

## Education & Certification

Bachelor of Science in Information Technology Management, DeVry University

Project Management Professional (PMP), Project Management Institute

## IT Leadership Roles

UCSF IT Sharecase

Identity and Access Management Committee - IT Governance

Video Conferencing – Quality Points Scoring, UCOP

Directory & Email Advisory Group (Account Integration) - IT Governance

## Professional Development

**Supervisory Certificate Program, UCSF Learning**

**School of Medicine Leadership Development Program, UCSF**

### Highlighted Courses Taken

Coaching for Improved Performance  
Setting Performance Expectations

Team Building

Effective Communication

Supervising According to Contracts

Driving Results Through Employee Development

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## Highlighted Strengths and Knowledge

Project management

Analytical thinking

Excellent communication skills

Strategic technical leadership

Business process integration and analysis

Build vs Buy decision making

Onboarding new technology

Great time management

## Overview

An accomplished and successful driven IT professional with a solid reputation of providing excellent service in desktop support, lab management, web solutions, server administration, database administration, search engine optimization, networking, telecommunications, and project management. Characterized as a talented mentor with the ability to nurture great working relationships with management teams, customers, and vendors.

## Core Strengths

Customer-focused support provider	Resolving long-standing problems
Building complete business solutions	Change management
Increasing productivity	Expanding client relationships
Advancing the use of technology	Desk-side training and development
Innovating new products and services	Budget tracking

## Professional Experience

### University of California San Francisco, San Francisco, California Programmer/Analyst III (2006 – present)

Work includes project management, development, planning, testing and implementation of complex systems, systems integration, documentation, and user and staff training. Acts as a resource and technical lead within the department and the UCSF IT community on desktop support, server integration, security policy, training, and technology management.

#### *Project Management*

- Manage projects from budgeting/planning, implementation, completion/reporting, and maintenance for projects such as server implementation, new web applications, and lab configurations.

#### *Strategic Partnerships*

- Works closely with Division Administrators to develop IT strategies and plans to streamline IT needs, budgets, services, and training.
- Works closely with field support from MedCenterIT, Surgery, SOM ISU to resolve technical troubles for users who are covered under several support realms.
- Act as liaison between MedCenterIT/APeX Project and department by being the primary Epic and Dragon contact and project manager for Department of Medicine installations and rollouts.

#### *Enterprise Initiatives*

- Works on risk assessments, documentation, remediation, procedures, and guidelines that lead to compliance to university HIPAA standards.
- Assists in the move to consolidated email and enterprise accounts.
- Helps encrypt devices as part of the School of Medicine Encryption Project.
- Assists in the onboarding of campus initiatives such as Active Directory.

#### *Desktop Support*

- Provides support at Parnassus, Mt. Zion, Laurel Heights, and Mission Bay.
- Works closely with users to create IT solutions and resolve problems.
- Assists in the encryption of 150 devices to meet project completion goals.

#### *Server Administration and Development*

- Administers systems running Windows, Linux, and OS X server.
- Contributes over 200 hours of coding to the department website. (<http://medicine.ucsf.edu>)

## Professional Experience (continued)

### Training

- Creates customized training and materials for various technology topics, specialized programs, and in-house systems.
- Mentor and coaches junior-level staff in solving complex issues.

### Documentation and Graphic Design

- Creates understandable documentation and presentations on technical concepts.
- Saves the department money by providing in-house graphic services for presentations, documentation, and websites.

### Programmer/Analyst II (2003 – 2006)

Provided Tier 1/2 computer support to clinical research faculty and staff. Worked on special projects for the department.

#### Desktop Support

- Provided hardware and software support for 400+ Mac and PC users.

#### Development

- Designed, implemented, and supported a patient tracking database system. This system was the mechanism for housestaff and residents to communicate patient needs before tools like UCare and Epic became available.

#### Server Administration

- Served as the backup email administrator for the Department of Medicine using CommuniGate Pro which hosted over 1,000 email accounts.
- Lead system administrator for Windows, Linux, and Mac OSX servers.

### Geron Corporation, Menlo Park, California

#### Information Technology Specialist (2001 – 2003)

Provided complete IT service (server, desktop, network, development, training) for over 140 users consisting of executives, scientists, assistants, and staff.

#### Server Administration

- Set up and maintained servers (Windows, Linux, Unix, NAS) which provided services such as file server, web server, and DNS, and reduced downtime by 50% by creating and acting on proactive operating procedures.
- Created an enterprise backup for servers and desktops.
- Designed and installed a bioinformatics computational cluster.

#### Desktop Support

- Provided technical support and training that resulted in 80% less call volume.

#### Development

- Served as webmaster/developer, email, and database administrator.
- Implemented company intranet website.
- Developed a tracking system saving the company \$50,000.

#### Telecom/Network

- Responsible for all aspects of network administration including design, hardware troubleshooting, and maintenance.
- PBX programming and troubleshooting: performed regular adds, moves, and changes.

## Other Relevant Experience

### Quantum Corporation, Milpitas, California

Helpdesk Analyst (2000 – 2001)

### Temple University, Philadelphia, Pennsylvania

Technical Support Specialist (1999 – 2000)

### University of Guam, Mangilao, Guam

Technical Advisor (1997-1998)

## Leadership Experience

### Gateview Home Owners Assn.

Director  
2009-2010, 2012-present

#### Treasurer

2006-2008

- Create and oversee \$2M/year budget.
- Monitor over \$5M in reserve funds.
- Negotiate union contracts.
- Manage and direct staff.
- Conduct performance evaluations.

### Ocean View PTA

President

2008-2011

- Helped raise over \$320K to provide support for teachers, staff, and students.
- Managed and coordinated 120+ volunteers.
- Liason between parents and school administration.
- Scheduled events for teachers, staff, and students.

## Highlighted Presentations and Publications

Facilities section editor for the Department of Medicine Division Administrator Manual

Contributor to the DOM IT Services newsletter

Department of Medicine IT HIPAA Risk Assessment and Toolkit

iOS Tips and Tricks

Customized desk-side training on various technology topics

## Honors & Awards

SRDP Performance Based Merit (2012, 2011, 2010, 2009)

UCSF Staff Performance Award STAR (2008, 2007, 2006, 2005, 2004)

Certificate of Appreciation - Sharecase 2012

Distributed Computing Support at UCSF

**Highlighted Technical Tools/Skills**

Category	Name	Years	Trained Others
System Administration	Windows	12	✓
	OS X	5	✓
	Linux	5	
	Active Directory	10	
Desktop Operating Systems	Windows	15	✓
	Mac OS	15	✓
	Linux	5	
Development	HTML / DHTML	12	✓
	ASP/PHP	6	
Phone OS	iOS/Droid	5	✓
Web/Email Servers	Microsoft IIS	6	✓
	Apache	8	✓
	CommuniGate Pro	1	
	Exchange	3	✓
Databases/RDBMS	MS SQL Server	9	
	MySQL	6	✓
	FileMakerPro	10	✓
Applications	MS Office	13	✓
	Lotus Notes	2	
	Endnote 5-X	10	✓
	Salesforce	3	
(Operational Support Tools)	Norton Ghost	5	✓
	Crashplan	3	
	Vertias Backup Exec	5	✓
	CA ArcServe	3	✓
	Retrospect	3	✓
	Bomgar	1	
	RealVNC	3	✓
	Timbuktu	6	✓
(Project Management)	MS Visio	9	✓
	MS Project	9	✓
(Creative Software)	Photoshop/Illustrator	12	✓
	Adobe Acrobat	11	✓
(IT Service Management)	Remedy	5	✓
	Advanced Help Desk	2	✓
(End Point Security)	ServiceNow	1	
	Symantec	3	
	Norton Enterprise	6	✓
	Sophos	3	✓
	McAfee	5	✓

**Professional Courses Taken****Management & Supervision**

Driving Results Through Employee Development  
 Compliance Briefing: UC Ethical Values and Conduct  
 Working with Integrity: Ethics for the UCSF Community  
 Supervising within the Law  
 Recruiting & Hiring  
 OLPPS Inquiry  
 Effective Communication Skills  
 Supervising According to Union Contracts & PPSM  
 Team Building for Enhanced Productivity & Retention  
 Delegating for Success & Accountability  
 Get to the Point! Effective Business Writing  
 Write Right! Baseline Business Writing Skills  
 Information Security Policy & Privacy Practices  
 Business of Listening  
 Setting Performance Expectations  
 Introduction to Management  
 Coaching for Improved Performance

**Technology**

PHP, Apache, MySQL  
 Distributed Computing Support at UCSF  
 Apple Mac OS X Server Essentials  
 Introductions to PHP  
 MS Excel Advanced  
 FileMaker Pro Advanced  
 Linux Boot Camp  
 FileMaker Pro Intermediate  
 NT Server Essentials

**Other**

Personal Emergency Preparedness  
 Basic & Advanced HIPAA Training  
 Remedy  
 CA Desktop Management Suite and Unicenter  
 Introduction to ISO 9000