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SELECTED KEY ACHIEVEMENTS

Merger, Acquisition & Divestiture Experience – M&A experience includes the Monsanto sale of the NutraSweet business to a private equity firm, the merger of 3 business units within Monsanto into one business unit, and the acquisition and divestiture of multiple businesses by Morris Communications.

- NutraSweet sale – Collected IT due diligence info for data room. Met with prospective buyers to answer IT questions. Facilitated preparation of the manufacturing plant management team presentation for the prospective buyers and served as a stand-in presenter for the Plant Manager.
- NutraSweet transition after sale – Led the IT transition and separation from Monsanto. Saved $6 million in IT transition services by completing the migration of the SAP 3.1h landscape (from Unix/Oracle to Microsoft/SQL) and all IT infrastructure in 6 months. IT infrastructure included a new NutraSweet Active Directory domain, Exchange 2000 landscape, and Microsoft SMS management suite for desktop software package deployments, hardware and software inventories, and Help Desk remote control support.
- Morris Acquisitions – Integrated IT operations for 14 business acquisitions including over 50 geographic offices including newspapers, radio stations and multi-location hotel visitor publications.
- Monsanto plant merger – Led the IT integration efforts for the consolidation of 3 Monsanto manufacturing plants in Augusta to establish a central management team and shared support services (IT, HR, ESH, Finance, etc.). Integration included IT personnel, centralized email, merger of three local area networks into one, consolidated phone system, and a consolidated Help Desk.

Software Project Management – Software project management including scope and functional data gathering as well as oversight, reporting, and project team management including the following projects:

- Supported IT planning initiative for the business process modernization (ERP) project from concept through initial planning, request for proposals (RFP), vendor selection and project design phases including incorporation of the DOE Software Engineering Methodology requirements for Savannah River Nuclear Solutions.
- Boosted subscriber retention calling rates for the Morris Outbound Sales Call Center by 47% while cutting operational costs by $520K per year by leading successful automation initiative utilizing existing software and tools.
- Increased revenue by $600K while cutting annual expenses by more than $400K by creating a consolidated, centralized classified call center solution utilizing virtual and Citrix servers.
- Improved helpdesk efficiency and customer satisfaction and saved $28K yearly by implementing Avatier's Password Station self-service password management software.
- Identity Management – Managed Oracle CoreID Identity Management project to interface SAP HR with Microsoft Active Directory via Microsoft ADAM for user account management and workflow.
- Program Leader for the WebEOC implementation for the California Emergency Management Agency, California Highway Patrol, and the Office of Information Security. The implementation team consists of 50 people including business analysts, project specialists, developers, QA testers, training, documentation specialists and supplemental staff from two sub-contract partners. The solution is being delivered for the California EMA as the lead agency but also includes integration to multiple external systems, 58 county agencies and over 120 state agencies and external partners.

SAP Infrastructure Deployment – Implemented WAN, server and desktop infrastructure in support of SAP 4.6c rollout at the Morris corporate offices and 27 newspaper business units nationally.

- WAN - Implementations included Verizon MPLS connections ranging from a DS3 in Augusta to NxT1's to fractional T1's at the business units.
- Server and desktop infrastructure included deployment of a Microsoft Active Directory domain and standard images to 3,000+ Windows XP desktops and laptops using LANDesk Management Suite for the image, software package deployments, hardware and software inventories, and Help Desk remote control support.

Data Center construction and consolidation – Built new data center in Augusta and consolidated equipment and services from four data centers into the new one over the span of 12 months. Migrated many servers to Dell blades to reduce the required footprint needed.

WAN Redundancy – This project included multiple WAN redundancy strategies for over 100 business units within Morris communications.
- Router and circuit redundancy - Major business units (those with the largest revenue) have both a Verizon MPLS circuit and a high speed internet connection as well as 2 Cisco routers (one for each circuit) to achieve both router and circuit redundancy.
- MPLS circuit redundancy – Many business units with an existing Verizon MPLS connection received high speed internet connections for circuit redundancy.
- DMVPN circuit redundancy – Many sites with only a high speed internet VPN connection (using Cisco's Dynamic Multipoint VPN technology) were given a second high speed internet connection through a different medium (i.e. if they had a cable modem, the second connection would be a DSL connection) for circuit redundancy.
- MPLS Internet redundancy – A second DS3 Internet circuit was setup at a west coast business unit (in addition to the fractional OC3 in Augusta) to provide redundancy to the Internet for all MPLS sites.

Office 2010 Deployment – Managed the deployment of Office 2010 upgrades for 9,000 desktops.
- Developed and tracked issues and resolution list for applications with incompatibilities and conflicts with Office 2010.
- Worked with the desktop deployment team and the Helpdesk to develop pilot and production rollout procedures to minimize impact to the customer and the support teams.
- Facilitated creation of a site communications plan for the deployment.

Windows Patch Management – Managed the implementation of a distribution WSUS patch management architecture for the patching of 3,200 Windows XP desktops and laptops.
- Increased patch compliance from 11% to 99%.
- Deployed XP Service Pack 2 to 1,000 computers.
- Setup a patch testing and deployment process to maintain patch compliance as new patches are released.

Server Virtualization – Oversaw VMWare virtualization efforts for 80+ servers primarily onto Dell blades.
- Legacy NT4/Finance application – Virtualized 15 servers on 5 year old hardware to preserve application data. These virtual servers were installed on several Dell blades reducing the data center footprint from approximately 75U to 10U.
- Identity Management – Multiple virtual servers (DEV, QA, PRD) in the 3-tiered Identity Management landscape.