

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

Management of Operations

Ensuring business operations are efficient and effective through analysis and optimization of internal processes. Focus on effective planning, scheduling, use and control of resources impacting the organization.

- Worked directly with Indymac Bank's CTO and his direct reports in the operations of the bank's Information Technology (IT) division (Annual budget of \$160 Million)
- Managed business operations for a Silicon Valley technology start-up company, including the management and oversight of project management, accounting and human resources
- Developed and implemented operational plans and resource management
- Established and enforced streamlined policies and procedures to accomplish work without unnecessary administrative overhead
- Created and administrated contracts and statements of work for clients, contractors and vendors
- Implemented a project-based accounting system providing management summary and detailed information into the revenues and expenses of each client engagement
- Guided integration initiatives for acquired companies in the Northern California region for Full Moon Interactive, a full service e-business builder in Silicon Valley
- Managed day-to-day operations and staffing levels at Horizon 3, inc., a Silicon Valley software development and integration company
- Managed Sarbanes-Oxley control verification process and reporting requirements for GMAC Mortgage – ditech.com
- Managed a development team supporting Ameriquest's core business applications in a 24x7-operating environment
- Developed and maintained disaster recovery and business continuity plans for Ameriquest's core business systems

Strategic Planning and Execution

Positioning the organization for its future prosperity and survival accomplished through the implementation of a successful strategy and strong execution.

- Supported Indymac Bank's CTO's efforts in achieving key strategic initiatives and improving transparency of IT operations across the company
- Supported strategic planning, aligning IT with the Indymac's business units
- Developed an IT transition plan for ditech.com addressing communication, organizational health and stability, process improvement, IT metrics, monitoring and control, success criteria and measurements
- Worked with Ditech's business units and departments on work prioritization, planning, execution and reporting

Performance Management and Operational Improvement

Managing performance through the assessment of metrics that drive the organization and comparing these metrics to industry benchmarks and organizational targets. Improve operations through the optimization of financial, material and human resources.

- Compiled and tracked performance of Indymac's senior manager incentive plan milestones and metrics, comparing to plan and performing variance analysis
- Coordinated quarterly reporting of financial, milestones and metrics performance for Indymac's IT division
- Supported Indymac's organizational cost cutting and right-sizing to align with current market conditions
- Responsible for IT management reporting and metrics at ditech.com
- Responsible for integration of ditech.com tools and processes with the GMAC Residential enterprise
- Modified the ditech.com project tracking system and process, implementing workflow and reporting capabilities
- Implemented Microsoft SharePoint services allowing for the sharing of information across the ditech.com organization, resulting in improved communication and collaboration
- Implemented Microsoft's Enterprise Project Management system (Project Server) across the Downey Savings & Loan Information Technology organization
- Developed management dashboards with relevant project metrics including time, cost and budget at Downey Savings

Organizational Development and Change Management

Working with organizational leaders and their groups, to improve productivity and employee satisfaction through improving the human processes through which work is accomplished. Managing organizational transitions through proven change management strategies and an organizational change framework.

- Led Organizational Development initiatives at ditech.com resulting in improved performance, process and relationships within IT and the business units
- Participated in organizational design and workforce management initiatives
- Worked on a team developing the Indymac IT Communication Plan
- Developed a change management framework to effectively manage lasting change

Project Management

Leading Information Technology projects for over 10 years with a demonstrated track record of successfully planning, budgeting, and managing small to large scale projects from initiation through completion.

- Implemented project management infrastructure including a Project Management Office (PMO) and web-based project management methodology and tools at Downey Savings & Loan and two Silicon Valley e-business start-up companies
- Managed a portfolio of e-business development projects for two Silicon Valley start-up companies
- Managed core critical mortgage system projects at Ameriquest Mortgage
- Conducted project reviews and mentoring of project managers at Downey Savings and ditech.com

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

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

Golden Gate University, San Francisco, CA

School of Taxation

BS Tax Accounting, December 1989