



CAREER SUMMARY

Certified Security, Project, and IT Management skills with a background in leadership, integration, teaching and consulting, client management, and operations. A history of work related to optimization, the Internet, complex initiatives, development, and the creation of solutions to business problems in order to improve productivity and enhance customer satisfaction. Experience working with varied staff, skill sets, and resources across organizations to achieve goals. Demonstrated ability to accomplish challenging business strategies within complex organizations.

EDUCATION

- Masters of Science in Business, George Washington University - Washington, D.C.
- Bachelor of Science in Art, University Wisconsin-Madison, Madison, WI.

ACCREDITATIONS, PUBLICATIONS, & TRAINING

- Certified Information Security Manager (CISM).
- GIAC Certified Incident Handler (GCIH).
- Masters of Science in Project Management (MSPM).
- Project Management Professional (PMP).
- Foundation Certification in IT Service Management (ITIL ITSM).
- Masters Certificate, Project Management, University Wisconsin-Madison.
- Fishel, C. (2000). Redesigning Identity. Planet Design for Artville (pp. 86-93). Gloucester: Rockport.
- Owens, J. (2006). Agile Web Development and Risk Management.
- Owens, J. (2006). Project Cost Control Tools & Techniques.
- Owens, J. (2005). Conflict and Communication. Multimedia presentation.
- Owens, J. and Jerde, J. (2005). Prioritizing Intranet Development using AHP and Expert Choice.
- Requirements Analysis and Production, Requirements Quest.
- Various Microsoft, IBM, and other Enterprise-level certification, training, and administrator experience.

EXPERIENCE AND ACCOMPLISHMENTS

CDW (and formerly Berbee Information Networks Corporation) Madison, WI 1999 – Present

Information Security Lead – Management Team (Current)

- As member of Management Team, responsible for overall information security, compliance, and security management practices of tools, process and staff in CDW's Hosting and Managed Services business.
- Designed and implemented three-year plan for optimization of Information Security for CDW's Hosting and Managed Services business.
- Led Management effort to develop business measurements, performance metrics, and effective visual layouts and presentations to CDW Executives and Senior Management.
- Implemented plan to elevate importance of Information Security at an Executive and Management level, improve compliance, and to integrate best-practices at an operations level.
- Achieved for business continued compliance with PCI, NIST, and SAS70 controls.
- Sponsored division-wide Continuous Quality Improvement (CQI) Program focused on communication.
- Created, coordinated, and presented content for ongoing security training and awareness programs.
- Implemented multiple tools to aid in intrusion prevention/detection and security incident management including Cisco MARS, Cisco IntelliShield, OSSec, and geographic traffic blocking.
- Active member of the Customer Care focus team.
- Conceived and implemented means to classify, control, and maintain Information Security documentation at the audience and paragraph level, allowing for output into multiple destination formats and uses.
- Participation and ongoing research in product development.

Security Engineer/Team Lead/Project Manager

- Conceived, designed, and implemented a role-based access control (RBAC) process and toolset that identifies roles, applications, and permissions for the business along with a permissions matrix used in workflow.
- Successful product management improvements, corporate communications, and project accomplishments.
- Developed and implemented workflow tools to support Change Management provisioning needs.
- Introduced internal teams to Agile Project Management and implementation of web-based management tool for ongoing iterative management of efforts and projects.
- Helped improve various business processes related to vulnerability scanning, remote managed services, and systems decommissioning.
- Lead implementations for key security and infrastructure projects.
- Enabled teams to provide remote management solutions in a more effective and profitable manner.
- Provided enhanced quality, consistency, and performance using automated processes and templates.
- Administrator duties for Berbee's corporate and customer password database and security processes.

Software Engineer/Project Manager

- Conceived and led an internal special project program to re-architect the division's branding/marketing, estimation methods, tools, project management process, and product development.
- Produced effective e-commerce and content management websites for customers.
- Successfully managed web development efforts using Agile and iterative project management.
- Helped develop standard e-commerce and content management product offerings based on open-source PHP/MySQL solutions.
- Lead research for the Division VP and presented findings on Search Engine Optimization (SEO) best practices to the division with regards to product and solutions development.
- Lead creation and documentation of process for implementing Search Engine Optimization (SEO) best practices within development workflow.
- Successfully tested and validated code and solutions against compliance standards.
- Produced original artwork and creative concept designs for website redesign projects.
- Partnered with design firms to translate concept designs in order to produce final websites.
- Integrated customer e-commerce solutions with back-end business tools and processes.
- Provided troubleshooting (operational engineering) consulting services to development customers.
- Acted as liaison for Application Development division to Data Center division during product migrations.
- Helped develop the plan and product for proposed new hosting environment for development customers.
- Lead research and presented findings on EDI, Services Oriented Architectures, and Enterprise Application Integration to the division with regards to product and solutions development.
- Met with clients to help evaluate needs and develop requirements.
- Produced Statements of Work based on customer interviews.
- Worked with customers as an Account Manager in an ongoing manner.
- Approved project work and invoices.

Business Analyst/Project Manager

- Developed process and tools for standardizing project management methodology for Corporate IT.
- Managed ongoing web development efforts for berbee.com extranet functionality.
- Developed a web interface to Incident reporting from HP Service Desk into the Berbee Extranet.
- Designed and created a database tool for ingesting contact data, identifying duplicates, and building a formatted export file for import into Berbee's Professional Services Automation tool.
- Completed design and construction of site templates for Berbee's Practice areas on the Berbee Intranet.
- Lead a project to identify and document audit tasks and to develop a mechanism for a new infrastructure and application audit process, integrating the current intranet to the event/alert ticketing system.
- Working with Berbee Sales, Purchasing, and Finance departments, managed a project to implement improvements to Corporate order entry and hardware procurement process.
- Lead the planning and development of a new corporate Intranet based on MS SharePoint Portal Server.
- Implemented and customized the Berbee United Way auction website.
- Successfully managed the Berbee MS Exchange 2003 Enterprise upgrade.
- Ongoing Administrator responsibilities for corporate applications such as Crystal Enterprise, Professional Services Automation tool, corporate Extranet, Client documentation database, and corporate Intranet.

- Working with Berbee data center engineers and specialists, successfully integrated and created a means to provide real-time reporting on co-located equipment to customers via the corporate Extranet.
- Planned and managed the successful implementation of a new corporate Sales Force Automation (SFA) tool.
- Planned and implemented a disaster recovery solution from SBC for the corporate IP Telephony system.
- Implemented a new web-based enterprise reporting tool used generate reports against all Berbee data sources, including ERP, personnel, finance, and sales reporting.
- Designed a new Marketing Automation process in order to improve the quality of client data and integration into sales and marketing campaign management tools.
- Led the assessment, planning, and development for a project to create a new document workflow database, converting all operations documentation to the new solution.
- Planned and managed the implementation of a new Customer Relationship Management (CRM) solution for all of Berbee, including hardware, software, user, and data requirements.
- Developed solutions for integrating confidential data from multiple data environments into one secure location and framework using Lotus Enterprise Integrator (LEI).
- Led an initiative to provide improved, integrated web-based reporting for Client support, monitoring, operations, billing, and product data.
- Performed the planning and assessment for a Corporate initiative to develop a data warehouse for internal reporting on client and financial information.
- Assisted with the implementation of the new berbee.com Corporate website by helping facilitate development and Marketing efforts with Berbee operations staff and third-party design firms.
- Performed assessments and helped create proposals for various client web and data projects.
- Developed curriculum, tools, and training materials for project management training.

Project Manager

- Led assessment, planning, and development of the original Berbee Extranet, resulting in increased resource scalability, customer satisfaction, and company profitability.
- Successfully designed, developed, and deployed the authoritative support and documentation tool for the Network Operations Center, Help Desk, and data center operations team.
- Successfully developed and implemented a secure centralized password database for Information Security.
- Created standard for process/documentation for Account and Project Managers in data center implementations.
- Conceived and led executive-sponsored Berbee Improvement Team (BIT) for the purpose of evaluating process, workflow, and communication across the entire organization, and to provide executive presentations.
- Collecting data from sales, accounting, and engineering staff, built a web-based process tool to manage data for a major data center IP readdressing project.
- Served as operations liaison to software development group for Project Managers.
- Developed a web-based tool for sales and marketing to track campaign and sales efforts in order to develop client product matrices, selling opportunities, and reporting.
- With the help of key resources, managed the replacement of the call center phone system and implementation of Cisco's IP Call Center (IPCC) in the Network Operations Center.
- Organized and completed an internal audit of corporate technology documentation, hardware, and software.
- Designed and implemented a web-based reporting tool for order status reports for sales staff and clients.

Service Account Manager

- Created standard Project Management template and documentation system for the rollout of new projects in the Data Center Operations group.
- Led research for providing DSL connectivity to all of American Family Insurance 3,600 plus locations across the U.S. through extensive online research and vendor interviews as well as compiling location data provided by vendors and American Family Insurance.
- Led discussions and process for creating and standardizing documentation for Account Managers.

Artville LLC, Madison, WI 1998 – 1999IT Manager

- Managed majority of capital budget and capital expenditures.
- Helped manage and implement a major live network upgrade for Artville, allowing for enhanced network services, exponential speed increases, and optimization of file and server resources for various departments.
- Responsible for management of Artville e-commerce website, working in conjunction with internal departments, outside design firms, vendors, and technical solutions partners.
- Designed and constructed a database workflow production environment used by all departments of Artville, for the purpose of improving corporate communication and tracking product status at all stages.
- Helped design, integrate, and maintain a system for tracking royalty contracts and payments for Artville artists and product sales.

Verticom Technologies Inc, Janesville, WI 1996 – 1998Director, Online Services

- Responsible for the development and maintenance of corporate, partner, and product websites.
- Developed product packaging and marketing materials for campaigns and software releases.
- Created several computer-based training resources that accompanied product releases.
- Designed and constructed multimedia presentations for seminars, tradeshow, marketing initiatives, and campaigns.