

1992 – 1999

- Performed requirements gathering for programs, including Job Training Partnership Act (JTPA), Pathways to Independence, and Summer Youth Programs
 - Developed the case management tracking and reporting requirements to ensure program functionality
 - Performed User Acceptance Testing and staff training
-

| Director of Operations

SUMMARY OF QUALIFICATIONS

- 23 years of experience in information technology, including 12 years of experience managing and directing the IT support team and infrastructure
- Seven years of workforce development, labor market information, and unemployment insurance experience
- Member of the Executive Management Team, leading the Operations Department
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Virtual LMI® (Labor Market Information)
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - America's Labor Market Analyzer (ALMA)®
- Holds the following certifications:
 - Kaseya System Engineer
 - SQL 2005 Administrator
 - Cisco Certified Network Associate (CCNA)
 - Advanced Electrical Engineering

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Operations

2015 – Present

- Directly responsible for the efforts of the Operations team members who perform work in Systems Administration, Database Administration, Security and Compliance, System Integration, and Technical Support/Network Operations
- Serves as the primary leader and strategist for network and infrastructure, including establishing successful global standards, direction, vendor selection, technology selection, consulting with businesses regarding verticals, and physical and logical security
- Directs and establishes operating guidelines to ensure achievement of enterprise-wide goals, with responsibility for strategic business planning
- Ensures timely and under-budget completion of projects in addition to prioritizing and coordinating 100+ projects per month, which includes the installation and implementation schedule
- Executes disaster recovery planning and business continuity processes

eMason/Clarifire | Director of Information Security**2007 – 2015**

- Created company's 24x7x365 Network Operations Center to include the policies, procedures, and standard operating procedures
- Directed creation of Systems Management Center's reporting standards to support company's Service Level Agreements (SLA)
- Oversaw troubleshooting, resolution, and root cause analysis for all client-facing environments
- Managed company's enterprise monitoring software and team that monitors more than 85,000 key performance indicators (KPI) in two geographically diverse data centers
- Directed installation of company's job automation software that automated, tracked, and reported on over 900 automated jobs that executed 10,000+ times per day
- Developed a comprehensive audit and compliance framework, complete with processes to manage audit activities in the most efficient and precise manner

Market Street Mortgage | Sr. Network Engineer**1998 – 2007**

- Designed, configured, installed, and maintained a 100+ site, nationwide frame relay hub and spoke design, including the successful migration to ATM, then MPLS WAN
- Responsible for creation, training, and execution of company's Business Continuity Plan and Disaster Recovery Plan
- Designed, configured, installed, and maintained company's security infrastructure using Cisco's Intrusion Detection System
- Created and implemented Sarbanes-Oxley standards for IT

EDUCATION

- B.S. Business Management, Grantham University (Online)
-

| Chief Information Security Officer

SUMMARY OF QUALIFICATIONS

- 23 years of professional experience as a highly skilled information security risk management programs leader
- One year of workforce development and unemployment insurance experience
- Knowledge of the following Geographic Solutions' systems:
 - Virtual OneStop®
 - Virtual LMI® (Labor Market Information)
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - America's Labor Market Analyzer (ALMA)®
- Director of Security
- Holds the following certifications:
 - EC Council CISO Certification
 - CEI (Certified EC Council Instructor)
 - CEH (Certified Ethical Hacker from EC Council)
 - CHFI (Certified Hacker Forensic Investigator)
 - ECSA/LPT (Security Analyst/Licensed Penetration Tester)
 - CompTIA Security+
 - CompTIA Network+

WORK EXPERIENCE

Geographic Solutions, Inc. | Chief Information Security Officer

2022 – Present

- Responsible for the information security operations and compliance initiatives in a fast-paced Software as a Service (SaaS) environment
- Manage a team of 3-10 security personnel to include all day-to-day functional duties, administrative responsibilities including reporting, work assignments, resource planning, and employee coaching, oversight, and evaluations
- Responsible for the Vulnerability Management lifecycle: discovery, risk analysis, review meetings, and remediation tracking, with monthly reports
- Specify the process and policies, then implement, and maintain the systems for Security Information and Event Management
- Assign development tasks to team members utilizing the Company's Online Project Communicator (OPC)
- Perform network traffic forensic analysis, utilizing packet capturing software, to isolate malicious network behavior, inappropriate network use or identification of insecure network protocols
- Perform continuous ethical hacking on the internal environments for potential threats and vulnerabilities, and participate in vulnerability assessments (both internal and external) for networks and applications

- Work with internal and external resources on performing and reporting the annual penetration testing to include full white-hat testing; Must provide a detailed report and recommendations for improvements and remediation where applicable
- Work with internal and external stakeholders to assess security requirements, and approve/modify designs as needed
- Ensure vulnerabilities are mitigated in a timely fashion in accordance with the applicable compliance requirements
- Support incident responses for all security-related issues 24/7
- Participate in reviewing and responding to all 3rd party vendor and supplier review questionnaires and customer audit questions and remediation, including providing compliance-specific support documentation
- Ensure the security for all systems is actively maintained and hardened against industry, legal, and compliance standards
- Provide technical security review oversight of new architectural solutions, applications, and product offerings and identify potential risks and compliance requirements
- Evaluate Information Security policy compliance, including internal and external audit initiatives and training programs for overall effectiveness
- Provide technical support for risk and compliance initiatives to ensure adherence, and for all compliance and audit efforts (internal and external), certification, and other compliance efforts including SOC2 Type II, PCI DSS 2.0-3.0, ISO27001/2 and FISMA; This will require the authoring and maintenance of policies and procedures

NYU/NJIT/UOM/KSTATE | Adjunct Professor**2019 - 2022**

- adjunct professor at New York University and fills in at: New Jersey Institute of Technology, Univ. of Miami, Kansas State University teaching; Cybersecurity and Information Technology (CIT); Ethical Hacking (EH); and Digital Forensics and Incident Response (DFIR)

Neustar | Consultant**2010 - 2022**

- Worked with SVP to prepare and deliver closed presentations for many groups – FBI, Whitehouse, other unnamed government agencies
- Worked with DHS (Dept. of Homeland Security) to develop HIRT (Hunt and Incident Response Team) tooling for events
- Worked closely with first.org and ICANN to support special projects related to company data lake feeds
- Worked closely with VPs to support special projects both as an individual contributor, Director, and team leader as this company had several quick response teams that were convened and disbanded as needed - some of the engagements lasted up to 24 months
- Director and individual contributor of Professional Services team that managed a cloud WAF (application security services flagship product) where we supported customer configurations during attacks / IR / DDOS attacks / periodic HIRT events

- Participated in productizing PS services so they could be offered to other customers; the PS team worked closely with product, Dev teams, vendors, customers to handle customer issues and business issues and concerns
- Liaison to NANOG (North American Network Operator's Group) for flagship data lake projects
- Director and individual contributor for DLP (Data Loss Prevention) projects
- Internal Incident Response Team Leader
- Information Security Network Architect for flagship products and various production environments
- PS Consultant for major projects (special projects and internal partnerships)

PTR | Software Engineer **2005 -2010**

BAE/ GWEF | Sr. Software engineer **2003 - 2005**

Self Employed | Network Engineer/Software Developer **1999 - 2003**

EDUCATION

- BSCoE, Computer Engineering, University of Florida, Florida
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| Director of Quality Assurance

SUMMARY OF QUALIFICATIONS

- 21 years of experience in commercial software development quality assurance management and deployment configuration
- 15 years of workforce development and unemployment insurance experience
- Member of the Executive Management Team, leading the Quality Assurance Department
- Knowledge of the following Geographic Solutions systems:
 - Wyoming – Wyoming At Work
 - Alabama – Alabama ACLMIS and Alabama Consumer Report System
 - Iowa – IowaWORKS
 - America’s Labor Market Analyzer and Virtual OneStop
 - California – CalJOBS
 - Chicago, Illinois – Chicagoland Career Connect
 - Colorado – Colorado LMI Gateway
 - Connecticut – CT HIREs
 - District of Columbia – DC Networks OneStop Career System
 - Florida – Employ Florida and FREIDA
 - Georgia – Georgia Quick Stats and Georgia Work Ready Online Participant Portal (GWROPP)
 - Guam – Hire Guam
 - Hawaii – HireNet Hawaii and HIWI
 - Illinois – Working in Illinois
 - Indiana – Indiana Career Connect
 - Kansas – Kansas Labor Information Center KLIC and KYLMI
 - Los Angeles, California – LAHire UI Modernization System
 - Louisiana – Louisiana Occupational Information System (LOIS)Maine – Maine LMI system
 - Maryland – Maryland Workforce Exchange
 - Mississippi – Lookup Mississippi
 - Nebraska – NEworks, NEworks UI Modernization System, and Nebraska Continued Claims
 - Nevada – EmployNV
 - New Hampshire – New Hampshire Employment Security Job Match System and NH Works Source for Consumer Information on Training
 - New Mexico – New Mexico Workforce Connection and NMWorks
 - North Carolina – North Carolina Virtual OneStop
 - North Dakota – NDWorks
 - Pennsylvania – Labor Market Information System (PALMIDS) and Pennsylvania UC Benefits Modernization System
 - Rhode Island – EmployRI and NetworkRI LMI
 - South Carolina – South Carolina Works Online Services

- South Dakota – South Dakota Works
- Tennessee – JOBS4TN.GOV Modernization System and Tennessee The Source Online
- Texas – UI Tax Modernization System and WorkInTexas
- Virgin Islands – Virgin Islands Electronic Workforce System
- Virginia – Virginia Workforce Connection, VirginiaLMI.com, VA Reemployment EXchange
- West Virginia – West Virginia LMI System
- District of Columbia – Paid Family Leave
- Pandemic Unemployment Assistance (PUA) Systems – Pennsylvania, West Virginia, Nevada, Arizona, Guam, Northern Mariana Islands, and Palau

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Quality Assurance

2007 – Present

- Directly responsible for the efforts of Quality Assurance team members who perform work in manual testing, automation testing, and software configuration management
- Develops and manages quality assurance metrics for performance improvement of all teams, and implements ongoing quality improvement processes, working with team leads
- Provides necessary definition, development, and deployment of quality assurance strategies for Geographic Solutions Unemployment System (GUS)® and all Geographic Solutions products
- Manages planning and execution of product testing efforts, including all associated resources to meet committed delivery dates
- Orchestrates delivery of software to customer-visible environments and creates tasks and checklists for software deployment
- Maintains product consistency throughout product cycle, to include design, definition, and build phases through quality checkpoints and testing
- Anticipates program release problems and takes corrective action, escalating as needed, to resolve and achieve commitments

Spheris Corporation | Software Quality Assurance Manager

2001 – 2006

- Ensured complete test coverage and managed test plan execution, which included installing and executing products being tested, following QA methodology for required test, completing test report documentation, and ensuring hardware platforms were documented
- Coordinated test automation efforts, assembled, and tested new hardware and software configurations for compatibility with company products, and investigated new tools, web technologies, and browser versions for potential issues with existing products

EDUCATION

- A.S. Computer Programming and Analysis, Hillsborough Community College, Florida

| Director of Data Services

SUMMARY OF QUALIFICATIONS

- Over 20 years of experience in information technology, data analytics and executive leadership with multinational companies spanning several industries
- Two years of workforce development, labor market information, and unemployment insurance experience
- Member of the Executive Management Team, leading the Data Services Department
- Holds 6 Patents in Healthcare Informatics in Business Intelligence, Work Flow, Digitization and Database Design of Patient Medical Records and Outcomes Research
- Knowledge of the following Geographic Solutions systems:
 - Virtual OneStop®
 - Virtual LMI® (Labor Market Information)
 - Geographic Solutions Unemployment System (GUS)®
 - Reemployment EXchange (REX)®
 - America's Labor Market Analyzer (ALMA)®

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Data Services

2021 – Present

- Partners and collaborates with sales, development, and data teams to design, build and launch core data products
- Uses data manipulation and analytics tools to execute analysis on large data stores
- Scopes and supports analytics projects of varying sizes from hypothesis through delivery
- Leverages advanced analytics techniques on large and disparate data sets for the purpose of delivering ad hoc analysis and insights or formulating analytics-enabled solutions
- Helps evolve the departments toolset and offerings in line with business demands, including the introduction of new and innovative solutions
- Maintains all system processes (operations) that are integral to the company's ability to conduct its daily business and facilitates communications with internal customers and leaders
- Identifies process improvement and profit opportunities through rigorous data analysis and partners with business owners to implement the improvements
- Establishes, maintains, and promotes consistent methodology for analytics deployment
- Proactively investigates data issues and ensures on-going reporting data integrity

HealthAxis Group | Director, IT

2018 – 2021

- Reported to CTO, lead, and managed a team of 22 FTE, including Database Administrators, System & Network Engineers, Service Desk and Cyber Security
- Day to Day Leadership of Medicaid/Medicare and Commercial claims billing systems for members, providers and over 400,000 lives
- Responsibilities included managing the Steers Development Change Control, CRM, Disaster Recovery, Business Intelligence & Business Continuity across all facets of the company
- Managed 5 Data Centers and Cloud infrastructures, responsible for migrating from on premise to Cloud infrastructure (Azure & AWS)
- Strategic planning and Budget planning in excess of \$6M
- Successfully deployed SOC2/Type 2 Audit resulting in 100% regulatory compliance
- Created risk and compliance policies and procedures for business activities
- Responsible for SLA's, wireless, metric reporting and call center technology, and vendor management (Microsoft, Cisco, Fortinet, Citrix, Dell)
- Led the SCRUM and ITIL Management practices for all of IT

Argus | CIO

2016 – 2018

Tampa General Hospital | Director, PeopleSoft/Business Applications

2014 – 2016

Gem Global | CTO

2011 – 2014

M2Gen (Moffitt Cancer Center) | Director, IT

2009 – 2011

Hydra, LLC | CTO

2005 – 2009

HealthBanQ, Inc. | CIO

2002 – 2005

EDUCATION

- M.B.A. Business Administration, MidAmerica Nazarene University, Kansas

[REDACTED], PMP, ITIL | Director of Workforce Development

SUMMARY OF QUALIFICATIONS

- 27 years of professional experience in application development, project management, and workforce development information technology
- 10 years of workforce development, labor market information, and unemployment insurance experience
- Knowledge of over 40 workforce development, labor market information, and unemployment insurance systems implemented by Geographic Solutions and other agencies
- Member of the Executive Management Team, overseeing the Workforce Development Department
- Holds the following certifications:
 - Project Management Professional (PMP), Project Management Institute
 - ITIL Foundation certification in IT Service Management

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Workforce Development 2011 – Present

- Creates, implements, and manages goals and project plans for the development and implementation of product development/enhancements within an agile framework
- Identifies steps, goals, milestones, and time/resource estimates for development projects
- Schedules projects from initial design through development, testing, and implementation, including accommodation for the needs of other internal functions
- Develops and manages an assigned staff of software development professionals and maintains ongoing communications and awareness of projects/plans/activities of other teams
- Ensures his team meets development timelines, coordinates software development, and maintains close ties with cross functional groups, especially co-dependent teams, business analysts, testing, and project management
- Coordinates development meetings, leads software development projects, delivers high quality software on schedule, and delivers products/features that support corporate initiatives
- Creates a vision that contributes to Geographic Solutions' industry-leading workforce development software strategy
- Formulates and continuously updates/maintains the technical strategy and plan for Geographic Solutions' technology and products

AmeriLife | Director of IT**2010 – 2011**

- Directed and managed the lifecycle of a portfolio with over 60 enterprise applications and 50 websites, supporting 12 marketing companies, 55 sales companies, and a third-party administration company
- Responsible for a \$5 million annual IT budget
- Introduced the agile methodology to the development teams

Nielsen Media Research | Technical Project Manager Consultant**2009 – 2010****Wyndham Vacation Ownership | Director of Analysis and Design****2008 – 2009****Gentiva Healthcare Services | Senior Application Development Manager****2006 – 2008****Symmetrex, Inc. | Application Development Manager****2004 – 2006****EDUCATION**

- M.B.A. Business Administration, University of Tampa, Florida
 - B.S. Technology Management, St. Petersburg College, Florida
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| Director of Sales and Marketing

SUMMARY OF QUALIFICATIONS

- 27 years of professional account management and marketing experience
- 21 years of workforce development and unemployment insurance experience
- Member of the Executive Management Team, leading the Sales and Marketing Department for 20 years
- Directly involved in the success of the following large-scale public sector projects:
 - 13 state Virtual OneStop® systems
 - Five state Labor Market Information systems
 - One state Geographic Solutions Unemployment System (GUS)®
 - Two state Reemployment EXchange (REX)® systems
 - 49 local/regional workforce development portals
 - Six local America's Labor Market Analyzer (ALMA)® subscriptions

WORK EXPERIENCE

Geographic Solutions, Inc. | Director of Sales and Marketing 2000 – Present

- Assists state and local public workforce agencies with implementation of performance-driven service delivery and reporting systems
- Acts as liaison between the Geographic Solutions Development Team and clients to implement software solutions
- Provides software solutions demonstrations to clients and explains functionality and implementation strategies
- Coordinates workforce development and Unemployment Insurance implementations in the Western U.S. region, as well as abroad in areas including Guam, the U.S. Virgin Islands, and Australia

One-Stop Career Center of Monterey County | Marketing Coordinator 1999 – 2000

- Consulted with a team of six mid-level managers to build strategic community relationships and partnerships
- Developed comprehensive marketing and public relations campaigns for employer and job seeker services and coordinated special events
- Maintained budgets, wrote copy, directed vendors, and managed all aspects of production
- Initiated and developed a website, county-wide job kiosk network (Work Net), videos, and business identity

MarketStreet | Division Manager**1994 – 1999**

- Implemented a new business division specializing in trade-show marketing
- Developed comprehensive marketing and public relations campaigns for a variety of products and financial services for clients that included Avis, Chase Manhattan, and Caterpillar Corporation
- Managed budgets, wrote copy, directed vendors, and coordinated photography
- Managed all aspects of production and initiated sales for new and existing accounts

EDUCATION

- B.S. Investment in Excellence, Phases I & II; Ethics Phase I, Pacific Institute, Washington
 - B.A. Journalism with Advertising Option, California State University, California
 - A.A. General Studies, College of the Desert, California
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