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Objective

My primary objective is to make best use of my experience and abilities working with a company/organization with a presence in the northeast of Brazil to leverage my extensive IT background and bilingualism. I relocated to Paraiba in 2009. I am very interested in less than full time work situations. I desire involvement in a company that reaches beyond local and regional markets. I enjoy committing my efforts to companies that create valued products and/or services and expect their clients to be treated with the best possible customer care in order to retain their allegiance. I feel able to represent international efforts from companies/organizations based in the U.S. or Brazil. I have many years in varying aspects of the IT industry. This includes the most basic of operations, programming, supervision, management, sales and account representation. Each area has brought different challenges and new education. I am a flexible person that prefers to work in environments where all of one's abilities and contributions are respected. Team effort is core to my desire to work amongst professionals that enjoy coming to work every day and where satisfaction is based upon factors beyond compensation. All of my actual work experience is within the borders of the US. I do have, however, extensive knowledge of Brazilian markets and maintain many key contacts there (in government and business). I have traveled to Brazil over the last 28 years often as my family is Brazilian. Primary is my interest in being involved in a rewarding support environment as a leader with experience. Secondly, it would be very rewarding to take advantage of my multilingual skills.

Work Experience

Records Program Supervisor / Specialist Senior

8/2001 - 5/2009 Commissioner of Insurance - State of Wisconsin, Madison, WI

- Responsibilities are in;-managing Web activities (oci.wi.gov and Intranet) for agency and be involved in Enterprise Web activities/projects/developments-records management with a special interest in conversions to Web-based or digital media-active in numerous inter-agency enterprise efforts including Enterprise-wide applications development efforts (6 month assignment), GIS issues development group, subcommittees of the Public Records Board-internal efforts to improve processes through the use of technology. I enjoy my public service job and leave it only because of my relocation to Brazil in 2009.

Sales Engineer, ProjMangr, Acct. Rep.

5/1998 - 6/2001 Berbee, Madison, WI

- Account Representative, Project Manager, Team Leader Strong desires to experience the private sector, I left the UW in May of 1998 to become involved in E-Commerce development with Berbee. Another contributing factor for my decision to leave the challenges presented by the UW was the interest by other former DoIT staff to add me to their team. It was a new and exciting opportunity that I simply could not resist. My involvement in Berbee Software Engineering has been an exciting and educational experience. I have worked with numerous accounts acting as a lead to programmers, a representative for client projects, a sales manager for new inquiries, and support for management in maintaining a complex and ever-changing environment. Projects have ranged from very small brochure web presence to large corporate sites with integration to legacy systems behind the scenes. I am not a programmer but rather an enabler. I have worked on a variety of accounts including businesses like; WPS, WMEP, Protix, GUILD.com, Omnimed, Lemans, CUNA Affiliates, American Family, Rural Insurance, DEMCO, DNA Star, Artville and many others. My major responsibilities involve customer care in maintaining healthy relationships and assuring that Berbee responds to customer needs. Customers, and our ability to maintain healthy relationships through long and difficult development processes, are critical to any business' success. A secondary responsibility has always been to be a team player and be flexible in meeting the needs of other Berbee staff in all divisions of the company.

Senior Help Desk Consultant

4/1997 - 5/1998 University of WI - Madison, Madison,

- At the request of the Support Services director, I passed my team leader responsibilities to another team member in order to focus on the implementation of a new Help Desk support tool (Clarify's ClearSupport). Key to the success of the project was the involvement of not only Help Desk staff but also DoIT technologists, repair personnel, managers, and programmers (both internal and vendor). We left behind a mainframe base tool and replaced it with a client-server application on an aggressive schedule. We implemented a new system without negative impact to the numerous DoIT staff that relied on the old, and now new, systems. The effort continues with several new phases; implementation of logistics, WEB interface tools, support application improvements (on-line solutions), a front-end to a billing system, contract management, and more. I also was a close assistant to the new Help Desk manager. We had begun to explore new roles required within the Help Desk to better attend to the internal requirements of our business. I had been appointed a new team lead role for a team, which would be responsible for all Help Desk, tools (managing old tools, developing new tools). The focus of this team was not on managing Help Desk staff but was focused on the technology required by them and the business needs of a complex support group. Achievements: DoIT-wide Clarify system implementation, Management support for a new Help Desk manager

Team Leader and Senior Help Desk Consultant

4/1993 - 3/1997 University of WI - Madison, Madison, WI

- As team leader I directly managed full time academic staff, part time and student help (approximately 100 total staff members) that provide support to walk-in customers of DoIT. I was responsible for maintaining a highly efficient and mission critical level I support enterprise. The customer base was comprised of approximately 40,000 students and 20,000 faculty and staff. Support was provided for a vast array of products provided to the Madison campus. I was responsible for numerous projects related to the overall support area, which, on average, handled approximately 10,000 customer contacts per month. Primary responsibilities included automatic call distribution systems, on-line call-tracking systems (used for complete logging of each contact and also used for escalation purposes), and coordination of special projects as they occurred. As a senior consultant I was also responsible for identifying areas for improvement in overall support delivery and taking appropriate action to achieve improved performance of the environment. Achievements: Implementation of an effective team environment, Coordination of 5 physical relocations of the support area, Provide staff with continuity in an environment that has seen 6 managers in 4 years, Creation of a campus support area that now receives high acclaim by customers

Acting Help Desk Manager

9/1992 - 4/1993 University of WI - Madison, Madison, WI

- At the end of 1992 DoIT was actually 3 separate organizations that were instructed by campus authorities to re-organize into one entity to end redundancy of services. I was requested to act as the "acting manager" to handle the very stressful period of change, change that would effect over 100 people in the Help Desk alone (DoIT was approximately 600 staff strong). After several months of strong success in an environment that was strife with discontent, I requested a transfer from that position to provide the director with an opportunity to proceed in a direction and with new leadership that was more consistent with his management desires. I was offered reassignment in any other DoIT area (as I had experience with most aspects of the organization). I chose to stay within the Help Desk support area to assist future manager in succeeding in a very challenging endeavor. Achievements: United four separate help desks into one, Resolved issues of great discontent for staff that were very uncomfortable with structural changes, Provided sincere and essential feedback to management in order to maintain support systems during a period of great change, Expedited conversion of previous support area missions into a single support mission

Senior Operations Analyst

1/1992 - 9/1992 University of WI. - Madison, Madison, WI

- Major efforts in modernizing ADP's administrative mainframes and networks spawned numerous large-scale projects. I was recruited into the position of Senior Operations Analyst in order to incorporate my systems management knowledge and ability to handle large complex projects involving numerous contributors.
Achievements: Introduced automated mainframe operations to a manual environment with integrated problem reporting tools for batch, teleprocessing and network systems. Refined Internet support tools for support staff

Customer Support Supervisor-Network Control Center

1/1989 - 1/1992 University of WI - Madison, Madison, WI

- As supervisor of the ADP Help Desk and NCC I managed 8 MIS professionals that provided mainframe, network, telephone and on-site support. Our major focus of support was for a campus administrative set of customers approximately 7000 strong. My staff supported two 3090 mainframes and related sub-systems that covered the entire Madison campus (and limited links off of campus). The network was comprised of broadband, SNA, token ring, and ethernet. We provided complete support for customers including on-site PC repair and LAN installation.
Achievements: Modernized phone systems with call sequencers and uniform call distribution. Achieved excellent customer satisfaction. Proposed and built a new internet support help desk for dial-in support for students, faculty and staff (WiscWorld)

Systems Programmer/Analyst - Information Systems Coordinator

1/1987 - 1/1989 University of WI - Madison, Madison, WI

- Responsibility here included the design and function of ADP's internal systems management software (Information Management by IBM) and the establishment of processes by which ADP managed its problems, changes and configuration information. I customized all specific software needs, provided reports from the database and provided guidance and training in the use of and directions for the system. Achievements: Integrated systems management tools and procedures for all ADP staff to use. Designed new on-line sub-systems for normalization of essential data required for systems management. Coordinated requirements processes for numerous departments' use of a common system. Co-founder of a mid-west user group of Information Management users

Administrative Support Specialist

1/1985 - 1/1987 University of WI - Madison, Madison, WI

- In this position I was responsible for managing the configuration systems used for our installed base of equipment. It was here that I initiated my work towards building a central systems management repository for all of ADP's configuration, problem and change needs. Because of the type and quantity of work that I was doing in essentially supporting application needs, I developed and proposed a systems management strategy which was accepted by ADP management and moved the support responsibility to ADP Application Development.
Achievements: Built a central systems management repository for configuration, problem and change needs. Developed a systems management strategy, adopted by ADP management. Defined needs for supporting staff positions, which were required for achieving stable systems management processes. Both change and configuration manager positions were defined and filled as a result

Limited term and student employee in Operations

1/1984 - 1/1985 University of WI - Madison, Madison, WI

- While taking advanced credits on Educational Policy Studies I also worked part time as an assistant in the Network Control Center installing Wang systems and related network.

Education

5/1983 University of WI. - Madison, Madison, WI

- Bachelor's Degree
- BS in Secondary Education with a focus on Portuguese Language education. Dean's list. A lot of in-country travel in Brazil to perfect language skills.

5/1980 Madison Area Technical College, Madison, WI

- Associate Degree
- College transfer courses and electronics

5/1974 West High School, Madison, WI

- High School or equivalent
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Skills

Skill Name

- Bilingual - Portuguese
- Manager
- Project Manager
- Systems Management processes
- Team Leader