

Objective:

I am a dedicated professional with a proven track record of leadership and mentoring. Committed to fostering growth, coaching, and positively influencing followers, I am seeking a dynamic leadership team environment where I can leverage my experience to inspire and guide team members toward achieving both personal and organizational goals.

Overview:

As a results-driven professional I have a strong background in organizational leadership, team culture optimization, and leadership coaching. I am also a Ph.D. Candidate in Organizational Leadership and a certified ITIL® 4 Managing Professional and have consistently demonstrated my ability to help leaders transform their teams, maximize performance, and achieve both personal and organizational goals.

With extensive experience in analyzing team structures, cultures, power dynamics, and relationships, I excel at identifying areas for improvement and implementing strategies to enhance team effectiveness. My leadership coaching and mentoring skills, combined with a proven track record of leading technical development teams, enable me to bridge the gap between technical expertise and effective leadership.

I have a reputation for process optimization, resulting in improved team performance, client satisfaction, and financial success. My commitment to fostering positive team cultures has led to increased productivity and reduced employee turnover. My work has been so impactful that clients have requested additional projects resulting in doubling the size of my team.

As an international speaker on organizational leadership, I bring a global perspective to my work and stay at the forefront of industry trends. With a passion for achieving results and a dedication to continuous learning, I am eager to leverage my skills and experience to drive success in your organization.

Work Experience:

Computer Aid Inc. – Harrisburg, PA

Account Manager – Public Sector

August 2013 – Present

October 2022 - Present

- Lead proposal initiatives for multiple public sector requests.
- Oversee the execution of multiple small to large contracts with a state agency.
- Provide leadership mentoring and coaching to public sector and CAI managers.

Transition and Optimization Manager

December 2019 – October 2022

- Transitioned the management of two teams from the client to the Applications Managed Services project.
- Worked with multiple stakeholders to optimize team processes and procedures.
- Conducted leadership mentoring and consulting sessions for employees in preparation for leadership promotions.

Team Lead / Manager – PennDOT Account

August 2013 – December 2019

- Improved the account's financial standing by increasing the multimillion contract profit by 3% by decreasing costs.
- Produced the monthly invoice for the account.
- Analyzed performance data and produced monthly individual team and account metric reports for the client.
- Oversaw the development and maintenance of over 60 applications spread across eight teams, directly supervising 40 developers and business analysts.
- Managed planned releases, maintenance requests, schedules, and work quality for multiple clients concurrently.
- Led cross-organization meetings on multiple topics.

e&e IT Consulting – Harrisburg, PA Consultant

January 2013 – August 2013

- Senior Developer and Acted as the Team Lead for Computer Aid Inc.

Hewlett-Packard – Camp Hill, PA

October 2011 – January 2013

Systems Information Developer III

- Assumed manager responsibilities with team scheduling, project management, ensuring processes were followed, and providing technical leadership when the manager resigned.
- Mentored a new developer to move from a business analyst to a developer role.
- Led the internet team on the ICD-10 coding upgrade.
- Worked on a team to design and convert classic ASP applications to .NET (PROMISE™ & LIHEAP).
- Continued duties from JFC Global as a full-time employee to Hewlett-Packard.

JFC Global – Camp Hill, PA

March 2011 – October 2011

Contractor

- Designed the server architecture and led the installation and deployment of the Medical Application Provider Incentive Repository (MAPIR) application.
- Technical lead of a project to build a custom interface for the MAPIR application.
- Worked on a team to develop a Claims Inquiry page for a 5010 Claims application.
- Architected and developed a web-based 5010 Certification application in a 3-tier environment.

Silver Disc Productions, LLC – Enola, PA

June 1991 – December 2020

Owner

- Provide sound and lighting entertainment services with strong customer interactions, maintaining over 99% customer satisfaction rating.

Milbrand Enterprises – Enola, PA

August 1999 – December 2020

Business Partner

- Created and maintained web-based car show registration systems and other applications for multiple clients across North America.
- Met with clients to gather requirements, developed prototypes, and managed web hosting for various clients.

Quality Builders Warranty – Wormleysburg, PA

December 2005 – March 2011

Web Developer / Programmer

- Subject Matter Expert providing technical support to employees and outside customers on various systems.
- Led the redesign of core applications and managed technical and non-technical projects to support business demands.
- Maintained graphic and video files for marketing publications.

Penske Logistics – Beachwood, OH

April 2001 – December 2005

Senior Programmer Analyst

- Led and coordinated teams for various projects, including Driver Logging, State Fuel Tax, and Truck monitoring systems.
- Researched RFID implementation processes.
- Developed wireless connectivity programs and enhanced the Logistics Inbound Material and Inventory Tracking system.

Ernst & Young – Cleveland, OH

January 2000 – March 2001

Senior I / Staff II

- Provided data analysis, database development, and system administration for several Fortune 100 companies.
- Developed various databases and systems for internal and external customers.

EDS – Camp Hill, PA

May 1997 – January 2000

Information Analyst / Student Intern

- Developed the Customer Care module for the MCI/WorldCom billing system.
- Designed and maintained a change management system.
- Created and presented a mailroom proposal.
- Documented coding changes and maintained PC hardware and software.

Education:

Eastern University – St. Davids, PA
Doctor of Philosophy in Organizational Leadership (GPA 3.925)
Anticipated graduation date: 2025

Eastern University – Harrisburg, PA
Master of Business Administration in Management (GPA 4.0)
Delta Mu Delta – International Honors Society in Business

Pennsylvania State University – Middletown, PA
Bachelor of Science, Information Systems

Harrisburg Area Community College – Harrisburg, PA
Associate in Arts, Business Administration

Certifications:

Certificate of Advanced Graduate Studies	ITIL® Service Design
ITIL® 4 Managing Professional	ITIL® Continual Service Improvement
ITIL® 4 Managing Professional Transition	ITIL® Service Transition
ITIL® Expert	ITIL® Service Strategy
ITIL® Service Operations	ITIL® Foundations V3 - Axelos

Accomplishments:

- Advisory Board Member for Harrisburg University's ISEM Graduate Program
- Skipper for Sea Scout Ship and Assistant Scout Master of a Boy Scout Troop
- Previous Board Member of the Eagle FC Soccer Association
- Director of the HMMS 3v3 Soccer Tournament (Increased Registration by 50% and profits by 300%)
- Obtained Eagle Boy Scout rank at age 14