

Objective

To continue the progress established early in my career; learning new technologies, perfecting organizations, and creating infrastructures that reflect the values and goals of the organization for which they are designed. To realize this goal, I aim to lead a team of influential consultants in the envisioning, design, and delivery of enterprise-class infrastructure solutions.

Professional Experience

Practice Manager, Xtreme Consulting Group

1/10 – Present

Manager of Xtreme's project-based consulting business, supporting customers at the Advanced Infrastructure and Architecture level

Responsibilities include:

- Manage a consulting practice (resourcing, billing, personnel management)
- Business development for the consulting practice
- Billable engagements in program management, deployment, and architecture
- Microsoft Alliance Management
- Partner Alliance Management (Services, Sales, and Delivery partners)

Key wins and accomplishments:

- Established a relationship with a major IT Services vendor for project referral and delivery
- Assembled a well-known Windows Specialist team, resulting in an established referral project stream
- Dramatically Increased Xtreme's client base

Contract Technical Program Manager, Microsoft US BMO (Xtreme Consulting Group)

9/08 – 12/09

Embedded in Microsoft's US Business Marketing Organization (US BMO) as a Technical Program Manager

Key accomplishments:

- Handled escalated requests regarding Windows Vista and Windows 7 Application Compatibility
- Participated in Application Compatibility War Room sessions, assisting the Microsoft US Field organization with deployment guidance and providing expertise for other technical escalations
- Supported the Windows 7 Launch, delivering training and demos to the MSFT US Field for preparation for technical sales discussions
- Created demonstrations and guidance for Windows 7 deployment discussions.
- Supported BMO team on Windows 7 adoption

Technical Lead, Safeco Insurance Company of America (Consultant)

5/08 – 12/08

Managed a staff of IT Professionals on an ongoing Windows Vista Pilot program

Responsibilities included:

- Program management
- Team building
- Architecture (Windows Vista Deployment environment)

Key wins and accomplishments:

- Established a Desktop Client Engineering team
- Established formal support methodologies for Level 3 product support
- Established governance (based on SDLC) for desktop change control
- Led the effort to integrate deployment practices with Liberty Mutual Insurance during an acquisition

Technical Program Manager, Studio B Productions, Inc.

2007 – 2008

Assumed control of all Microsoft projects for Studio B

Responsibilities included:

- Business development
- Content team management
- Program management
- Content creation and editing

Key wins and accomplishments:

- Directly supported up to a dozen projects at once; filling the roles of Sales, Project Manager, Lead Author, and Subject Matter Expert—depending on the circumstances
- Microsoft Infrastructure Planning and Design Guides – Wrote four IPD guides and tech edited all first year guides
- Windows Vista Springboard – Initiated a Windows Vista content review and provided recommendations and guidance that led to formation of the Windows Springboard program
- Promoted to V.P., Technical Delivery in the spring of 2008

Senior Infrastructure Consultant, Inetium, LLC

2006 – 2007

Led a team of consultants on complex engagements and presented webcasts and seminars on Microsoft operating systems and management technologies

Responsibilities included:

- Develop junior consultants
- Establish best practices and delivery methodologies

Key wins and accomplishments:

- Established Inetium as a Microsoft Deployment Partner (Desktop Deployment Planning Services certification)
- Established association with Microsoft Consulting Services for Deployment
- Won significant contracts in Active Directory migration and optimization

Author and Presenter

1999 – Present

Wrote Windows Server certification texts and a number of books covering certification, operating systems, and consumer technology

Selected Writing Credits:

Books

Windows Vista Resource Kit (Ghost writer (4 chapters))

The Gadget Geeks Guide to Portable Media Devices

Fire the Phone Company - A Handy Guide to Internet Phones

Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270), Second Edition

How to Do Everything with Windows XP Home Networking

Magazine

Rapid Recovery with the Volume Shadow Copy Service – *TechNet Magazine Jan/Feb 2006*

Corporate Writing

Microsoft Shared Computer Toolkit

Microsoft Business Desktop Deployment (BDD) 2007

Microsoft 2007 Office Systems whitepapers

Corporate IT, Mall of America, Bloomington, MN
1996 – 2006

Over 10 years of continuous growth in skills and responsibility, culminating in the design and management of all Information Systems for the second largest mall in North America

Roles while in this organization:

- Began as a *Network Analyst*, in which role I was responsible for the administration of a SCO UNIX-based admissions point-of-sale system
- Advanced steadily from *Network Analyst* to *Systems Engineer* to responsibilities beyond my title where I oversaw the design and implementation of all major information systems for the theme park and the mall
 - Managed Active Directory implementations and migrations
 - Deployed and migrated Microsoft Exchange messaging systems
- Operated in the capacity of an *Infrastructure Architect*
 - Led point-of-sale implementations for three business divisions (Retail, Food Services, and Admissions)
 - Executed ERP conversions that involved extensive data translation and integration projects
 - Led the evaluation of converged IP services for the Mall and its planned Phase II expansion
 - Led a staff of six in the consolidation of Mall of America Theme Park IT systems with those of the Mall of America

Key projects:

- **ERP** (LAWSON and Sage MAS 200) — Designed and led the migration of financials from AS/400 (LAWSON) to Windows/SQL solution (Sage MAS 200)
- **HR/Payroll** (Infinium/LAWSON/Sage Abra) — Migrated HR and Payroll from Infinium to LAWSON (AS/400) and then to Sage Abra (Windows). This included conversion of all data, reconciliation with production data and cutover to new systems
- **Microsoft SQL Server** — Implemented point-of-sale systems and retail management systems using SQL Server, as well as timekeeping and IT management systems. This included the creation of data conversions, Stored Procedures, and establishment of disaster recovery plans and practices
- **Microsoft Exchange Server** — Performed the initial implementation of Exchange 5.0 in 1997 and managed all subsequent migrations through Exchange 2003. The last migration included an Active Directory migration to a new domain
- **IP Networking and Security** — T1 Internet connectivity, a Watchguard firewall, a virtual private network, and hosted e-mail antivirus and anti-spam solutions. Managed DNS for over 50 active domain names for the Mall of America and the theme park

Nuclear Propulsion – US Navy (1985-1992)

Served in the U.S. Navy as a Nuclear Propulsion Systems Technician from 1986-1992, reaching the rank of E-6 (Petty Officer First Class). Responsible for (and received commendations for) work in reactor plant quality assurance and controlled materials management.

Skills and Technologies

- Windows Client (9x, NT, 2000, XP, Vista, 7)
- Windows NT Server 4.0
- Windows Server 2000/2003/2008 (R2)
- Microsoft Office 4.0 – 2010
- Network and Datacenter
- Microsoft Deployment Toolkit
- System Center Configuration Manager (SCCM)
- Systems Management Server (SMS) 2003
- Internet Information Server (IIS) 3.0 – 7.0
- SharePoint Server
- SQL Server 2000 – 2005
- Exchange Server 5.0 – 2003
- Active Directory
- Storage Area Network (SAN)
- Enterprise Resource Planning (ERP)
- Retail technologies
- Governance
- Leadership

Volunteerism

Chairperson, Liturgy Commission, St. Joseph's Catholic Church, Issaquah, WA

Professional Certifications

- Microsoft Certified Systems Administrator (MCSA) 2000/2003
- Microsoft Certified Technology Specialist (MCST) BDD 2007
- Microsoft Certified Systems Engineer (MCSE) NT4/2000/2003
- Microsoft Certified Trainer (MCT) *Inactive*