

### **Management Professional**

Results-oriented professional with comprehensive business management and Information Technology experience. Skilled in operations, strategic planning, performance management, organizational development and project management. Focused on delivery and accountability, combining stream-lined processes and technology to solve business problems. Effective communicator with strong team building experience across all levels of the organization.

#### **PROFESSIONAL EXPERIENCE**

##### **Indymac Bank, Pasadena, CA 2007- 2008**

*Bank and Mortgage Lender*

##### **VP, Chief of Staff, Enterprise Process & Technology (EPAT)**

- Work directly with CTO and his direct reports in the operations of the bank's Information Technology division (Annual Budget of \$160M)
- Support CTO's efforts to achieve key strategic initiatives and improve transparency of IT operations across the company
- Assist in strategic planning, aligning IT with business strategies
- Compile and track performance of senior manager incentive plan milestones and metrics
- Coordinate quarterly reporting of financials, milestones and metrics performance
- Create milestone and metric dashboards using Microsoft SharePoint
- Support cost cutting, right-sizing and workforce management initiatives
- Oversee projects at the direction of the CTO

##### **GMAC Residential – ditech.com, Costa Mesa, CA 2003-2006**

*Mortgage Lender*

##### **IT Support Manager**

- Responsible for IT management reporting and metrics
- Managed Sarbanes-Oxley control verification process and reporting requirements
- Responsible for integration of Ditech tools and processes with the GMAC Residential enterprise
- Modified the Ditech project tracking system and process, implementing workflow and reporting capabilities
- Led Organizational Development initiatives resulting in improved performance, process and relationships
- Implemented Microsoft SharePoint services allowing for the sharing of information across the organization, resulting in improved communication and collaboration
- Developed an IT transition plan addressing communication, organizational health and stability, process improvement, IT metrics, monitoring and control, success criteria and measurements
- Reviewed projects and mentored project managers

##### **Downey Savings and Loan Association, Newport Beach, CA 2002-2003**

*Financial Institution*

##### **Project Manager - Consultant**

- Implemented Microsoft's Enterprise Project Management system (Project Server) across the Information Technology organization
- Developed management dashboards with relevant project metrics including time, cost and budget
- Reviewed projects and mentored project managers

**Horizon 3, Inc., Campbell, CA** 2001- 2002

*Software Development and Systems Integration*

**Chief Operating Officer**

- Responsible for the business operations of the company, including the management and oversight of project management, accounting and human resources
- Developed and implemented operational plans, resource management and planning efforts
- Established and enforced policies and procedures and performance measurement metrics
- Created and administrated contracts and statements of work for clients, contractors and vendors
- Managed day-to-day operations and staffing levels

**Full Moon Interactive, Inc., Campbell, CA** 1999-2001

*Full service e-business builder (formerly DeVries Data Systems)*

**Director of Project Management**

- Guided integration initiatives for acquired companies in the Northern California region
- Implemented project management infrastructure including a Project Management Office (PMO) and Web-based project management methodology and tools
- Managed a portfolio of e-business development projects

**Amerquest Mortgage Company, Orange, CA** 1996-1999

*Leading specialty mortgage lender (formerly Long Beach Mortgage Company)*

**Application & Development Unit Manager**

- Directed a team of 8 programmers in the development and support of business applications
- Managed Amerquest's core business application in a 24x7-operating environment
- Management responsibilities included operating and project budgets, technology and business solution proposals for an annual \$3M department operational budget
- Developed and maintained business continuity planning for core business operating systems

**CCH Incorporated, Torrance, CA** 1991-1996

*Professional tax software system developer and publisher*

**Tax Analyst**

- Developed and maintained 5 software products, using a proprietary 4GL tool kit
- Researched and analyzed tax law, regulations and compliance issues

**Harb, Levy & Weiland, San Francisco, CA** 1990-1991

*Certified Public Accountants*

**Staff Accountant**

- Performed compliance work for individuals, corporations, partnerships and trusts
- Performed review and audit functions as well as compiling financial statements

**EDUCATION & CERTIFICATION**

**Pepperdine University, Malibu, CA**  
The Graziadio School of Business and Management  
Master of Business Administration, August 2004

**Project Management Institute**  
Project Management Professional (PMP)  
November 2001

**Golden Gate University, San Francisco, CA**  
School of Taxation  
BS Tax Accounting, December 1989

**University of California, Irvine**  
University Extension  
Project Management Certificate Program, June 1999

**University of California, Los Angeles**  
University Extension  
Professional Designation in Systems Analysis, March 1994