

**About Me**

Dear Hiring Manager,

I take great pride in my work, and the work of the departments I oversee. My expertise lies in enhancing communication, and improving staff abilities, relations, and morale. I focus on boosting effectiveness by eliminating inefficiencies and taking advantage of labor and time-saving tools. I enjoy the challenge of troubleshooting complex issues and improving processes, as well as identifying and documenting areas that are already functioning well, to ensure they are properly utilized, recognized, and valued.

I began my career in "tech" with photography, where I was drawn to the combination of art, technology and science, but I then moved to electronic security systems in the rapidly modernizing world of alarms, access & asset control, and CCTV. I worked as a system designer and project manager running numerous crews and job sites including UCSF, Genentech, Hewlett-Packard, and many more in the Silicon Valley and greater San Francisco Bay Area.

This led to me being offered the role of Technical Services and Training Manager for Westinghouse Security Electronics (later Honeywell Security Electronics), a global hardware and software company that I had worked with for many years.

Shortly before this division of Honeywell was dissolved, I was recruited by Ventaso, Incorporated (formerly Market-Touch.com), where I entered the web-based software field (OP/SaaS). I learned a lot in the "startup" world as I oversaw the Customer Support department, and as a manager within the Software Development Team.

I then joined the U.S. District Court's IT Department and directed all aspects of the technical needs of the judges, the courtrooms, and the divisional offices in San Francisco, Oakland, San Jose, and Eureka. The department oversaw all typical office IT, plus web, networking, software development, and sophisticated audio/video systems, as well as nationally mandated requirements, such as audits and reporting.

Retiring after years of public sector/government service, I took time off to vacation, visit with friends and family, catch up on long delayed projects, and pursue new interests. This period has been refreshing and fun, but I am now looking for a new position in which to contribute my knowledge and experience.

Please see the key points below, as well as [my resume](#) to get to know me better.

Thank you very much for your time and consideration. I know all too well what a challenge it is to recruit new personnel.

Sincerely,



**PERSONAL SUMMARY**

- Director, manager, builder, troubleshooter, and "fire fighter" with an unusually diverse technical background including IT, IT management, audio/video, security hardware, and integrated software development, in the private, corporate, and public/government sectors.
- Decades of hands-on, high-involvement management of mission and business-critical systems and services.
- A passion for research and communication, to gain a deep understanding of user's needs and wishes.
- A user advocate who does not lose sight of an organization's goals and capabilities.
- A learner from those that actually do the work, to be able to manage and support them best.
- Practical, productive, efficient, and logical personnel management, while keeping a very human, warm, and enjoyable work atmosphere.
- A creative self-starter who is convincingly but respectfully outspoken. A bridge-builder who amicably gets results.
- Deep experience in the extremely complex worlds of judicial, medical, electronic security, and technical fields.

**TALENTS**

- Gathering difficult concepts and technical information, then redistributing to audiences of varying abilities and knowledge.
- Guiding diverse departments toward multiple options, sources, and philosophies to solve complex and difficult problems and to provide new services.
- Instilling "measure twice, cut once" work habits to ensure accuracy and efficiency.
- Managing numerous priorities in multiple mission-critical environments.
- Designing and improving policies, procedures, and guidelines to help departments increase productivity and work easier, while still maintaining accuracy and accountability.
- Minimizing escalations and change requests by training staff to duplicate and validate issues, as well as to "get the big picture" in understanding what the user is trying to do.
- Empowering staff and building teams so "micro-management" is not needed.
- Troubleshooting systems as well as customer relations.
- Creating a friendly work environment without gimmicks, but with a good work/life balance.

**OBJECTIVES**

- Provide the best service and deliverables for the organization.
- Guide departments, individuals, and projects toward easier and more efficient methods.
- Foster communication and cooperation, provide the best tools for the job, and build logical and simple processes.
- Identify issues before they become problems, or to resolve them quickly, completely, and openly.
- Utilize mutually inclusive language to facilitate interdisciplinary communications.
- Find new and diverse personnel, and mentor existing staff and "diamonds-in-the-rough."
- Improve user's IT abilities and reduce IT support calls and service costs.
- Get involved and produce results.