

Information Architect

**Web Application Developer / IT Services Manager / IS Integrator
Network Analyst / Business Analyst / Systems Engineer and Administrator**

Information shapes our world just as buildings, landscapes and transportation systems do, and we thrive or not largely on what the architecture of that information can deliver. In an enterprise business, information thus acts like a large city, where livability depends on thoughtful design, planning, structures, products, services and environments that raise returns on business, mission and community investments. My career serves this premise through cross-connected design and implementation experience that spans four architectural disciplines.

- Improve line-of-business processes through well-organized information delivery frameworks.**
- Lower operational costs by making information easy to access and update.**
- Attract consumers through simple, highly functional, and visually appealing online experiences.**
- Advance a Triple Aim business mission through highly servicing digital products.**

As a former business owner, I value performance. As a creative person, with deeply rooted architecture, engineering and business-building skills, I readily synthesize diverse ideas and absorb new technologies to come up with simple solutions to complex business problems. And as a valued team member, my common sense, habit of doing and innate ability to model concepts tends to build trust and confidence in product outcomes. I have a Master's degree and technical certifications from ITILv3, Novell, and Microsoft.

SELECTED ACCOMPLISHMENTS

Process Intelligence. Medical group faced liabilities, lost revenues and missed opportunities in rolling out service changes to hundreds of clinics. Analyzed business process, tools and capacity to learn new methods. Created concept for web-based status tracking product. Setup SharePoint 2010/SQL 2008 pilot platform w/ SQL Reporting Services and PerformancePoint. Developed transact/analysis databases, site/page templates, UI/UX, reports, InfoPath survey forms, and C# workflow. Migrated pilot to production. Reduced operations costs by 500K/yr.

Intranet Business Platform. FrontPage Intranet for 17,000 regional users wasted time and resources. Analyzed integration and communication needs of 100+ departments. Built 200+ publishing sites and their numerous forms, filters, web parts, templates and workflows. Raised overall enterprise Intranet platform standards for UX, functionality and organizational clarity. Exceeded schedule expectations and doubled regional Intranet usage.

Knowledge Management. Complex policy documentation caused poor customer outcomes at Health Plan call center. Built SharePoint 2010 list-based data store and logic-driven web application with three-layer navigation menu, term store, metadata mappings, web parts, custom pages, tabs and search functionalities. Greatly improved call metrics and claim turnaround time which resulted in positive customer experiences. Produced a model web application that other departments in the organization sought to repeat.

Value Generation. Company faced competition in a saturated IT consulting services market. Found gap in market for IT recordkeeping. Led web documentation and trouble ticket tracking application development. Grew customer base 20% and workload carrying capacity by 30%. Raised help desk capacity by 500 users annually.

CAREER SUMMARY

SharePoint Builder (Vanderhouwen Contractor), Providence Health & Services, several teams, June 2010 to present. Endured seismic enterprise organizational shifts through intrapreneurial skills and development of high-value Intranet web products. Created numerous web parts, pages, forms, workflows, lists, libraries, scripts, search scopes and other web functionalities for 300+ SharePoint publishing and team collaboration sites that reduced operational costs and improved collaboration for Healthcare Intelligence (HI), Home Services, Oregon Region Marketing, Oregon Vision Connection, Medical Home, Community Connect, Providence St. Vincent Nursing, Enterprise Web Services (EWS), Providence Medical Group (PMG), Providence Health Plan (PHP) and eHealth programs. Authored web content, process and procedures documentation.

De facto primary enterprise resource and author of best practice standards for SharePoint client-side development with strengths in JavaScript, HTML/CSS, .NET, and SQL. Responsible for architecture, development, quality assurance, security compliance, and ongoing support of several high-profile, visually rich, accessible and easy to use directory, knowledge management and interactive learning intranet web application products.

Supported enterprise SharePoint platform migration from 2007 to 2010. Administered single and multi-server pilot SharePoint farms and SQL servers for applications and early adopters of Microsoft Office Business Intelligence

tools. Advised and assisted enterprise in MSBI tool production deployment, end-user training, data connections and report development.

Network Analyst (Kforce Contractor), Providence Health & Services, Physician IT Outreach Team, Sept 2009 to Jan 2010. Developed SharePoint solutions that reduced labor in Enterprise change management reporting and increased the speed and reliability of Oregon's partner physician IT support services.

IT Consultant / Systems Integrator (acting company VP), IMR. Inc., (\$600K+ IT consulting firm), 2001 to 2009. Managed assets, P/L and technical infrastructure. Negotiated company's service contracts. Owned success of IT services and projects. Designed and directed development of company's open source IT Service Management web application. Managed team of technical consultants in annual support of 100+ different networks.

Systems Engineer, IMR, Inc., (\$140K IT startup), 1995 to 2001. IT consultant for numerous for-profit, non-profit, education, government, and health care organizations. Installed, configured and managed IT hardware and software in 300+ LAN/WAN networks for file/print, email, fax, security, disaster recovery, routing, web, legal, accounting, compliance, CRM, recordkeeping, fundraising, brokerage and other business application services.

Associate, ZGF Architects, (\$50M architecture and planning firm), 1985 to 1995. Architectural design, detailing and project management on 20+ complex and award-winning planning, commercial building, urban design, public transit, and street improvement projects. Created value and settled conflicts through the design process. Ensured positive outcomes through end-to-end experience in design and construction.

EDUCATION

Masters, Architecture, 1986 to 1988
University of Oregon

Bachelors, Landscape Architecture, 1975 to 1984,
University of Oregon

LICENSES

Registered Architect, Oregon - 1990
Registered Landscape Architect, Oregon – 1986

PARTNERSHIPS

Microsoft Partner
Novell Partner

TRAINING

- SharePoint Administration
- SharePoint Development
- C# / JavaScript Programming
- Microsoft Access Programming
- Microsoft Visual Basic Programming

CERTIFICATIONS

- ITILv3
- Microsoft - MCP
- CNA / CNE NetWare 5
- CNA / CNE IntraNetWare
- CNA GroupWise 5
- CNA GroupWise 4

CURRENT BUSINESS SOFTWARE/HARDWARE SKILLS

SharePoint

SharePoint Server 2003 to 2013,
Performance Point, Excel Services,
Visio Services, PowerPivot,
PowerView, Access Services,
Report Builder, Dashboard
Designer, Nintex

Web Services

Microsoft IIS, Apache, Tomcat

Database Services (RDBMS)

SQL Server 6 to 2012, SSRS, SSIS,
SSAS, Microsoft Access 2.0 to 2013
PostgreSQL, MySQL, FoxPro,
Paradox, FileMaker Pro

Directory Services

Active Directory, NDS eDirectory

Email Services

Exchange 4 to 2013, GroupWise 4
to 6

Security Services

PIX, SonicWall, ISA Server,
BorderManager, Watchguard

Archival Services

Veritas Backup Exec 8 to 10,
Arcserve, Tapeware, Onstream

Antivirus Services

Symantec Corp/Enterprise, Sophos

CRM Services

Microsoft CRM, ACT!, GoldMine

Office Apps

Microsoft Office '92 to 2013,
Microsoft Visio

Graphic Apps

Illustrator, PhotoShop, PageMaker,
Acrobat, Inkscape, Gimp, AutoCAD,
SketchUp

Form Apps

InfoPath 2007 to 2013

Virtualization Apps

Hyper-V, VMWare

Programming Apps

Visual Studio 2005 to 2012
SharePoint Designer 2007 to 2010

Programming

C#, Visual Basic, ECMAScript,
JavaScript, jQuery, PowerShell,
HTML5, DHTML, XHTML, CSS3,
XML, XSL, XSLT, AJAX, SOAP,
CAML

Project Methodologies

ITIL, Agile, Extreme, Waterfall,
SCRUM

Network Protocols

TCP/IP, MAPI, NetBIOS, NetBEUI,
IPX/SPX, WINS

Internet Protocols

DNS, DHCP, SMTP, FTP

Directory Protocols

LDAP

Secure Protocols

IPSEC, PPTP, SSL, VPN

SELECTED PRODUCTS

Healthcare Intelligence Program. (Healthcare Intelligence), July 2012 to current. Responsible for supporting ongoing design, development and textual message on internal customer facing program SharePoint web site and team web sites with associated forms, workflows, taxonomies, metadata, dashboards, and web parts. Instigator and architect behind vision for and ongoing development of SQL-based data products catalog and web forms. Stirred executive level interest in catalog development by modeling ease of use and maintenance experience concepts through a Top Reports application that gave Physician Services clinicians, executives, managers and directors single click access to data analytics. Administered initial multi-tiered SharePoint Business Intelligence farm for over a year, and managed its successful migration to enterprise SharePoint platform.

SharePoint

Initially four sites spread across three SharePoint web applications. Custom display forms, custom Search scopes, managed metadata, term store taxonomy, Business Data Connection (BDC), documentation.

Protocols

C#, JavaScript, jQuery, jQuery Library for SharePoint Services, CSS, HTML, XML, XSL

Tools

Visual Studio 2012, SharePoint Designer 2007/2010, Inkscape, InfoPath, Nintex

Database

SQL 2012

Periodic Table of Meaningful Use. (Providence Medical Group), March 2012 to current. Responsible for architecture, design, development, maintenance, and expansion of two highly visible, popular and easy to updated web applications which codify Stage 1 Meaningful Use requirements and FAQs for Eligible Providers (EP), Eligible Hospitals (EH) and Critical Access Hospitals (CAH) in simple and compact web experiences. Community Connect customers are currently seeking access to a copy of the application. Plans exist for building periodic tables for Stage 2 EP and EH Meaningful Use requirements.

SharePoint

5 lists with custom display forms. Designed, developed and maintained application

JavaScript, jQuery, jQuery Library for SharePoint Services, CSS, HTML

Tools

SharePoint Designer 2007

Protocols

Standard Workflows Dial. (Providence Medical Group), September 2011 to current. Responsible for architecture, design, development and upgrading of iconic Intranet application that institutionalized best practices and standards that providers and clinicians could use to make optimal use of Epic EMR. Analyzed business requirements; built site landscape of pages, lists, libraries, display forms, web parts; guided taxonomy, term store and metadata process; refined search experience; created graphic specs and icons; developed C# console application for managing content upload in early application versions. Streamlined operations, reinforced best practices, and improved the performance of all its clinics across five states. Epic iconized the application in its toolbar, the organization submitted the application for a President's award, and Community Connect customers are currently seeking access to a copy of the application.

SharePoint

4 libraries, custom display forms, custom Search scopes, managed metadata, term store taxonomy, documentation. Designed, developed and maintained application

Protocols

C# console application, JavaScript, jQuery, jQuery Library for SharePoint Services, CSS, HTML

Tools

SharePoint Designer 2007/2010, Inkscape, InfoPath

Documents Central (Providence Health and Services), Nov 2010 to current. A central SharePoint site containing over 5000 policy documents from numerous departments in Oregon on a managed metadata and full-text retrieval framework accessed by simple Search dialogs, out-of-the-box lists, queries, and customized web part pages within an enterprise Intranet of 65,000 people. The result succeeded in facilitating regulatory compliance reviews and refactoring business processes to identify redundancies, eliminate conflicts and find opportunities to simplify policies. Other evidence of success was demonstrated by a separate organization's choice (aka Providence Health Plan) to spin off a sibling site for managing and searching their policies.

SharePoint Development

5 regional sites, 5 library templates, 70+ document libraries, 20+ metadata root lists, 30+ custom content types, 30+ custom site columns, 10+ custom search web parts, 10+ custom data view web parts, Custom Edit forms with cascading menus, Custom Display forms, Custom Search scopes, Managed metadata, Procedures Documentation. Developed and managed taxonomy/metadata

Protocols

Javascript, jQuery, jQuery Tools, jQuery Library for SharePoint Services, XSL, XSLT, CSS, HTML

Tools

SharePoint Designer 2007/2010, Photoshop

Knowledge Management System (Providence Health Plan) Sep 2011 to Jan 2012. A web application devoted entirely to sorting the heaps of tribal knowledge piling around the numerous plan providers and subject matter experts that support the Health Plan. It was the end product of a design and development initiative aimed at reversing an organization-wide tendency for information chaos by developing a highly functional and efficient list and library-driven SharePoint website for health plan content that staff could easily navigate and update. The product provided quick access to a myriad of interrelated Topics, Pends and Products through a dozen of tightly integrated layout and search pages originating from many lists, libraries and term stores that made content management a snap for non-technical personnel. It featured an easy to use list-driven three-layer navigation menu that revealed only what was relevant to a specific combination of choices. By eliminating the significant burden of time required to input, maintain and find relevant Health Plan knowledge, the product kept all providers on story across all parts of the organization and led to measurable improvements in insurance claim turnaround time, call metrics and positive customer experiences.

SharePoint Development

Search scopes, Term Store, 2 site templates, 60+ lists and libraries, 35+ custom Photoshop and Inkscape graphics, 3 page-layout templates (tabs, columns, search), 14 code-behind web pages, 5 script libraries - jQuery, jQuery Tools, SPServices, 2 custom Javascript files w/ 3000+ lines, 3 custom CSS files w/ 700 lines.

Protocols

Javascript, jQuery, jQuery Tools, jQuery Library for SharePoint Services, XSL, XSLT, CSS, HTML

Tools

SharePoint Designer 2010

PMG Statusbook (Providence Medical Group) Nov 2011 to current. A SQL database-driven pilot web application for tracking the development and spread of new clinic practice standards to 100+ clinics, Statusbook expected to collect roughly 30 million database items and grow 300 websites annually. It employed elements of task management, business intelligence, and user surveys to connect clinic managers to the cause, expose the weakest links in a chain of commitment, and encourage socialization of staff around shared field experiences and knowledge. Built the SharePoint2010/SQL2008 pilot farm, transact/analysis SQL databases, PerformancePoint / Reporting Services web parts, site/page templates, BCS connections, MS Access integrations, InfoPath forms, and Client Object Model database update utility and C# workflow feature. Extensively documented development process, admin procedures and user work instructions. Reduced team operations costs by 50K/yr in pilot phase tracking only 10 items.

SharePoint

Search scopes, 2 site templates, 30+ lists and libraries, page-layout templates, 5 SharePoint Reporting Services web parts, Business Data Connectivity (BDC) setup.

Protocols

C# console application, C# workflow application

Tools

SharePoint Designer 2010, Reporting Services 2.0

Database

SQL 2008, test cubes in SSAS and transactional databases, with MS Access 2010 front end.

One Intranet SharePoint Platform (Providence Health and Services) Jun 2010 to current. FrontPage Intranet for 17,000 regional users wasted time and resources. Analyzed integration and communication needs of 100+ departments. Built 200+ SharePoint 2007 publishing sites and their numerous forms, filters, web parts, templates and workflows. Completed project in six months by taking a driver rather than responsive role in showing departments how their new sites could be used to improve internal business, despite organization onlookers claiming task to be impossible and expecting build to fail or take longer than a year. Overall value was an increase in ongoing reporting, quality control, performance efficiency that more than doubled employee Intranet usage and participation. Expanded and maintained site stability through two SharePoint 2010 migration phases.

SharePoint Development

150 sites, 12 page layouts, 14 code-behind pages, 10 script libraries, 20 list and library templates, 3 content types, 10 site columns, 15 calculated columns, 10 custom display/edit forms, 40 data view web parts, 40 Javascript web parts, 4 filter web parts, 3 workflows, 10 forms w/ Access integration, 3 alerts, 1 jQuery survey, 1 custom Javascript file, 3 custom CSS files, 10 custom XSL files.

Protocols

Javascript, jQuery, jQuery Tools, jQuery Library for SharePoint Services, XSL, XSLT, CSS, HTML

Tools

SharePoint Designer 2007/2010, Access 2007/2010, InfoPath 2007/2010, Photoshop CSS3, Inkscape, Nintex

Web Design

35 custom graphics, Business analysis and content development

Clinics Directory (Providence Medical Group) May 2011 to current. This web application linked three separate and often incongruent data sources into a single, intuitive and easy to use web interface that greatly reduced the cost of data entry and upkeep – something that PMG had been trying to figure out how to implement for years. Built product alongside an evolving business process in short development lifecycles that permitted the product to change course several times and be released in three different versions. While the organization had no

benchmarks to measure against, the application was viewed as a major time (and hassle) saver, because it freed up staff time by putting clear answers in the hands of those asking the questions. Data accuracy and consistency improved, because it was centralized, and data remained current because the interface for making updates was familiar to everyone.

SharePoint Development

1 tabs page layout, 1 code-behind page, 3 script libraries, 4 lists, 1 custom display form, 1 data view web part, 1 custom CSS file

Protocols

Javascript, jQuery, jQuery Tools, jQuery Library for SharePoint Services, XSL, XSLT, CSS, HTML

Web Design

Basic image rendering, Page composition and usability, Business analysis

Tools

SharePoint Designer 2007/2010, Photoshop CSS3, Inkscape

Electronic Technical Record. (Integrated Management Resources) April 2005 to 2009. Company faced competition in a saturated IT consulting services market. Found gap in market for IT recordkeeping. Led web documentation and trouble ticket tracking application development. Grew customer base 20%, raised billable work volume by 30% and increased company help desk capacity by 500 users annually.