

## Education

BS Technical Management  
Business Information Systems Specialty  
DeVry University

## Management Training

- Leadership Development Program<sup>1</sup>
- Effective Communication
- Recruiting & Hiring
- Business Writing Skills
- Supervising According to Contracts
- Team Building
- Delegating for Success
- Setting Performance Expectations
- Business of Listening
- Introduction to Management
- Coaching for Improved Performance

## Skills

- Project management
- Information system design
- Excellent communication skills
- Strategic technical leadership and business process integration
- SEO<sup>2</sup>/SEM<sup>3</sup>
- Web publishing
- Drupal, Wordpress, CMS
- CRM and Salesforce.com
- Active Directory, DNS, and DHCP
- Windows, Mac OS, and Linux servers and desktops
- RDBMS (MySQL), FileMaker Pro
- Citrix, Sharepoint, VMWare
- MS Office, Visio, & Project
- Photoshop, Acrobat, Illustrator, InDesign, Lightroom
- HTML, PHP, CSS
- BackupExec, CrashPlan
- File, database, and web servers

## Awards and Activities

SRDP<sup>4</sup> Performance Based Merit  
(2011, 2010, 2009)

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

Ocean View PTA  
President 2009 - 2011  
Financial Secretary 2008

Gateview HOA  
Director 2009 - 2010  
Treasurer 2006 - 2008

## Other Relevant Experience

Quantum Coporation  
Helpdesk Analyst  
Milpitas, California | 2000 - 2001

Temple University  
Technical Support Specialist  
Philadelphia, Pennsylvania | 1999 - 2000

University of Guam  
Technical Advisor  
Mangilao, Guam | 1997 - 1998

<sup>1</sup>Leadership Development Program: UCSF School of Medicine Leadership Development Program provides an opportunity for a select group of individuals to enhance their careers in the School of Medicine, and for the School to expand the pool of well-qualified candidates ready for advancement; <sup>2</sup>SEO: Search Engine Optimization; <sup>3</sup>SEM: Search Engine Marketing; <sup>4</sup>SRDP: UCSF Staff Recognition & Development Program; <sup>5</sup>EpicCare: an electronic physician-friendly hospital system.

## Career Summary

I am an IT professional with over 15 years of experience in IT who has demonstrated success in HighTech, BioTech, and Educational institutions. I strive to maintain a high level of customer satisfaction and believe in developing strong customer relationships through communication and excellent service. I support team dynamics that encourage learning, growth, effectiveness, and cohesion.

## Professional Experience

University of California, San Francisco (UCSF)  
Programmer Analyst III | Department of Medicine  
San Francisco, California | 2006 - Present

Work included project management, development, planning, testing and implementation of complex systems, systems integration, documentation and user and staff training. Acted 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.

- Developed IT strategies and plans with division administrators to streamline IT needs and budgets.
- Primary EpicCare<sup>5</sup> and Dragon contact for the department.
- Served on several UCSF wide committees such as: Directory & Email Advisory Group (Account Integration), UC Video Conference for Campus Procurement, and Access and Identity Management Committee.
- Conducts training sessions for a variety of topics as web design, MS Office, and specialized programs.
- Administer systems running Windows Server, Linux Enterprise Server, and OS X.
- Serve as lead field service provider at the Mt. Zion campus and greatly increasing user satisfaction.
- Manage projects from budgeting/planning, implementation, completion/reporting, and maintenance for projects such as server deployment, new web applications, and lab configurations.
- Contribute over 200 hours of coding to the department website.
- Created risk assessments, documentation, remediation, procedures and guidelines that lead to compliance to university HIPAA standards.
- Work with Enterprise Information Security group, Privacy Office and users during security incidents.

Programmer Analyst II | Department of Medicine  
San Francisco, California | 2003 - 2006

- Served as the backup email administrator (1 administrator, 1 backup) for the Department of Medicine using CommuniGate Pro that hosted over 1,000 email accounts.
- Lead system administrator for NT 4.0, Server 2000 & 2003, Redhat Enterprise Linux, and OSX servers.
- 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.
- Provided technical support and training for 400+ users.

Geron Corporation  
Information Technology Specialist  
Menlo Park, California | 2001 - 2003

- Setup and maintained servers (Windows NT 4.0, Windows 2000, Linux, Unix, NAS) which provided services such as File Server, Web Server, and DNS; reduced downtime by 50%.
- Created backup plans for servers and desktops, which decreased data restoration time by 75%.
- Provided technical support and training for 140+ users resulting in 80% less call volume.
- Served as Webmaster/Developer, Exchange Administrator and Database Administrator; eliminated need for outside IT Contractors.
- Implemented company intranet web site with a relational database backend on Windows 2000/IIS server.
- Designed and installed a bioinformatics computational cluster using Beowulf.
- Created a Problem Tracking system from concept to implementation saving the company \$50,000.
- Responsible for all aspects of network administration including design, hardware troubleshooting and maintenance.
- PBX programming and troubleshooting: performed regular adds, moves and changes.