



**United States District Court
Northern District of California (CAND)**
<http://www.cand.uscourts.gov>

Director of Information Technology (Retired)

2002 – 2024

Directed all IT responsibilities in all federal district courthouses in Northern California, including San Francisco, San Jose, Oakland, and Eureka. Supervised six IT units: Hardware, E-Filing & Reporting, Data Center (Network/Email/Security), Training, Security, and Development. Worked very closely with all managers and dozens of federal judges at the local court and more around the country. See: [Official Job Responsibilities](#).

Major Accomplishments

- Grew the IT capabilities from Win95/NT to Win11, from self-hosting to cloud, from "PA systems" to integrated HD A/V teleconferencing, and from desktop spreadsheets to enterprise-class database systems.
- Expanded the IT staffing with trained specialists who could provide required services, as technologies became much more complex, especially security.
- Established a formal Development Department to provide high-level support for IT systems, and to build custom software to meet the specialized needs of the court. Notable projects included:
 - Automated Document Tool (ADoT) – MS-Word add-on for complete and perfectly formatted interactive document generation, plus communication and storage for orders and other case-related files. Described by one of the judges as "A sweet slice of word processing heaven."
 - Global Calendar – Automated courtroom activity resource scheduling and communications.
 - ECFReg – Automated account creation for new public e-filing users.
 - Web feeds for new cases, tele-hearings, newly admitted attorneys.
 - Numerous web-based automated reports to provide real-time data on filings, activity, personnel, etc.
 - Multiple communication functions for emergency continuation of operations.
- Co-designed and supervised installation and upgrades of advanced Audio/Video evidence presentation systems in all courtrooms.
- Designed and deployed camera system in 2013 to record weeks of the [Proposition-8 "Gay Marriage" trial](#). The system and policy designed were later adopted to the national "[Cameras in the Courtroom](#)" pilot project.
- First on the district court system to deploy Zoomgov (ZfG) and other teleconferencing and remote-work services to maintain the court's ability to carry out essential court operations during the COVID-19 pandemic. Later integrated Zoom into all courtrooms for extensive hybrid teleconferencing capabilities.
- Established formal Training program with dedicated staff trainer.
- Deployed and upgraded public website and all intranet information systems and services.
- Established all IT policies, guidelines, and procedures.
- Ensured 100% clean fiscal audits, as mandated by Congress
- Created advanced new case assignment/old cases offload process for new and retiring judges.
- Established formal security program with new IT Security Officer position and received high marks in IT Security assessments (both National Scorecard, and Local Assessments).
- Early adopter of nationwide federal court Case Management/Electronic Case Filing (CM/ECF) online system and customized conversion from previous systems, as well as innumerable customizations to its events and capabilities.
- Full redesign and ongoing development of the court websites, resulting in a major reduction in the volume of support calls and emails.
- Automated the process to manage and publish thousands of bounced emails per month.
- Established tracking, analysis, statistics and reporting regarding the ECF system as requested by supervisors, court management and the judges. Reporting involved systems database research and contact with other offices, courts, and law firms.
- Developed numerous automation tools for email, word processing, statistics, and Adobe Acrobat PDF.



Ventaso, Incorporated
<http://www.ventaso.com>
Formerly: Market-Touch.com, Inc.
Defunct as of September 2004

Manager of Support Services

2000 – 2002

Ventaso was a start-up developer and provider of locally installed and hosted software for the Sales and Marketing departments of Fortune 1000 Companies. From 1998 to 2004, Ventaso created "Sales and Marketing Effectiveness Tools" utilizing automated document development.

- Founded support services department to accomplish any type of technical and customer support needed for hosted and "shipped" customers for the implementation and usage of the "OneVoice" system and all its components.
- Developed of all live, web, and email customer support structure, content, and communications.
- Developed extremely flexible department capabilities to handle Oracle DB, Alta-Vista search engine, Apache Tomcat, Java, BEA Weblogic, MS Office through API, etc., running on UNIX, WinNT and Win2000.
- Extensive coordination and management with development, data center, and QA teams to ensure maintenance, rollouts, fixes and performance exceeded expectations of worldwide 24/7 customers.
- Advised and consulted for product design, development, deployment, and assessment.
- Developed worldwide support rollout plan.
- Recruited and managed staff; conducted reviews, analysis, training, and coordination.
- Designed specifications for built-in product service and support.
- Developed and implemented verification process to decrease the frequency of Change Requests and escalations, as well as customer-based tools and diagnostics.

(See <https://web.archive.org/web/20041126075032/http://www.ventaso.com/>)

**NexWatch: Honeywell Security Products**<https://www.security.honeywell.com/>*Formerly: Westinghouse Security Electronics (WSE)**Formerly: Schlage Electronics (SE)***Manager of Technical Services and Training**

1996 – 2000

NexWatch was a developer and manufacturer of hardware and software for electronic access control systems consisting of access cards, card readers, control hardware and communications interfaces running on MS-DOS, WinNT, UNIX and Linux. WSE was the market leader and invented the original "proximity reader" now in use by most access control systems. NexWatch and several other related acquisitions were consolidated into Honeywell Commercial Security, and independent operations were shut down.

- Responsible for all national and worldwide technical support. Lead ISO-9001 compliant department in supporting dealer-base customers for the installation and service of end-user mission-critical systems.
- Member of committee responsible for final authorization of all major contracts.
- Coordinated deployment of applications, firmware and hardware for new product releases and fixes, including massive worldwide Year-2000 (Y2K) compliance initiative.
- Designed and developed Technical Support department website and automated email.
- Sourced and implemented new Automated Call Distribution system (ACD).
- Developed and implemented custom designed call tracking/customer database application, which was adopted by Technical Support, QA, Customer Service and Manufacturing departments throughout Honeywell. The system grew to encompass a corporate Change Request database as well as phone and email integration resulting in faster and more accurate bug resolution and vastly improved customer service.
- Created, implemented, and managed all Service Level Agreement (SLA) contracts, and established policies for the entire support and application engineering organization.
- Developed and managed all onsite and offsite training for complete product line. Drafted guidelines and standards for first computer-based training with web-based testing with automated enrolment database.
- Managed all on-site commissioning and localized support efforts.
- Recruited, trained and managed staff worldwide.
- Conducted reviews, analysis, training and coordination of subcontractors and field offices.

(See: <https://web.archive.org/web/20010516014059/http://www.nexwatch.com/>)

Prior experience available upon request.

SYSTEMS & SOFTWARE

- ◆ Operating Systems: Microsoft Windows, iOS and MacOS.
- ◆ Microsoft: Office (OP & hosted) O365/Copilot (Outlook, Excel, Word, PowerPoint, OneNote, OneDrive, Visio, Planner, Teams, Skype, SharePoint, etc.), Exchange, Active Directory, Internet Information Services (IIS).
- ◆ Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Zoom.us & Zoomgov.com (ZfG), Splunk, KACE & KACE Service Desk, AirWatch Mobile Device Management (MDM)/Workspace ONE Unified Endpoint Management (UEM), WordPress, Drupal, LiveChat, Google Workspace, Audacity, VNC, TeamViewer, Axosoft, etc.
- ◆ Proficient with business/enterprise presence for social media, including YouTube, Facebook, Instagram, X/Twitter, Bluesky, etc.

MEMBERSHIPS / POSITIONS / PARTICIPATION / AWARDS

United States Courts – California Northern District Court (CAND)

- ◆ Senior Management Team
- ◆ Technology Committee
- ◆ New Candidate Review Board
- ◆ Press and Public Access Task Force
- ◆ COVID-19 Task Force

United States Courts - Ninth Circuit

- ◆ IT Committee (2020-2024)
- ◆ IT Advisory Group (Chair) (2020-2024)
- ◆ Jury Summit (2015)
- ◆ Ad Hoc Committee on Jury Trial Improvement & Electronic Evidence (2022-2024)
- ◆ Numerous panels at IT Conferences/Technical Users Group (TUG) (2002-2024)

United States Courts - National

- ◆ Federal Judicial Center (FJC) "Courtroom Use Study" (2006-2007)
- ◆ National CM/ECF Working Group - Appointed by AO Director Jim Duff (2008-2010)
- ◆ National IT Security Scorecard Summit (2016)
- ◆ Numerous panels at CM/ECF (Operations) Forum
- ◆ 5, 10, 15, and 20-year Service Awards
- ◆ Gratitude for Career Service (Retirement Award)

Ventaso: Four consecutive Gold Medals for internal and external customer appreciation

Honeywell: Memo of Appreciation for development of call tracking/customer database application (CRM)

INTERESTS

Music, mid-century modern design, interior design, architecture, art, old restaurants, science, technology, social sciences, history, vintage clothing, all kinds of food, Hawaiiana/Polynesian Pop, road trips, cats.

RESIDENCE & WORK LOCATION

Currently residing in South San Francisco, California. Able to work from home and/or office. Relocation negotiable.

REFERENCES

References available upon request.

Please see attached [About Me](#), and [U.S. Courts Official Job Responsibilities](#).