

LeVon James McAllister, MBA

Qualifications

- Highly accomplished executive level director with a 21 years Information Technology record of accomplishment managing complex projects and operations.
- Extensive experience in the implementation of IT: Operations, Business/Process/Procedural reengineering and automation, Infrastructures, CRM/MRM/ERP Systems, Application Development and Integration, Database Design, and web-based technologies to improve operations, lower costs, increase market dominance, and advance customer satisfaction for business leaders including Fortune 500 companies.
- Proven interpersonal skills being highly adept at diplomatically facilitating initiatives, discussions and negotiations with key business units from diverse global industries including state government, healthcare, social service, education, finance, and manufacturing.
- Demonstrated outstanding strategic leadership providing business analysis and consultation to cross-functional business units supporting the implementation of IT systems increasing productivity and increasing customer satisfaction.
- Superb communicator, with emphasis on building strong client, business, and team relationships capable of delivering clear and precise information to all levels of personnel.
- Solid background leveraging existing and emerging technologies and leading the application of productive solutions in the support of strategic business goals.
- Recognized project management skills consistently delivering highly visible, complex, and large-scale projects on time and within budget.
- Formal Project Management Office (PMO) development and PMO integration. Strong expertise in creating project documentation supporting the SDLC and warehousing of PMO assets.

Links between Job Requirements and Experiences

- Experiences, Skills and Knowledge Requirements
 - 36 yrs. excellence in Customer Service focused professional activities in many industries, including self-employment, providing proactive solutions in response to customer's needs and requirements in fast pace challenging environments.
 - 21 yrs. enterprise Information Technology Services (ITS) leadership promoting and transforming numerous IT organizations into Centers of Excellence improving services delivery, enhancing and securing the Infrastructure, and driving high levels of internal and external customer satisfaction.
 - 36 yrs. experience in the technology space performing roles such as: Trainer, Technician, Specialist, Administrator, Analyst, Director/Manager, and Owner/Consultant. These roles were performed as a member of the Application Development, Network and Infrastructure, Security/Identity and Access management, and Customer Support Services divisions of ITS for various organizations.
 - 21 yrs. seasoned skills in administering IT policy compliance identifying issues and remediating with offending party(ies) to rapidly align to policies.
 - 21 yrs. experiences responsible for providing IT support services in environments utilized: IBM Mainframes, Unix, Windows, MAC, IOS, and Android Operating Systems; MS Office/365, Adobe Suite productivity tools; and Apache/Tomcat, IIS, Visual basic, ASP.NET, SQL, Oracle development platforms as well as custom developed applications.
- Leadership Requirements
 - 21 yrs. executive level Business Technology leadership, cementing strong positive relationships with C-Level executives, Divisional Leadership, Line staff, third party partners as well as the IT organization ensuring high levels of Mission, Vision, and Goals alignment. Delivering day to day operations and project success exceeding desired performance and required project outcomes.
 - 36 yrs. experiences skilled at team/personal development with a passion to improve operational performance by investing in maturing reports.

- 36 yrs. staunch believer in creating job satisfaction contributing to higher job performance. Leveraging skills and experiences in training, mentoring, emotional intelligence, and performance evaluation to create a climate of excellence and teamwork.
- 36 yrs. outstanding Business Leadership with the ability to embrace the organization's Mission, Values, and Goals and producing an IT vision leading organizational adoption and excellence.
- 36 yrs. unyielding work ethic in maintaining professionalism, trust, producing the highest quality services, and surpassing expectations in any situation.
- 21 yrs. seasoned oral, written, and presentation skills effectively communicating Information Technology-related concerns and objectives to a diverse internal/external audience.
- Operational Requirements
 - 21 yrs. Helpdesk/Service Desk management experience achieving first call resolution as high as 73%.
 - 21 yrs. experiences managing teams of more than 77 reports providing level 1, 2, and 3 support to internal and external customers including 24/7 operations and global service platforms.
 - 21 yrs. experience defining operational processes, policies, and procedures ensuring repeatable service delivery and operational standards to exceed service level agreements.
 - 19 yrs. Skilled at solution deployment rolling out hardware, software, operational, and infrastructure improvements as a lead member of numerous project teams utilizing the Agile methodology.
 - 19 yrs. Experiences skilled at defining metrics in various corporate environments to document, report and guide the improvement of services in support of business initiatives.
 - 19 yrs. as both a Project and Service Manager in various corporate environments interfacing with the Change Management process using the ITIL framework to ensure the minimization of risk and continuance of services. Reengineered the Change Management process at Rockwell Automation and the WI DNR to improve successful implementation and procedural compliance. Acted as Interim Change Manager for two years at WI DNR until an appropriate hire could be made.

Areas of IT expertise include:

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| <ul style="list-style-type: none"> ● Business Analysis ● Operational Plans & Strategies ● Strategic Communications ● Customer Satisfaction ● Information Technology Support | <ul style="list-style-type: none"> ● IT Services Management (ITSM) ● Asset and Inventory Management ● High Availability & Redundancy ● Data/Network Security ● Strategic Development | <ul style="list-style-type: none"> ● ITIL Methodologies ● Data Center & Network ● E-commerce ● Mainframe, Wintel, and UNIX ● Client Relations Management |
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Areas of Business Management expertise includes:

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| <ul style="list-style-type: none"> ● Leadership/Management ● Marketing Management ● Economics ● Op/Supply Change Management | <ul style="list-style-type: none"> ● Strategic Management ● Customer Relations Management ● Strategic Cost Management ● Asset Valuation | <ul style="list-style-type: none"> ● Management of Information Tech ● Pricing/Revenue Management ● Data Analysis/Management Science ● Financial Analysis & Decision Making |
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Areas of Project Management expertise include:

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| <ul style="list-style-type: none"> ● Process Analysis & Redesign ● Project & Delivery Methodologies ● Project Communication ● Change Control Management | <ul style="list-style-type: none"> ● Project Management & Tracking ● Cross-Functional Teams ● System Solution Architectures ● PMO Development | <ul style="list-style-type: none"> ● Budgeting & Planning ● Globally Dispersed Teams ● Cost & Resource Estimates ● Project Integration and QA |
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Professional Summary

Director of Technology Support and Media Services – Division of Information Technology

Joliet Junior College (JJC)

2020 - Present
Joliet, IL

Environment: **IT Dept.** - 70 total/28 indirect report; **Customers** - 60,000 total/830 internal; **IT Budget** – 9.3M | PC, Client Server, Mainframe, MS Office/Office 365, Adobe Creative Cloud, MS Project, SSRS, Oracle, SQL, MS SCCM, Absolute, Microsoft End Point Protection, Cisco, Shibboleth, Azure, Okta,

Telecom (Mobile, Land, and Account/System Administration), AD, vSphere, Hyper-V, Red Hat Virtualization, ITIL, Canvas iCampus, Extron, Workday, Ellucian Colleague, Lab Stats, and Deepfreeze

- As part of the IT executive leadership team, reporting directly to the CIO, I direct the system-wide Technology Support Services and Media Services (3 Supervisors and 25 Staff). Responsibilities encompasses the full IT services portfolio of strategic planning, system administration, relationship management, project management, and end-user support.
- Provides leadership and orchestrates collaboration for the daily operations of Service Desk, Desktop Technicians, Media Services, and print operations at all of JJC's campuses and centers. The Media Services operation includes digital signage, print signage, audio production, internal video production, classroom technology, advanced learning technology, virtual/augmented reality, desktop and personal device implementation into the learning environments, and college photography. Ensures the success of live events at the College.
- Responsible for budget planning and spending; provides leadership and management of day-to-day operation and staff performance; ensuring the college's technology assets are distributed, monitored, and maintained.
- Collaborates with campus stakeholders to understand the needs of students, faculty, and staff incorporating technology into the classroom for improving the learning experience.
- **Project Management Portfolio Includes:**
 - First 100 Days – planning short range goals to be achieved within the first 100 days of employment. Areas identified were: Establish Team accountability, Establishing an “Exception Request” Process, and Asset Management Enhancements
 - ITSM Evaluation – A division-wide effort to assess the shortcomings of the current solution and research the offerings of innovative products on the market. Provide recommendation to the CIO and seek buy-in from the IT Division Leadership team to adopt recommendations.
 - Technology Support Services Re-Organization – Changed by the CIO to research and assess the current maturity level of the Technology Support Services department (Service Desk and Desktop Support). Identify opportunities to enhance and develop services offerings and quality of services.
 - ERP - Account Lifecycle – Cross divisional project charge with documenting current account lifecycle for validating across division what processes are used to provision, maintain, and deprovision the thirty-seven types of user accounts. Efforts will be used to redefine, enhance, and streamline the automated processes to be established in the new ERP, Workday.
 - Colleague Sustainability – IT divisional project with input from stakeholder to maintain a functional instance of Colleague (Retiring ERP) beyond the go-live date of new system. With a phased approach to releasing the various modules of the Workday system, the retiring ERP will need to function for up to two years.
 - Mission: Possible – A system-wide project to implementation of Workday as JJC's ERP. The project will further the college's goal of moving to fully-integrated, cloud-based environments while also improving operational and functional efficiency through continuous evaluation of our processes and upgrades to the latest standards of modernization.

Director of Customer Services Center - Information Technology Services
Purdue University Fort Wayne (PFW)

2014 - 2020
Fort Wayne, IN

Environment: **IT Dept.** - 132 total/77 indirect report; **Customers** - 22,000 total/1200 internal; **IT Budget** – 7.6M | PC, Client Server, Mainframe, MS Office/Office 365, Adobe Creative Cloud, MS Project, SSRS, Oracle, SQL, dotCMS, Frontrange Heat, ServiceNow, Exchange, Novell ZenWorks, MS SCCM, Trend Micro End Point Protection, Cisco, Duo, Shibboleth, Azure, Okta, Telecom (Mobile, Land, and Account/System Administration), AD, vSphere, Hyper-V, Red Hat Virtualization, ITIL, Blackboard, Desire2Learn BrightSpace, Crestron, Ellucian Banner, Luminis, Lab Stats, Pure Storage, Media Vault, Tegrity, Echo 360, Kaltura, Visix, and Deepfreeze

- As part of the IT executive leadership team, reporting directly to the CIO, I directed the Customer Services Center (5 Supervisors and 70 + Staff), academic technology sections, and the management of the College of Engineering, Technology, and Computer Science's (ETCS) infrastructure. Responsibilities encompassed the full IT services portfolio of strategic planning, network/system administration, relationship management, project management, and end-user support.

- Directed the activities and development of staff; conducted performance evaluations and assigned projects/objectives to staff.
- Developed strategic proposals to meet the current and future IT needs of the PFW community.
- Provided campus-wide leadership to continually anticipate, respond to, and improve customer support of Application Development, Infrastructure, Security, the Service Desks, User Technology Services, Digital/Media Services, Classroom Support, and Student-Access Computer Labs.
- Provided direction in the analysis of resources and initiatives to enhance the department's portfolio of products and services.
- Liaised with Campus/Division Leadership working closely with staff to resolve operational problems, identify needs, and improve services to the campus community.
- **Project Management Portfolio Included:**
 - Purdue BrightSpace Implementation – A system-wide effort to migrate from Blackboard to the new LMS system Desire2Learn's BrightSpace. The effort includes working with a cross-campus project team establishing production readiness. Authentication, Identity Management, and content migration are the responsibilities of the CSC team.
 - 2025 Strategic Plan – Elected to the fourteen-member Strategic Planning Steering Committee after being nominated by campus leadership and winning the majority vote of a campus-wide election. The Committee's role, charged by Purdue University Fort Wayne's chancellor to own and guide the process to research, develop, create, and establish the 2025 Purdue University Fort Wayne's Strategic Plan. Initial discovery activities included campus awareness of planning process, internal/external environmental scans, and campus engagement.
 - IT Realignment – An 18-month, \$775,000 budgeted project. As part of the State of Indiana's mandate to realign the mission and effectiveness of IPFW, the two academic entities are to realign into two separate universities. This will end the 50 years old partnership and establish Purdue University Fort Wayne (PFW) as the sole executor of the Fort Wayne Campus. In support of realignment project, the Information Technology Services department was charged with migrating all systems, services and assets into a PFW administered domain while hosting services for the Indiana University College of Medicine (IUFW). Major areas to be addressed: email migration to a new domain; migrating student email services into the corporate domain; website modernization, accessibility, and rebranding; re-negotiating software licenses; technology rebranding; student data integration; and transiting Indiana University to IUFW. The effort resulted in over 350 applications and 60 systems/environments being seamlessly modified to support the new Purdue University Fort Wayne business model.
 - State-wide Digital Education Taskforce – Charged by the Provost of Purdue University, the taskforce analyzed ways to improve stewardship of the university's digital resources and promote greater use by faculty and students. System-wide licensing, system-wide faculty orientation for digital educators, and system-wide student orientation for digital learners were identified areas to more effectively use technology enhancing the learning experience.
 - Classroom Renovation FY16 – appointed by the Assistant VC of Academic Affairs to be the Information Technology liaison for the inaugural committee to solicit, define, develop and execute the renovation of 47 classrooms. Funded by a state legislated program to update the physical plant infrastructure of the obsolete classrooms at PFW to enhance the learning outcome, was charge the role on the committee to innovate the deployed Information Technology to the 47 classrooms. Guided by the appeals of the faculty in partnership with Operations (Physical Plant), faculty representation, the Helmke Library, the Registrar advising and negotiating the technology investment in each selected classroom.
 - ETCS Integration – Charged by the CIO and Dean of the College of Engineering, Technology, and Computer Science (ETCS) to complete the full Information Technology integration of the college's legacy fully segregated network, data, and operation into the IT managed network fabric and services.
 - ServiceNow Implementation – Acting as project sponsor and initial project manager negotiated the term of the 3-year contract with product vendor. Led Phase One of the product rollout. Activities included educating the enterprise technology team in ITIL best practices and guiding the reengineering of support ticket management processes resulting in minimal modification of the "Out-of-the-Box" state of the application upon "Go-Live".
 - Customer Service Centers (CSC) Reorganization – Analyzed, planned and implemented the

restructuring of the 70+ member section of the ITS department. Focusing on improving the services delivery as it relates to assets, inventory, and deployment management. The results of the project analysis merited the split the former Installs team into the newly created Inventory and Deployment teams. To improve service delivery new Team Lead positions created. The project's success has yielded a 400% capacity improvement, enhanced tracking of all enterprise Information technology, and greater staff satisfaction.

Management Information Chief, Service Support Section

Wisconsin Department of Natural Resources (DNR)

2010 - 2014

Madison, WI

Environment: **IT Dept.** - 129 total/49 (in)direct reports; **Customers** – 5.82M total/4450 internal; **IT Budget** – 14.03M | PC, Client Server, Mainframe, MS Office, MS SharePoint, MS Project, SSRS, Oracle, GIS, SQL, HP Open View (RMS), HP Service Manager, Exchange, MS SMS, MS SCCM, MS Forefront, Symantec End Point Protection, AIRS, WCMS, Forms Catalog/Form Finder, zScaler, Telecom (Mobile, Land, and Account/System Administration), Consolidated Hosted Infrastructure by WI Department of Administration (DOA)

- As part of the IT executive leadership team, reporting directly to the CIO, the functions of the position was directing and managing the activities of the Bureau of Technology Services' (BTS) 22-member enterprise services support team in alignment with ITIL best practices. Areas of distributed enterprise support included application development, security, network/system engineering and administration, help desk operations, desktop engineering imaging, web design and technical development, web administration, account access management, forms design, services development, Problem, Incident and Change management, and telecommunications.
- Provided consultation and guidance in the development of the IT Services Strategy based on involvement in Bureau, Customer and Cross Agency planning activities, and oversees the translation of that information into work planning, resource assignments, project review decisions and priority setting, employee annual objectives, and work plans in support long and short term objectives.
- Worked cooperatively with the Bureau management team on the planning and implementation of special Bureau initiatives, provided direction on major information system development and data development projects, established and applied appropriate criteria for setting priorities on major IT projects and monitored progress.
- Conducted capacity monitoring, planning, and evaluation of alternative technologies in all areas.
- Collaborated with the Service Delivery, Field Operations, PMO, State Department of Administration (DET), and solutions and services vendors to define the agency's architecture directions ensuring successful integration of innovations into the agency's Technology fabric meeting the business needs and objectives.
- **Project Management Portfolio Included:**
 - Project Manager of the Windows 8 Proof of Concept deployment. Managed the DNR led effort to deploy a multi-agency managed Windows 8 test environment. Primary focus was to validate the management of enterprise PC/Tablets and establish Direct Access managed out functionality in the end-to-end passive support and management of state personal technology devices. Interfacing with DOA's Department of Enterprise Technology, Microsoft, and value added partners coordinated the activities of the project team to stand up, test and resolve issues.
 - Infrastructure Team Lead for the Windows 7/Office 2010 Migration Project. Managed the development and implementation System Center Configuration Manager centralized software deployment infrastructure. Managed the installation of system including contracting and overseeing the work of Microsoft consultants, network configuration changes, hardware bios/NIC configuration, and adding value to the software testing process by reviewing and implementing changes to the Change and Release Management process.
 - Project Manager of the IIS 7.5 Migration. Directed the migration of all applications and website to the new IIS 7.5 environment of refreshed HW/SW. Managed the development, coordination, and execution of the enterprise efforts to identify, test, resolve issues, validate, schedule and execute project. Primary role focused on negotiating program resources for the project success, coordinating and authorizing the migration schedule with DNR and DOA PMO stakeholders, and resolving team performance issue.

- Project Lead (DNR) for the State of Wisconsin Mobile Device Management (MDM) and Information Technology System Management (ITSM) projects. Statewide Consultation representing the interest of the DNR for the gathering of requirements, review of system functionality, selection of product, and Project Manager of the system implementation at the DNR. Interfacing with the State PMO to deliver implementation of projects.
- Supervisor of Web Technical Team and Functional/Technical Project Manager in support of the Web Redesign Project. Oversaw the review of technical requirements and alignment of existing and developed technology solutions to support the project goals. Manage the web technical resources to in support on migration efforts. Interfaced with application developers, the State PMO and service provider to resolve application issue and develop enhancements.
- Managed the resolution of licensing/compliance issues between the DNR and Adobe Systems Incorporated. Acted as the DNR's single point of contact with Adobe, working closely with Adobe parties to protect the interests of the DNR and most equitably resolve the issue.

Senior Help Desk Analyst

Roosevelt University

2010 – 2010

Chicago, IL

- Directed customer service and technical support through analysis and problem solving.
- Facilitated the installation, implementation, maintenance, education, and documentation of a variety of computer and software technologies to service the end user.
- Directed, as part of the senior Information Technology team, responses to incidents resolving, routing, delegating, and escalating issues as appropriate.
- Directed the analysis and development of all Help Desk procedural processes providing identification and analysis of recurring technical issues and trends.
- **Project Management Portfolio Included:**
 - Oversaw the management and coordination of the update of the 9000+ articles enterprise knowledgebase. Working across functional business teams insured the timely review, modification, creation, and deletion of articles. At project completion, 83% of issues resolved by Help Desk during first contact contributed to the updated KB.

Independent Contractor

Dark Phoenix Enterprises, Inc.

2007 – 2010

Chicago, IL

Computer Application Instructor

City Colleges of Chicago

- Instructor performing training in the use of computer applications.
- Utilized a variety of teaching styles and methods to accommodate diverse learning styles of students.
- **Project Management Portfolio Included:**
 - Developed and executed, for the Coalition for United Community Action in partnership with the college, a technology-training program to prepare students for entry into the workforce.

Project Consultant

Sears Holdings Corporation, a Fortune 50 Company

- Responsible for requirement gathering and negotiating contracts, communicating with stakeholders effectively both orally and in writing. Contract Completion: responsible for submitting signed agreements to corporate office for approval, ensuring submission of required documentation.

Infrastructure Project Manager

Orange Professional Group

Oversaw project management, application development, and technical support development aligned to ITIL best practices for Orange Professional Group. Oversaw the development of functional specifications, design specifications, test plans, security requirements, and cost estimates.

- **Project Management Portfolio Included:**

- Implemented a .NET application that serves as OPG's CRM and main business application.
- Provided technical expertise for the utilization and support of CRM and other office applications.
- Oversaw the deployment of OPG's redesigned network at new offices with zero loss of connectivity.

Infrastructure Project Manager
Nuveen Investments

- Managed enterprise technology and service implementation. Managed multiple projects concurrently leading all aspects of project development, coordination, tracking, and documentation. Facilitation of collaboration and communication across business units and corporate entities. Pro-actively addressed organizational needs and recommend changes to enterprise networking, hardware, and software interfacing with the PMO to deliver project per standard processes.
- Responsible for directing and monitoring the work of team members located throughout the US.
- Program Manager of Corporate Services facilities projects. Acted as single point of contact for IT Infrastructure department and construction team.
- Performed duties in support of Disaster Recovery planning, staging, and mock testing.
- Assigned to 6-member project team to review the organization's PMO, improving the management of the 77 concurrent projects portfolio.
- **Project Management portfolio included:**
 - Technical integration of a new corporate acquisition into network fabric. Developed a phased approach to integrate acquisition's network into Nuveen's infrastructure: physically moved IT assets within Nuveen's HQ, moved staff and equipment to Nuveen's HQ, and upgrade custom applications and hardware interfacing with the PMO to deliver project per standard processes.
 - Managed divisional office relocation, executing a network deployment including the total build out of network room, new power and HVAC, switches, data cables, and office wiring interfacing with the PMO to deliver project per standard processes.
 - Managed the implementation of the Corporate HQ Data Center and Riser Closets upgrade. The project included the relocation of Data Center, new power and HVAC, deployment of new servers, switches, data cables, and armor fiber optic cables interfacing with the PMO to deliver project per standard processes.
 - Managed the implementation of the complete IT build out for the newly constructed Corporate Learning Center and offices. The project included the execution of the RFP process, new power and HVAC, new network closet, and installation of a state-of-the-art Audio/Visual system servicing four training rooms interfacing with the PMO to deliver project per standard processes.
 - Other projects included the *Enterprise Mobile Device Encryption*, *MS Exchange 2007* project planning, and implementation of *IT enhancements* for executive areas, corporate offices, and remote sites.

Infrastructure Project Manager
 Volt Services Group

2006 – 2007
 Downers Grove, IL

Rockwell Automation, a Fortune 500 Company, Milwaukee, WI

- Managed enterprise technology and service implementation in a distributed Mainframe/ Wintel/Unix environment for Rockwell Automation interfacing with the PMO to deliver project per standard delivery model.
- Monitored and controlled the project resources and team activities in a global environment interfacing with the PMO to deliver project per standard processes.
- Developed functional specifications, design specifications, test plans, security requirements, cost estimates, and resources.
- Provided technical expertise of the business process or function for which a project solution was designed interfacing with the PMO to deliver project per standard processes.
- Managed support activities of Disaster Recovery/ Business continuity planning, staging, and mock testing.
- **Project Management portfolio included:**
 - Managed the implementation of a distributed reporting system utilizing ASP.NET Browser/Server architecture for Asia Pacific (AP) divisions. The project included a centralized system to keep

track of all the sales opportunity based on the design of China's BPA (Business Process Acceleration) tool with standard reports generated from the tool.

- Managed the activities of Price Waterhouse Consulting and RA staff in implementing a metrics reporting solution from HP OpenView data to address change management compliance shortcomings.
- Managed the implementation of a developed data archival processing and storage system for legacy assets. Provided archival technical expertise for the cross-divisional Legacy Archive Group. Major role within the team was the implementation of \$500K EMC/Centera storage solution in conjunction with the archival system's implementation. Oversaw the development and adoption of the group's policies and procedures based on ITIL practices.
- Managed the technical refresh (hardware/software) of Rockwell's eCommerce website, a UNIX environment. Championed the approval of a leveraged technology solution, which deployed an enhanced high availability, fabricated fail over, and reduced the project cost beyond original plan. Project completed with zero downtime. Oversaw the development of services delivery and management procedures for website based on ITIL practices.
- Technical integration of an acquired corporation into the network fabric. Project integrated resources and support into Rockwell's operations including the acquisition's transactional Web site. Acquisition retains a public business and web presence while being hosted on Rockwell's infrastructure.
- Managed the planning, development, and migration of 100 legacy business applications to an enhanced SOX compliant UNIX server environment.
- Managed the planning and coordination of an Electronic Content Management solution, which defined project scope, architectural development as well as estimated project costs and the business case.

Education

Master of Business Administration, 2016 ~ Indiana University ~ Business Administration

Bachelor of Fine Arts, 1987 ~ The School of the Art Institute of Chicago ~ Art and Technology

Certificate, 2020 ~ Office of Cybersecurity, University of Wisconsin-Madison ~ **Cybersecurity Forward 2020**

Participant, 2019 ~ Virtualization & Cloud Review and Redmondmag.com ~ **Enterprise Hyperconvergence Summit**

Participant, 2018 ~ ServiceNow ~ **Knowledge 18**

Participant, 2018 ~ An IDG Communications, Inc. Event ~ **IT Roadmap**

Certificate, 2016 ~ Ivy Tech Community College ~ **White Belt Certification**

Certificate, 2016 ~ Purdue University Fort Wayne (PFW) ~ **ServiceNow Training**

Participant, 2015 ~ Purdue University Fort Wayne (PFW), The Allen County School Safety Commission and Indiana Department of Education ~ **Safety Summit**

Certificate, 2014 ~ Purdue University Fort Wayne (PFW) ~ **Supervise for Success**

Certificate, 2013 ~ Erickson & Company ~ **Perceptive Communications**

Participant, 2011 ~ 2013 ~ Government Technology ~ **Digital Government Summit**

Certificate, 2013 ~ Employee Performance Solutions ~ **Modern Day Performance Management Practices**

Participant, 2013 ~ Prosci Inc. ~ **Integrating Change Management and Project Management**

Certificate, 2013 ~ DNR Training Department ~ **SharePoint 101**

Certificate, 2012 ~ American City & County ~ **Master State & Local Government Innovator**

Certificate, 2012 ~ AM Horizons Training Group ~ **Creating Cultural Competence**

Certificate, 2011 ~ DNR Training Department ~ **The Selection Process and Diversity**

Certificate, 2011 ~ DNR Training Department ~ **Performance Management Training**

Certificate, 2011 ~ DNR Training Department ~ **Supervisory Roles and Communication**

Certificate, 2011 ~ DNR Training Department ~ **Constructive Confrontation & Effective Discipline**

Certificate, 2011 ~ DNR Training Department ~ **Performance Review & Staff Development**

Certificate, 2009, 2010 ~ City Colleges of Chicago, Chicago, Illinois ~ **Ethics Training**

Completed, 2002 ~ AUI Educational Services, Chicago, Illinois ~ **ITIL Foundation Training**

Certificate, 2002 ~ AUI Educational Services, Chicago, Illinois ~ **Project Management**

Volunteerism/Recognition

- 2020 to Present ~ Council Member – President's Diversity & Inclusion Council, Joliet Junior College (JJC)
- 2020 to Present ~ Purdue Fellow – Purdue University
- 2020 to Present ~ Visiting Scholar – Department of University Research and Innovation, Purdue University Fort Wayne (PFW)
- 2020 to Present ~ Staff Representative – Black Caucus of Faculty and Staff (BCFS), Purdue University Fort Wayne (PFW)
- 2019 to 2020 ~ Business Technology Consultant/Developer – **Indiana Connected Health IoT Lab**, Northeast Indiana Innovation Center (TheNIIC)
- 2019** ~ Planning Committee Member – **International Year Of Indigenous Languages 2019: Perspectives Conference**, an International event hosted by Purdue University Fort Wayne (PFW) in conjunction with the United Nations Educational, Scientific and Cultural Organization (UNESCO)
- 2019 ~ Faculty Lecturer: Interviewing Skills - **Young Scholars Academy (YSA)**, Purdue University Fort Wayne (PFW)
- 2019 to Present ~ Planning Committee Member/Faculty Advisor - **Young Scholars Academy (YSA)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Elected ~ Staff Representative – **University Strategic Planning Steering Committee (SPSC)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ President - **Administrative and Professional Staff Advisory Council (APSAC)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Member – **University Council (UC)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Member – **University Budget Committee (UBC)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Member – **Master Planning Steering Committee (MPSC)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Member – **Revenue Subcommittee (RS)**, Purdue University Fort Wayne (PFW)
- 2018 to 2020 ~ Member – **Mastodon Athletics Advisory Committee (MAAC)**, Purdue University Fort Wayne (PFW), **commended by the Chancellor for being instrumental in gaining community support for entrance into the Horizon League (NCAA Div. I)**
- 2017 to 2018 ~ Member – **Student Achievement Celebration Nominating Committee**, Purdue University Fort Wayne (PFW)
- 2017 to 2018 ~ Speaking Member representing administrative and professional staff – **Faculty Senate**, Purdue University Fort Wayne (PFW)
- 2017 to 2019 ~ Voting Member – **Student Travel Committee**, Purdue University Fort Wayne (PFW)
- 2016 to 2018 ~ Member - **Food Services Advisory Team**, Purdue University Fort Wayne (PFW)
- 2015 to 2020 ~ Member - **Administrative and Professional Staff Advisory Council (APSAC)**, Purdue University Fort Wayne (PFW)
- 2015 to 2020 ~ Member – **Banner Steering Committee**, Purdue University Fort Wayne (PFW)
- 2014 to 2020 ~ Board Member - **Executive Council Learning Commons**, Purdue University Fort Wayne (PFW)
- 2014 ~ Background and Accomplishment Recognition at Memorial Coliseum - **Campus Spotlight**, Purdue University Fort Wayne (PFW)
- 2014 ~ Selected as Statewide University Representative - **Chancellor's Fall Tour**, Purdue University Fort Wayne (PFW)
- 2011 ~ Letter of Appreciation – **Joint Information Center**, Wisconsin Department of Administration and Wisconsin Emergency Management
- 2011 ~ Member – **Affirmative Action Advisory Committee**, Wisconsin Department of Natural Resources