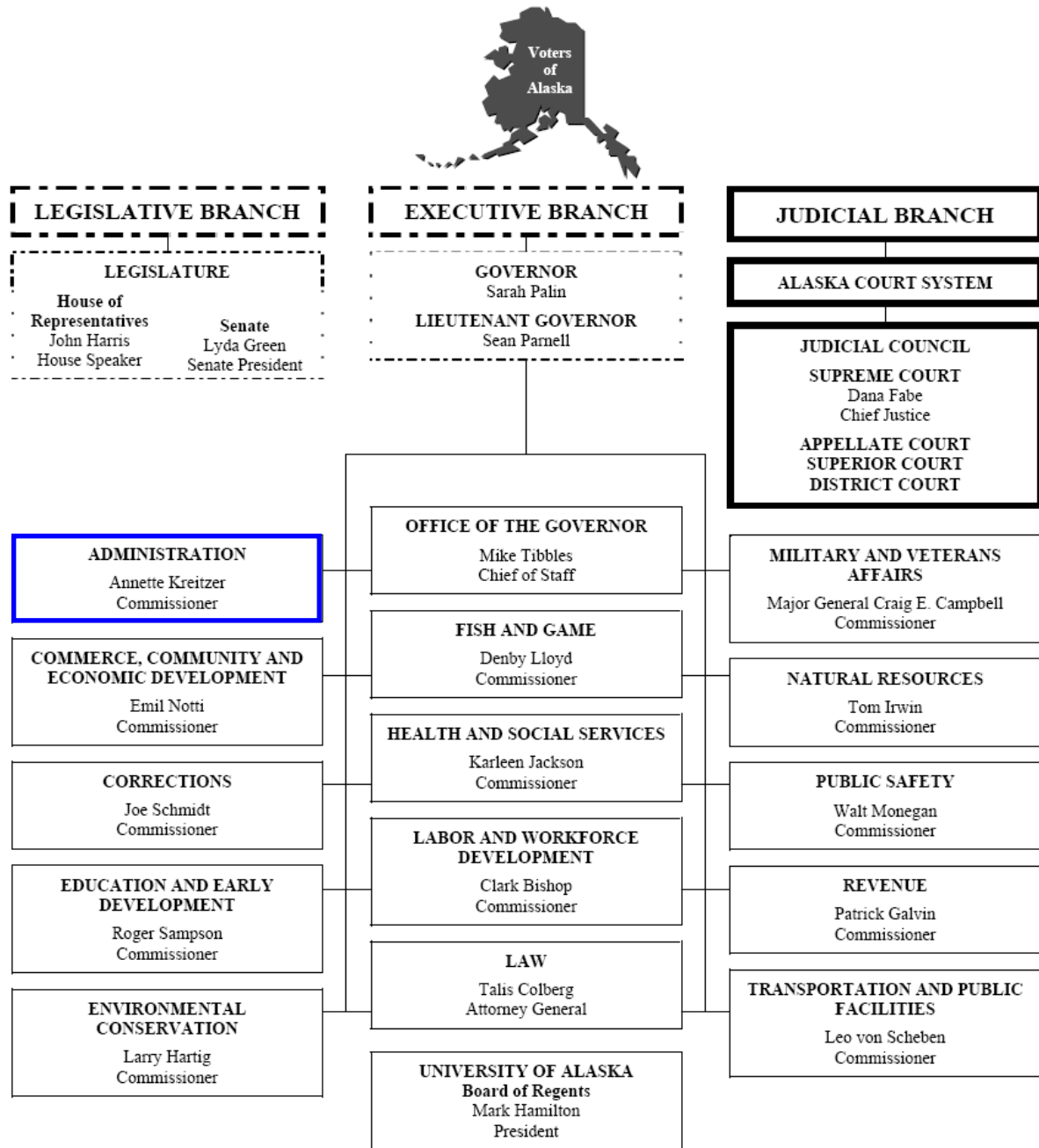


## Attachment H State of Alaska Organization Charts and State Project Team Resumes

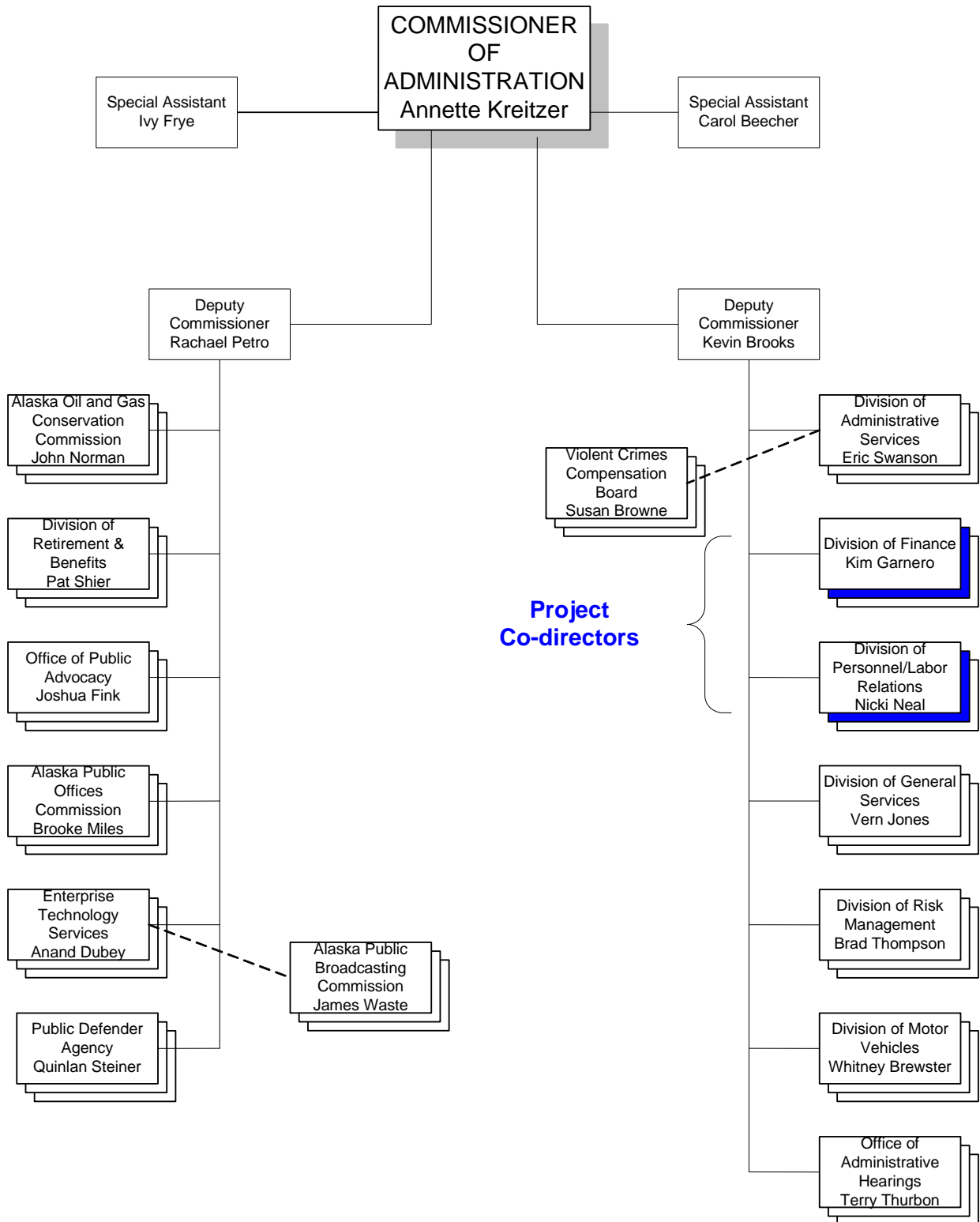
### State of Alaska Organization Chart



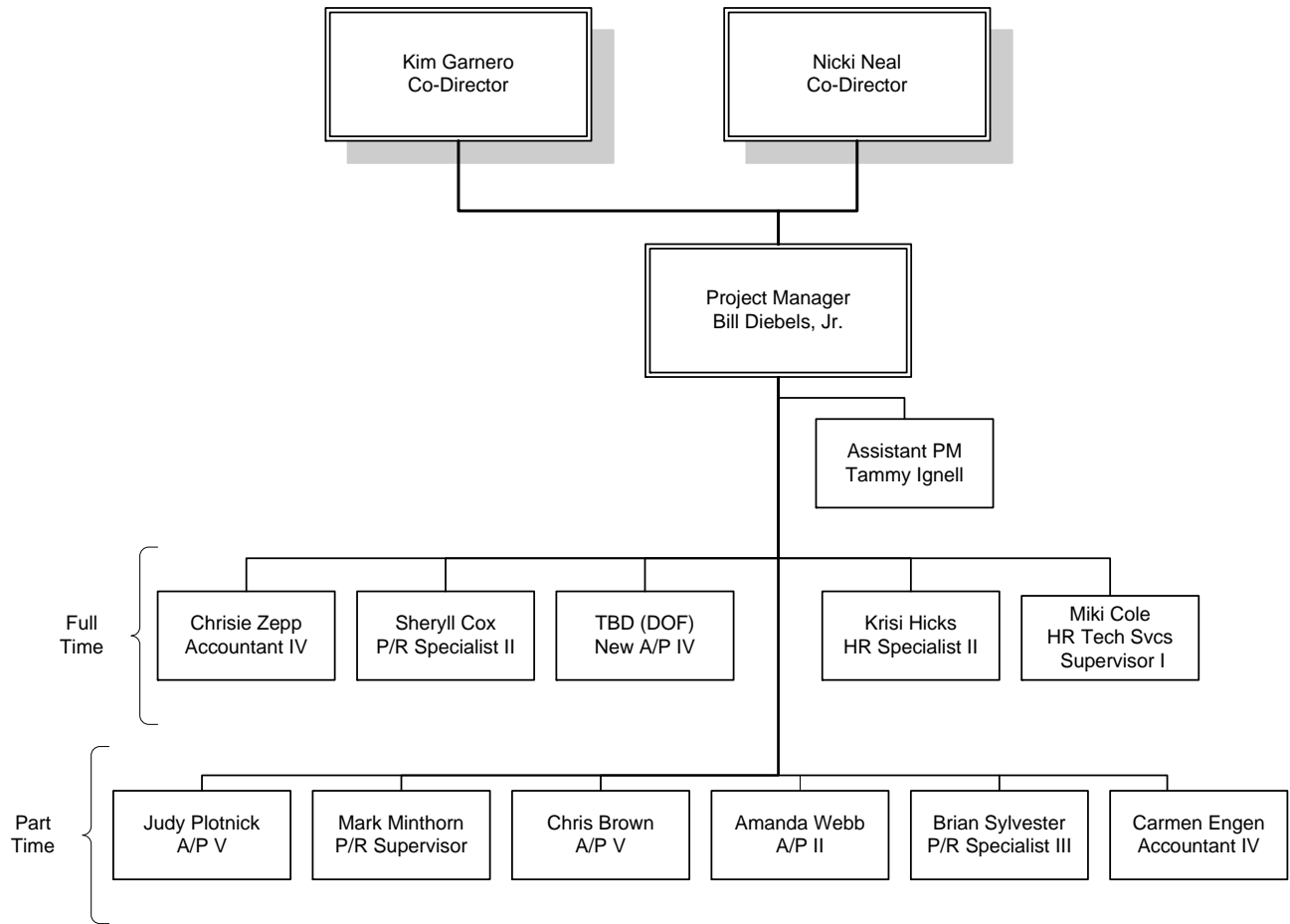
- Elected by popular vote (includes Lieutenant Governor, elected on same ticket as Governor).
- ===== Justices and Judges of the Courts nominated by Judicial Council, selected by Governor and thereafter subject to voter approval.
- \_\_\_\_\_ Department heads appointed by Governor and confirmed by the Legislature.

**Source:**  
State of Alaska Comprehensive Annual Financial Report For the Fiscal Year July 1, 2006 - June 30, 2007

### Department of Administration Organization Chart



### Time & Attendance State Project Team Organization Chart



## Time and Attendance State Project Team Resumes

### Project Directors

| Kim Garnero   | Project Position: Project Co-director   |
|---|---|
| <b>Summary of Relevant Experience and Qualifications</b>              | Ms. Garnero has 25 years experience serving the State of Alaska in varying roles. She has been a leading figure in the multi-year effort to determine and implement a replacement strategy for the State's aging administrative systems.  |
| <b>Affiliations and Certifications</b>                                | Alaska Certified Public Accountant License #1204<br>Member American Institute of Certified Public Accountants since 1988<br>Certified Information Systems Auditor Certificate #9009602<br>Certified Government Financial Manager Certificate #8219<br>Project Management Professional (PMP) Certificate #464021<br>President, National Association of State Comptrollers<br>Member Project Management Institute (PMI)<br>Member Alaska Capital Chapter PMI - Juneau Branch  |
| <b>Formal Education</b>   | Bachelors of Business Administration - University of Hawaii at Hilo<br>Masters of Business Administration - University of Alaska Southeast  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | Desktop software user, e.g., MS Word, Excel, Project, Active Directory, Visio   |
| <b>Experience</b>   |   |
| <b>August 1999 - Present</b>  | Title: Director, Division of Finance<br>Classification: Appointed Position  |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• State Travel Initiative: State Travel Management System and State Travel Office Implementations</li> <li>• Statewide Administrative Systems Replacement Business Case (2003 and 2007 update)</li> <li>• Alaska Date Enterprise Reporting System (ALDER)</li> </ul> <p><b>Responsibilities:</b><br/>Supervise staff of 50 professional and technical individuals who perform accounting, payroll, and travel services for state agencies. Responsible for the operation of the statewide accounting and payroll systems. Co-authored the 2007 update to the business case for replacing the statewide administrative systems. Serve as director for project teams engaged in ongoing effort to replace these aging systems.</p> |
| <b>Experience</b>   |   |
| <b>1999 - 2001</b>  | Title: Adjunct Faculty Member<br>Classification: University of Alaska Southeast   |
| <b>Responsibilities</b>   | Taught ACCT 316, Accounting Information Systems   |

| <b>Kim Garnero</b>                |  | <b>Project Position: Project Co-director</b> |  |
|-----------------------------------|--|--|--|
| <b>Experience</b>                 |  |  |  |
| <b>September 1993 - Aug. 1999</b> | Title: Finance Officer, Department of Fish and Game<br>Classification: Accountant V  |  |  |
| <b>Responsibilities</b>           | Oversee all financial activity except for budget preparation.  |  |  |
| <b>Experience</b>                 |  |  |  |
| <b>December 1983 - Sept. 1993</b> | Title: Legislative Auditor<br>Classification: Junior through In-Charge levels  |  |  |
| <b>Responsibilities</b>           | Performed increasingly responsible audit tasks on financial, compliance, and performance audits. Assessed risk and designed audit procedures for a variety of internal control structures. Responsible for EDP audit function including application reviews of statewide accounting and payroll systems. |  |  |

| <b>Nicki Neal</b>  |   | <b>Project Position: Project Co-director</b> |  |
|--|---|--|--|
| <b>Summary of Relevant Experience and Qualifications</b> | Ms. Neal has 25 years experience serving the State of Alaska with over 22 of these years in the field of human resources.   |  |  |
| <b>Affiliations and Certifications</b>                   | Member, National Association of State Personnel Executives<br>Member, Personnel Board, City and Borough of Juneau<br>Member, Southeast Advisory Council, University of Alaska   |  |  |
| <b>Formal Education</b>                                  | University of Alaska, Southeast<br>Project Management Training, 2007  |  |  |
| <b>Systems Used</b>                                      | Desktop software user   |  |  |
| <b>Experience</b>  |   |  |  |
| <b>August 2007 - Present</b>                             | Title: Director of Personnel and Labor Relations<br>Classification: Appointed Position  |  |  |
| <b>Projects and Responsibilities</b>                     | <p><b>Project:</b> Alaska Data Enterprise Reporting System (ALDER)</p> <p><b>Responsibilities:</b><br/>Supervise staff of 180 professional and technical individuals who perform human resources functions (recruitment, payroll, classification, employee relations, contract negotiation and interpretation, complaint resolution, and training) for state agencies. Responsible for the operation of Workplace Alaska (recruitment system), the On-line Position Description System and TrainAlaska (training registration and course management). Participated in the 2007 update to the business case for replacing the statewide administrative systems. Serve as the secretary to the State of Alaska's Personnel Board.</p> |  |  |
| <b>Experience</b>  |   |  |  |
| <b>May 2003 - August 2007</b>                            | Title: Deputy Director, Division of Personnel<br>Classification: Human Resources Specialist VI  |  |  |
| <b>Responsibilities</b>                                  | Oversaw the Management Services Section which advises managers and supervisors on employee/labor relations issues, performance management, organizational development, etc. Ensured coordination between division programs.   |  |  |
| <b>Experience</b>  |   |  |  |
| <b>September 2002 - May 2003</b>                         | Title: Human Resources Manager, Department of Commerce and Economic Development   |  |  |
| <b>Responsibilities</b>                                  | Oversaw human resource functions for the department.  |  |  |
| <b>Experience</b>  |   |  |  |
| <b>May 1990 - September 2002</b>                         | Title: Human Resources Specialist<br>Classification: Human Resources Specialist I - IV  |  |  |
| <b>Responsibilities</b>                                  | Held positions with increasing levels of responsibility which included serving as the Employee Programs Manger for the Division of Personnel, payroll supervisor for the Department of Environmental Conservation and personnel officer for the Pioneer Homes.  |  |  |

## Full Time State Project Staff

| William (Bill) Diebels, Jr.   |   | Project Position: Project Manager |  |
|---|---|-----------------------------------|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Mr. Diebels has supervised the programmers supporting the State's payroll system since 1994.  |                                   |  |
| <b>Affiliations and Certifications</b>                                | Member - Project Management Institute (PMI)<br>Member - Alaska Chapter PMI - Juneau Branch<br>Certified Project Management Professional (PMP) since November 2007   |                                   |  |
| <b>Formal Education</b>   | University of Wisconsin - Stevens Point: BA Business Administration (minor Computer Science)<br>University of Alaska, Southeast: Classes in Governmental Accounting and Public Administration.  |                                   |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | <b>Hardware:</b> IBM mainframe, Intel-based desktops, laptops<br><b>Software:</b> Tesseract, TSO/ISPF, CICS<br><b>Languages:</b> JCL, COBOL, SAS, Assembler<br><b>Databases:</b> IMS, ADABAS, DB2, VSAM<br><b>Operating Systems:</b> MVS, z/OS, Windows   |                                   |  |
| Experience  |   |                                   |  |
| <b>July 1994 - Present<br/>State of Alaska<br/>Juneau, AK</b>         | Title: Payroll Systems Supervisor<br>Classification: Data Processing Manager  |                                   |  |
| <b>Projects and Responsibilities</b>                                  | <b>Projects:</b> <ul style="list-style-type: none"> <li>• Release Implementations: 94, 96, 98, 2001, 2003, 2006</li> <li>• ADABAS to DB2 Conversion</li> <li>• Marine Highway Leave Conversion</li> </ul> <b>Responsibilities:</b><br>Lead programmer responsible for directing tasks and work product quality control supporting the State's payroll system. Supervise 3 - 5 analyst/programmers, promoting collaborative team environment, use of team standards/conventions, and high quality expectations.  |                                   |  |
| Experience  |   |                                   |  |
| <b>May 1990 - July 1994<br/>Data Group Alaska<br/>Juneau, AK</b>      | Title: Manager, Systems Development<br>Classification: Analyst/Programmer   |                                   |  |
| <b>Projects and Responsibilities</b>                                  | <b>Projects:</b> <ul style="list-style-type: none"> <li>• Utility Billing System (City &amp; Borough of Juneau)</li> <li>• Statewide election support 1990, 1992 (Division of Elections)</li> </ul> <b>Responsibilities:</b><br>Oversee and participate in developing custom software for various clients including the State of Alaska, the City and Borough of Juneau, and private businesses and associations. Manage employees and professional office, respond to RFPs, design and write programs. IBM mainframe and PC programmer for Alaska statewide and municipal elections. |                                   |  |

| <b>William (Bill) Diebels, Jr.</b>                          |  | <b>Project Position: Project Manager</b>  |  |
|---|--|---|--|
| <b>Experience</b>   |  |   |  |
| <b>1980 - May 1990<br/>SAFECO Insurance<br/>Seattle, WA</b> |  | Title: Systems Analyst<br>Classification: Systems Analyst   |  |
| <b>Projects and Responsibilities</b>                        |  | <b>Projects:</b> <ul style="list-style-type: none"><li>• Agent compensation system database design</li><li>• Install and support CA-View (SAR)</li><li>• Develop TSO usage audit tools using CA-MICS</li></ul> <b>Responsibilities:</b> <p>As application programmer/analyst, support life insurance applications 1980 - 1985. As systems analyst, support programmer productivity tools and level 1 help desk support for approximately 200 programmers 1985 - 1990.</p> |  |



| <b>Tamara (Tammy) Ignell</b>  |  | <b>Project Position: Assistant Project Manager</b> |  |
|---|--|--|--|
| <b>Summary of Relevant Experience and Qualifications</b>            | <p>Ms. Ignell has 10 years experience supervising functional and project team members in the Division of Finance's Payroll and Systems Administration sections. She has 13 years project experience in the project director and project manager roles, and as a project team member.</p> <p>Range of experience includes:</p> <ul style="list-style-type: none"> <li>• RFP development and contract negotiation</li> <li>• Project time, resource, and communications management</li> <li>• Risk analysis and mitigation strategy implementation</li> <li>• Plan and conduct system tests and quality assurance for enhancements and major release implementation to the Statewide Payroll System, AKPAY</li> <li>• Statewide policy and procedure manual development and publication</li> </ul> |  |  |
| <b>Affiliations and Certifications</b>                              | <p>Member - Project Management Institute (PMI)<br/>Member - Alaska Chapter PMI - Juneau Branch<br/>Certified Project Management Professional (PMP) since November 2007</p>   |  |  |
| <b>Formal Education</b>   | <p>University of Alaska Southeast - 50 semester hours accounting and business<br/>Bachelor of Arts - Northwest University</p>  |  |  |
| <b>Hardware/software/languages/databases/operating systems used</b> | <p>Desktop software user, e.g., MS Word, Excel, Project, Active Directory, Visio</p>   |  |  |
| <b>Experience</b>   |  |  |  |
| <b>October 2004 - Present</b>                                       | <p>Title: Systems Administration and Security Supervisor<br/>Classification: Accountant V</p>  |  |  |
| <b>Projects and Responsibilities</b>                                | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• One Card Alaska Credit Card Payment Vendor Replacement RFP and Implementation</li> <li>• State Travel Initiative: State Travel Management System and State Travel Office Implementations</li> </ul> <p><b>Responsibilities:</b><br/>Supervise the 10-member Systems Administration and Security Section with responsibility for security and administration of and enhancements to statewide accounting, payroll, and reporting systems. The sections is also responsible for statewide administration of the credit card payment program, the 1099 reporting process and Tax Reporting subsystem, warrant reconciliation and positive pay; and providing technical support for the State Travel Office.</p>                    |  |  |

| Tamara (Tammy) Ignell                |  | Project Position: Assistant Project Manager  |  |
|--------------------------------------|--|--|--|
| <b>Experience</b>                    |  |  |  |
| <b>May 1998 - September 2004</b>     |  | Title: Lead - System Test and Quality Assurance State Payroll System<br>Classification: Payroll Specialist III   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• ADABAS to DB2 Conversion</li> <li>• Correctional Officer Bi-weekly Payroll</li> <li>• 98 Release</li> <li>• Labor Union Health Insurance Conversion from State to Trust Program</li> <li>• Marine Highway Leave Conversion</li> </ul> <p><b>Responsibilities:</b><br/>Lead system tester and responsible for quality assurance or enhancements and major releases to the statewide payroll system, AKPAY. Supervise three functional staff with responsibilities over statewide processes for leave donations, health insurance corrections, garnishments/levies/child support, retirement verifications, salary overpayment calculations and tracking, and workers compensation leave and pay corrections.</p> |  |
| <b>Experience</b>                    |  |  |  |
| <b>April 1995 - April 1998</b>       |  | Title: Statewide Systems Documentation Project Team Member<br>Classification: Accountant III   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Alaska Statewide Accounting Reporting Manual (GENEVA)</li> <li>• Alaska Administrative Manual - Payroll Section</li> <li>• Alaska Statewide Payroll Procedures Manual</li> </ul> <p><b>Responsibilities:</b><br/>Conduct research and interviews, draft, review, edit, finalize manuals for publication.</p>  |  |

| <b>Michele (Miki) Cole</b>  | <b>Project Position: SME, Payroll and Human Resources</b>  |
|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>            | Ms. Cole has worked in the Human Resources office with the State of Alaska since 1988. She has 18 years working in the payroll field with the AKPAY system since its inception in 1990. She has accumulated in-depth knowledge on processing the wide variety of pay and personnel actions in AKPAY. Ms. Cole's experience includes knowledge of statutes, personnel rules, and various contracts as they apply to employee pay. She has created, organized, and conducted training on several levels from one-on-one to seminars regarding various payroll and HR topics including timekeeper's training, Family Leave, and Compensable Travel as time worked. Over the years she has participated in various payroll related projects and groups due to her knowledge and experience.  |
| <b>Affiliations and Certifications</b>                              | None   |
| <b>Formal Education</b>   | None   |
| <b>Hardware/software/languages/databases/operating systems used</b> | Desktop software user, e.g., MS Word, Excel, Access, Active Directory  |
| <b>Experience</b>   |  |
| <b>December 2004 - present</b>                                      | Title: Payroll Supervisor<br>Classification: HR Tech Supervisor I  |
| <b>Projects and Responsibilities</b>                                | <p><b>Responsibilities:</b><br/>Supervises the Department of Health and Social Services (H&amp;SS) Technical Services payroll offices in Anchorage and Juneau.</p> <ul style="list-style-type: none"> <li>• Oversees the payroll functions to ensure staff is correctly processing all areas of employee pay, including appointments, demotions, separations, promotions, timesheet auditing, certification, pay adjustments, overpayments, etc.</li> <li>• Ensures payroll processes are applied with consistency and serves as payroll expert for contract interpretations, applications, and processes.</li> <li>• Review workflow process and implement changes and procedures to ensure work is completed timely and errors are caught</li> <li>• Review and finalize draft NOPP responses</li> <li>• Respond to Step I and II grievances</li> <li>• Draft H&amp;SS Letter of Agreements for Labor Relations / Union approval</li> <li>• Compilation of monthly payroll stats for H&amp;SS</li> <li>• H&amp;SS AKPAY Certifying Officers Affidavits - assign and approve AKPAY security based on job duties and forward on for final approval to the HRM and Division of Finance.</li> <li>• Liaison with H&amp;SS Administrative Managers for payroll organization routing codes, Payroll RD Code updates, additions, and deletions</li> <li>• Contact code additions, deletions, and updates</li> <li>• Special payroll reporting to the department</li> <li>• Process Grievance/ Arbitration awards as make wholes, settlement pays, etc.</li> <li>• Conduct various HR training, including AKPAY Basics and Timekeepers</li> <li>• LTC Seniority Reports</li> </ul> |

| Michele (Miki) Cole                  |   | Project Position: SME, Payroll and Human Resources |  |
|--------------------------------------|---|--|--|
| <b>Experience</b>                    |   |  |  |
| <b>October 2003 - Dec. 2004</b>      | Title: same as below<br>Classification: HR Technical Services Supervisor II   |  |  |
| <b>Projects and Responsibilities</b> | <p><b>Responsibilities:</b><br/>                     Oversaw personnel/payroll functions for H&amp;SS and DOT/PF Technical Service (TS) Centers.</p> <ul style="list-style-type: none"> <li>• Worked with the department's management as well as employees with concerns and problems regarding the integration of HR and payroll functions under the Division of Personnel.</li> <li>• Worked with department's management with the implementation of new procedures and processes such as timesheet standards, PARFs, and payroll forms.</li> <li>• Worked as part of the TS management team to determine workflow processes within the payroll groups, standardize payroll procedures, policies, forms, etc. for consistency within the Technical Service Centers</li> <li>• Kept staff informed of all updates and changes</li> </ul>   |  |  |
| <b>Experience</b>                    |   |  |  |
| <b>June 2001 - October 2003</b>      | Title: Payroll Supervisor<br>Classification: Payroll Supervisor   |  |  |
| <b>Projects and Responsibilities</b> | <p><b>Responsibilities:</b><br/>                     Supervised payroll offices for the Department of Administration and Health and Social Services. Oversaw the payroll functions to ensure staff is correctly processing all areas:</p> <ul style="list-style-type: none"> <li>• Employee pay, including appointments, demotions, separations, promotions</li> <li>• Timesheet auditing, certification, pay adjustments, and overpayments to ensure payroll processes are applied consistently</li> <li>• Payroll expert for SSU, GGU, LTC contracts interpretations</li> <li>• Reviewed workflow process and implemented changes to procedures to ensure work was completed timely and accurately</li> <li>• Reviewed and finalized NOPP responses</li> <li>• Researched all payroll grievances for HRM</li> <li>• Reviewed all nonpermanent position requests for the Administration Director</li> <li>• Researched and approved nonpermanent position extensions</li> <li>• AKPAY Certifying Officers Affidavits - assigned and approved AKPAY security based on job duties and forwarded on for final approval to the HRM and Division of Finance</li> <li>• FMLA determinations</li> <li>• Recruitment responsibilities included approving hires and MQ determinations</li> <li>• Reviewed and certified staff's personnel actions, payroll audits, pay and leave adjustments</li> </ul> |  |  |

| Michele (Miki) Cole                  |  | Project Position: SME, Payroll and Human Resources  |  |
|--------------------------------------|--|---|--|
| <b>Experience</b>                    |  |   |  |
| <b>July 1998 - June 2001</b>         |  | Title: Personnel Assistant II<br>Classification: Personnel Assistant II   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Responsibilities:</b><br/>During this time period worked as a lead over Personnel Assistant I positions for the personnel/payroll section at DOT/PF - Marine payroll section and Department of Administration payroll.</p> <ul style="list-style-type: none"> <li>• Audited and certified the work of the Personnel Assistants. This included certification of time and attendance, pay and leave audits.</li> <li>• Trained PA Is on AKPAY entry for personnel actions</li> <li>• Timesheet calculation, audit, and entry into AKPAY</li> <li>• Researched pay problems</li> <li>• Responded to pay issues from employees</li> <li>• New hire orientations for Marine employees</li> </ul> |  |
| <b>Experience</b>                    |  |   |  |
| <b>1988 - 1998</b>                   |  | Title: Accounting Clerk III/Personnel Assistant I<br>Classification: : Accounting Clerk III/Personnel Assistant I   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Calculation, auditing, and entry of time and attendance into AKPAY</li> <li>• Certification for shore side time &amp; attendance which included GGU, LTC, SSU, PSEA bargaining units, as well as exempt and partially exempt</li> <li>• Certification of Marine IBU, MMP, and MEBA timesheets</li> <li>• Various processing of personnel/payroll actions, including appointments, separations, demotions, promotions, transfers, etc.</li> <li>• Conducted various payroll audits and pay and leave adjustments</li> <li>• Processed online warrants for pay shortages and final pay</li> </ul>                          |  |

| Sheryll Cox   |   | Project Position: SME, Payroll |  |
|---|---|--------------------------------|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Ms. Cox has over 20 years experience processing State of Alaska payroll, with 10 years experience as Production Team Leader for the Division of Finance, Payroll Section. She has 15 years experience as a project leader or project team member.   |                                |  |
| <b>Affiliations and Certifications</b>                                | None  |                                |  |
| <b>Formal Education</b>   | University of Alaska - 16 Accounting credits<br>Aims Junior College - Associate in Applied Science, Chemistry<br>Project Management Bootcamp - 2007   |                                |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | Desktop software user, e.g., MS Word, Excel, Access, Active Directory   |                                |  |
| Experience  |   |                                |  |
| <b>June 1998 - Present</b>  | Title: Payroll Production Team Leader<br>Classification: Payroll Specialist II  |                                |  |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Various task groups as team leader or team member to develop, document, and train users on formal policy and procedures for statewide use, including but not limited to: <ul style="list-style-type: none"> <li>○ Make whole settlement pay</li> <li>○ Military leave - USERRA</li> <li>○ Layoff</li> <li>○ LWOP Task Group</li> <li>○ Retirement processing</li> <li>○ Floating holiday processing</li> <li>○ Cash value of leave</li> </ul> </li> <li>• Administration Payroll Team - member</li> <li>• Weekly payroll newsletter author - Payroll Skinny</li> <li>• TEARS payroll system business rules - subject matter expert</li> <li>• System changes - 98 Release, Correctional Officer conversion to biweekly, new BIWK1 pay entity, General Government: leave conversion, catastrophic and emergency leave plans, and Health Trust conversion - subject matter expert.</li> <li>• HR/Payroll project team member</li> <li>• Project Manager - Employee Information Record System (ERIS) Project</li> <li>• General Government and Supervisory Retro - team member</li> </ul> <p><b>Responsibilities:</b></p> <p>Supervise the 4-member Payroll Production Team with responsibility for setting up or changing employer/employee records in the payroll system. Provide expert guidance and instruction to agency payroll staff for processing payroll according to various federal, State and contractual regulations. Monitoring reports and interfaces to various entities. Maintain tables and monitor the system to run semi-monthly, bi-weekly, quarterly, and annual payrolls.</p> |                                |  |

| Sheryll Cox                          |  | Project Position: SME, Payroll  |  |
|--------------------------------------|--|---|--|
| <b>Experience</b>                    |  |   |  |
| <b>Feb. 1998 - June 1998</b>         |  | Title: Accounting Supervisor I<br>Classification: same  |  |
| <b>Projects and Responsibilities</b> |  | <b>Responsibilities:</b><br>Supervised 7 employees processing payments for the Department of Transportation in AKSAS, the statewide accounting system. Audited large vendor accounts and certified transactions, providing AKSAS support to department personnel. |  |
| <b>Experience</b>                    |  |   |  |
| <b>October 1987 - Feb. 1998</b>      |  | Title: Payroll Supervisor<br>Classification: Personnel Specialist II  |  |
| <b>Projects and Responsibilities</b> |  | <b>Project:</b> State Payroll Committee chairperson - 17 months<br><br><b>Responsibilities:</b><br>Supervised 2 employees processing payroll for the Department of Public Safety including Trooper payroll from the OARS system.                                  |  |
| <b>Experience</b>                    |  |   |  |
| <b>1983 - 1987</b>                   |  | Title: Accounting Technician II<br>Classification: same   |  |
| <b>Projects and Responsibilities</b> |  | <b>Responsibilities:</b><br>Processed travel authorizations and reconciled vendor accounts.   |  |

| <b>Kirstin (Krisi) Hicks</b>  | <b>Project Position: SME, Payroll</b>  |
|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Ms. Hicks has over 18 years experience with the State of Alaska, almost entirely payroll-related within the Division of Personnel and the Division of Finance. Her work history includes in-depth payroll experience ranging from technical agency user to administrative payroll system support, including system test review/process analysis, as well as policy and procedure development and implementation. This also includes historical knowledge of previous payroll system, AKPAY implementation and system updates through time.   |
| <b>Affiliations and Certifications</b>                                | APEA Board of Directors (2000-2003), CEA Executive Board (2007 - present) Administrative Payroll Team (APT) member   |
| <b>Formal Education</b>   | Associate of Arts - University of Alaska, May 1988<br>Electives and addition credits include Math, Sciences, Computers, Accounting (total of 81 credits, 3.58 GPA)<br>Division of Personnel & Labor Relations courses - Service Excellence, Valuing Diversity, Performance Appraisal, Effective Presentations, Change Management for Supervisors, Performance Coaching, Personnel Law, Academy for Supervisors, Workplace Alaska   |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | Desktop software user, e.g. Word, Excel, PowerPoint, etc.  |
| <b>Experience</b>   |  |
| <b>2004 - Present</b>   | Title: Human Resource Specialist II, Department of Administration, Division of Personnel & Labor Relations<br>Classification: Human Resource Specialist II   |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• UAT for ALDER/Data Warehouse - Increment II</li> <li>• Curriculum Development for ALDER</li> <li>• HR Payroll Project</li> <li>• TEARS Business Rules</li> <li>• Family Leave process update</li> <li>• Timesheet Standard Elements requirements</li> <li>• Examples/Projects for State Negotiations with Unions</li> <li>• Division Intranet/Internet Committees</li> <li>• Acting HR TSS II for 6 months to oversee payroll for 6 departments and streamline internal process/paper flow concerns for that HR Service Center</li> <li>• Retro Audits - individual and group</li> <li>• Developed HR Payroll Training Curriculum and implemented program</li> <li>• Reviewed and standardized processes and procedures for clerical staff team supporting 3 HR Service Centers</li> </ul> <p><b>Responsibilities:</b><br/>On a statewide level, analyze, develop, and implement standardized processes for payroll staff, including creating training documents for and leading the HR Payroll training program. Draft implementation plan, identify training needs, develop content, and present training to employees in the HR Service Centers and field staff to implement changes. Develop and implement statewide personnel and payroll policies and procedures. Provide support to the Division</p> |



|                                      |   |
|--------------------------------------|---|
| <b>Kirstin (Krisi) Hicks</b>         | <b>Project Position: SME, Payroll</b>   |
|                                      | <p>Director and Human Resource Manager for Statewide HR Operations in providing guidance to management of the five HR Service Centers to ensure consistent application of rules and regulations. Serve as a resource for the division and managers statewide regarding proper payroll policy and procedure; ensure consistent application of statutes, regulations, policies, class specifications, and the terms of labor agreements related to the classification and pay plan. Assist in the investigation of formal grievances and complaints concerning payroll disputes. Resolve or effectively recommend resolution; respond or draft responses for such disputes.</p>   |
| <b>Experience</b>                    |   |
| <b>1999 - 2004</b>                   | <p>Title: Payroll Specialist I, Department of Administration, Division of Finance<br/>Classification: Payroll Specialist I</p>  |
| <b>Projects and Responsibilities</b> | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Marine Highway Leave Conversion</li> <li>• 98 Release</li> <li>• Workers' Compensation calculation</li> <li>• Retro payments</li> </ul> <p><b>Responsibilities:</b><br/>           AKPAY Support and system test. Worked in all capacities on the services side of payroll. Established and tracked all wage garnishments against State of Alaska employees, ensuring compliance with State and federal garnishment laws relating to tax levies, child support orders, court ordered garnishment; and student loans. Processed and monitored Workers' Compensation wage and leave adjustments for State of Alaska employees. Assisted with special projects in the Payroll Section and performed duties of other positions during periods in which the section is short-staffed, including processing of online warrants, donated leave, retirement verifications, and health insurance adjustments. Act as an advisor for system testing team and assisted with test case and plan development and test case entry during extensive system enhancement projects. Participated in evaluating and proposing enhancements to the payroll system. Processed AMHS payroll, including system generated report verification, warrant verification, assigning warrant numbers, and ensuring correct pay process runs.</p> |

| Kirstin (Krisi) Hicks                | Project Position: SME, Payroll  |
|--------------------------------------|---|
| <b>Experience</b>                    |   |
| <b>1989 - 1999</b>                   | Title: Payroll Technician, Department of Natural Resources, Personnel<br>Classification: Personnel Assistant I  |
| <b>Projects and Responsibilities</b> | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Emergency Fire Fighter (EFF) System Y2K testing</li> <li>• Cash Value of Leave</li> <li>• EFF Payroll system supervisor seasonally</li> <li>• Online Warrant Processing/Testing</li> <li>• EFF Retro Payment</li> </ul> <p><b>Responsibilities:</b><br/>Payroll Technician processing payroll for the Department of Natural Resources. Responsible for the timely review, processing, and certification of all Personnel and Payroll actions including appointments, terminations, to and from seasonal leave, demotions, promotions, pay increases, etc., for assigned divisions. Ensured adherence to all contracts, Fair Labor Standards Act (FLSA), Alaska Statutes, and Personnel Rules. Setup earnings and deductions, including health insurance, for employees. Processed and calculated on-line warrants. Performed both simple and complex payroll and leave audits. Approved and established nonpermanent positions and monitored service of incumbents in positions for compliance with Personnel Rules/Contracts. During the fire season, led day-to-day activities for processing EFF pay in secondary payroll system which interfaces with AKPAY, including directly supervising 2-6 employees.</p> |

| <b>Christina (Chrisie) Zepp</b>                                     |   | <b>Project Position: SME, Financial and Accounting</b> |  |
|---|---|--|--|
| <b>Summary of Relevant Experience and Qualifications</b>            | Ms. Zepp has over 15 years experience as a subject matter expert for the accounting system reporting requirements, and experience supervising team members in project enhancements.   |  |  |
| <b>Affiliations and Certifications</b>                              | None  |  |  |
| <b>Formal Education</b>   | Bachelor of Arts, Business Administration - Western Washington University<br>Cost Accounting Principles - University of Alaska Southeast  |  |  |
| <b>Hardware/software/languages/databases/operating systems used</b> | Desktop software user: MS Excel, Project, Word, and Visio.  |  |  |
| <b>Experience</b>   |   |  |  |
| <b>March 2007 - Present</b>   | Title: ALDER Project Team SME<br>Classification: Accountant III/IV  |  |  |
| <b>Projects and Responsibilities</b>                                | <b>Project:</b> ALaska Data Enterprise Reporting (ALDER) Implementation<br><br><b>Responsibilities:</b><br>Lead tester for State review, coordinator for User Acceptance Testing, responsible for quality assurance for enterprise (statewide) reports. Subject matter expert for accounting system and reporting requirements. |  |  |
| <b>Experience</b>   |   |  |  |
| <b>December 2005 - Sept. 2006</b>                                   | Title: Revenue Supervisor, Department of Health and Social Services<br>Classification: Accountant IV  |  |  |
| <b>Projects and Responsibilities</b>                                | <b>Project:</b> Revenue System Enhancement<br><br><b>Responsibilities:</b><br>Analysis of revenue accounting system, recommend enhancements to cost accounting methods and accounting structure for department. Supervise four functional staff with responsibility over billing and collection of revenue.                     |  |  |
| <b>Experience</b>   |   |  |  |
| <b>July 1997 - July 2004</b>  | Title: Accounting Services Accountant, Division of Finance<br>Classification: Accountant III and Accountant IV  |  |  |
| <b>Projects and Responsibilities</b>                                | <b>Project:</b> AKSAS Infrastructure Enhancement<br><br><b>Responsibilities:</b><br>Project team member, responsible for testing system enhancements for Y2K conversion and other changes. Provide accounting policy and procedure assistance to state agencies.  |  |  |

## Part-Time State Project Staff

| <b>Christopher (Chris) Brown</b>                                      | <b>Project Position: Systems Integration</b>   |
|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Mr. Brown has almost 20 years of experience as an Analyst Programmer with the Division of Finance as a LAN administrator, a senior member of the team supporting the Alaska Statewide Accounting System (AKSAS), and currently as the supervisor of the division's Systems Integration section.  |
| <b>Affiliations and Certifications</b>                                | None   |
| <b>Formal Education</b>   | University of Alaska Southeast - 60+ semester hours accounting, English, mathematics, economics, statistics, computer information systems.<br><br>Reed College, Portland, Oregon - 18 semester hours   |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | <b>Hardware:</b> IBM Z-series mainframe, Intel-based desktops, laptops, and servers<br><b>Software:</b> MS Office, Sharepoint, Visio, terminal emulation, Adobe Acrobat, Eclipse, Homesite, JBoss<br><b>Databases:</b> ADABAS, DB2, Oracle<br><b>Operating Systems:</b> Windows 2000, XP, Windows Server 2003  |
| <b>Experience</b>   |  |
| <b>February 2005 - Present</b>  | Title: Systems Integration Supervisor<br>Classification: Analyst Programmer V  |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• OneCard Alaska Credit Card Payment Vendor Replacement Implementation</li> <li>• Checkbook Online</li> <li>• ALDER Data Warehouse</li> <li>• State Travel Initiative: State Travel Management System</li> <li>• Vendor Direct Deposit Payment Inquiry</li> </ul> <p><b>Responsibilities:</b><br/>Supervise two positions responsible for maintaining the division's web site and web based applications. Serve as a technical lead for the development of new web based applications and the integration of new systems into existing business processes. Serve as a technical resource for multiple ongoing projects as needed. Provide ongoing technical support and application development support for the Alaska Statewide Accounting System.</p> |

| <b>Christopher (Chris) Brown</b>     |  | <b>Project Position: Systems Integration</b>   |  |
|--------------------------------------|--|--|--|
| <b>Experience</b>                    |  |  |  |
| <b>August 1991 - January 2005</b>    |  | Title: Alaska Statewide Accounting System (AKSAS) Programming Support<br>Classification: Analyst Programmer IV   |  |
| <b>Projects and Responsibilities</b> |  | <b>Projects:</b> <ul style="list-style-type: none"><li>• OneCard Alaska Credit Card implementation and integration with AKSAS (AutoPay)</li><li>• Expansion and enhancement of AKSAS Electronic Payment (EDI) processing</li><li>• Automation of External System Interface Processing to AKSAS</li><li>• AKSAS Online Report Viewing and Enhanced Distribution Capabilities</li></ul> <b>Responsibilities:</b><br>Serve as a senior member of the programming team supporting AKSAS. |  |

|   |  |   |  |
|---|--|---|--|
| <b>Carmen Engen</b>   |  | <b>Project Position: SME, Systems Administration &amp; Security Testing</b>   |  |
| <b>Summary of Relevant Experience and Qualifications</b>              |  | Ms. Engen has 17 years accounting experience with the State of Alaska including 6 years in systems administration and security.   |  |
| <b>Affiliations and Certifications</b>                                |  | None  |  |
| <b>Formal Education</b>   |  | University of Alaska SE - 24 semester hours accounting<br>University of Oregon - 4 years  |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> |  | Desktop software user: MS Excel, Project, Word, and Visio.  |  |
| <b>Experience</b>   |  |   |  |
| <b>June 2002 - October 2004</b>                                       |  | Title: Systems Security<br>Classification: Accountant III/IV  |  |
| <b>Projects and Responsibilities</b>                                  |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• One Card Alaska Credit Card Payment vendor conversion</li> <li>• State Travel Office profile conversion to new credit cards</li> <li>• ALDER systems security</li> <li>• Travel Management implementation, testing, and security</li> <li>• OneCard Alaska Credit Card Payment vendor conversion</li> <li>• AKPAY security conversion</li> </ul> <p><b>Responsibilities:</b> Security and administration of statewide accounting, payroll, credit card, and reporting systems. Provide technical support and systems maintenance for the State Travel Office. Provide technical and accounting support and security for the State of Alaska credit card program. Convert the method security was maintained for the State's payroll system, AKPAY.</p> |  |
| <b>Experience</b>   |  |   |  |
| <b>February 1991 - June 2002</b>                                      |  | Title: Various accounting positions at Department of Transportation & Public Facilities<br>Classification: Accountant II  |  |
| <b>Projects and Responsibilities</b>                                  |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Conversion of the State of Alaska's state ferry system to "real time" acceptance of credit cards.</li> <li>• Implementation of an integrated reservation and accounting system for the state ferry system.</li> </ul> <p><b>Responsibilities:</b> Provide accounting and technical feedback to programmers responsible for implementing "real time" acceptance of credit cards. Also implemented the acceptance of credit card payments in various divisions. Testing and coordinating accounting improvements in the integrated reservation and accounting system.</p>  |  |

| Mark Minthorn   |   | Project Position: SME, Payroll and Policy |  |
|---|---|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Production, testing, and compliance with federal and State laws and regulations and collective bargaining agreements. Payroll practitioner since 1981.  |   |  |
| <b>Affiliations and Certifications</b>                                | Member since 1994 - American Payroll Association<br>Certified Payroll Professional since 1994   |   |  |
| <b>Formal Education</b>   | BA in Business Administration - University of Washington  |   |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | Desktop software user   |   |  |
| Experience  |   |   |  |
| <b>1989 - Present</b>   | Title: State Payroll Manager<br>Classification: Payroll Manager (position reclassified from Accountant V to Payroll Manager - 1995)   |   |  |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Marine Highway payroll through AKPAY</li> <li>• Convert remaining semimonthly Marine Highways employees to biweekly pay and accrual</li> <li>• Convert Correctional Officers from semimonthly to biweekly pay and accrual</li> <li>• Implement Defined Contribution Retirement plan for PERS and TRS</li> <li>• Department of Fish and Game Time and Attendance system - TEARS</li> <li>• Develop numerous user processing codes</li> <li>• HR-Payroll System Replacement</li> </ul> <p><b>Responsibilities:</b> Under general administrative direction is responsible for directing all aspects of the Alaska statewide payroll system (AKPAY). Performs and supervises professional payroll staff and acts as a management resource to state labor relations staff, as well as Human Resource Managers for confidential labor relations matters.</p> |   |  |

| <b>Judith (Judy) Plotnick</b>   | <b>Project Position: Analyst Programmer</b>  |
|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Ms. Plotnick has 14 years experience providing technical support to the State of Alaska's payroll system, AKPAY, which uses Tesseract HRMS software and is administered by the Division of Finance. She has 4 years of central payroll administration experience in payroll processing, help desk, and team lead capacities. She possesses in-depth knowledge of the Tesseract application along with customizations and ancillary processing implemented by the State, as well as solid functional system knowledge and experience.   |
| <b>Affiliations and Certifications</b>                                | None   |
| <b>Formal Education</b>   | University of Alaska Southeast - 19 semester hours, accounting; 15 semester hours, Computer Information Systems<br>State University of New York at Buffalo - Bachelor of Arts<br>Project Management Boot Camp 2007   |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | <b>Hardware:</b> mainframe, desktop PC<br><b>Software:</b> Tesseract HRMS, various mainframe tools such as TSO/ISPF, ZEKE, SAR; mainframe emulation software; desktop applications such as MS Office Suite, VISIO<br><b>Languages:</b> COBOL, SAS, Assembler (minimal), JCL, SQL<br><b>Databases:</b> ADABAS (minimal), DB2<br><b>Operating systems:</b> MVS/ESA, Windows  |
| <b>Experience</b>   |  |
| <b>1994 - Present</b>   | Title: AKPAY Systems Support team member, Division of Finance<br>Classification: Analyst/Programmer IV/V   |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Installation of new releases of the Tesseract application, including impact analysis, new customizations, re-application of existing customizations, unit testing, integration testing, support for QA testing, system conversion, and migration.</li> <li>• Major functionality changes and enhancements to the payroll system, such as Marine Highways leave processing, service hour processing, and retros</li> <li>• DBMS conversion from ADABAS to DB2, including rewrite of ADABAS-specific ancillary processing to use DB2-specific methods.</li> <li>• Convert AKPAY's White Pages processing and data to interface correctly to Active Directory with alaska.gov email addresses.</li> <li>• Implementation of contractually-mandated modifications and enhancements to the payroll system, often simultaneously for multiple bargaining units with different requirements.</li> <li>• Participate in development of requirements and resulting RFP for HR/Payroll replacement, and serve on its project team until cancellation of the project.</li> </ul> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Programming support to the payroll application, especially for larger projects and conversions with more complex application impacts.</li> <li>• Production problem identification and resolution, including production abend recovery.</li> </ul> |



| <b>Judith (Judy) Plotnick</b>        |  | <b>Project Position: Analyst Programmer</b> |  |
|--------------------------------------|--|---|--|
| <b>Experience</b>                    |  |   |  |
| <b>1990 - 1994</b>                   | Title: Central Payroll Production Accountant, Division of Finance<br>Classification: Accountant II/III   |   |  |
| <b>Projects and Responsibilities</b> | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• AKPAY initial implementation: serve as trainer</li> <li>• Develop initial documentation and procedures for payroll production functions under AKPAY</li> </ul> <p><b>Responsibilities:</b><br/>                     As a member and then as team lead of the Central Payroll production support team, administer all phases of correct AKPAY payroll processing in conjunction with technical staff. Provide help desk assistance and training to agency payroll staff.</p> |   |  |
| <b>Experience</b>                    |  |   |  |
| <b>1987 - 1990</b>                   | Title: Accounting positions with the State's centralized data processing division (now called Enterprise Technology Services)<br>Classification: Accounting Technician I/II  |   |  |
| <b>Projects and Responsibilities</b> | <p><b>Responsibilities:</b><br/>                     Perform Accounts Receivable including chargeback for Reimbursable Service Agreements (RSAs) and Accounts Payable duties.</p>  |   |  |

| Brian Sylvester   |  | Project Position: System Test & Quality Assurance |  |
|---|--|---|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | <p>Mr. Sylvester has 15 years experience in the Division of Finance's Payroll section and an additional 10 years experience in research sections for the Departments of Labor and Health and Social Services.</p> <p>Range of experience includes:</p> <ul style="list-style-type: none"> <li>• Payroll Quality Assurance coordinator</li> <li>• Payroll Services team leader</li> <li>• UAT for ALDER/Data Warehouse - Increment II</li> </ul>  |   |  |
| <b>Affiliations and Certifications</b>                                | None   |   |  |
| <b>Formal Education</b>   | Bachelor of Business Administration with emphasis in Business/Accounting - University Alaska Southeast   |   |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | Desktop software user  |   |  |
| Experience  |  |   |  |
| <b>October 2004 - Present</b>   | <p>Title: Lead - System Test and Quality Assurance State Payroll System<br/>Classification: Payroll Specialist III</p>   |   |  |
| <b>Projects and Responsibilities</b>                                  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Annual vendor-supplied maintenance 2005 - Present</li> <li>• Empagio V6</li> <li>• Defined Contribution Retirement (SB 141)</li> <li>• Saving Bonds</li> <li>• Same Sex Domestic Partners</li> <li>• GGU and AMHS Retros</li> <li>• Earning and Deduction code additions</li> <li>• BU salary increases</li> </ul> <p><b>Responsibilities:</b><br/>Lead for system test; responsible for quality assurance or enhancements and major releases to the statewide payroll system, AKPAY. Supervise three functional staff with responsibilities over statewide process for leave donations, health insurance corrections, garnishments/levies/child support, retirement verifications, salary overpayment calculations and tracking, workers compensation leave and pay corrections, warrant reversal reconciliation and online warrants production.<br/>Acting State Payroll Manager as needed.</p> |   |  |

| Brian Sylvester                      |  | Project Position: System Test & Quality Assurance  |  |
|--------------------------------------|--|--|--|
| <b>Experience</b>                    |  |  |  |
| <b>July 2000 - September 2004</b>    |  | Title: Assistant - System Test and Quality Assurance State Payroll System<br>Classification: Payroll Specialist II   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• ADABAS to DB2 Conversion</li> <li>• 98 Release</li> <li>• Marine Highways Leave Conversion</li> </ul> <p><b>Responsibilities:</b><br/>Assist QA lead in system testing payroll enhancements and maintenance. Monitored health insurance trust accounts; made premium payments and analyzed employee eligibility files. Processed overpayment corrections and year end tax reporting. Monitored warrant reversals and reconciled accounts.</p> |  |
| <b>Experience</b>                    |  |  |  |
| <b>November 1993 - June 2000</b>     |  | Title: Production Payroll Team Member<br>Classification: Accountant/Payroll Specialist   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Responsibilities:</b><br/>Worked in all capacities on the services side of payroll. Responsible for online warrant production, retirement service audits, leave donations, workers' compensation adjustments, garnishment/levies/child support, health insurance adjustments.</p>  |  |

| Amanda S. Webb  |  | Project Position: Analyst/Programmer |  |
|---|--|--------------------------------------|--|
| <b>Summary of Relevant Experience and Qualifications</b>              | Ms. Webb has nearly 10 years of experience with the State of Alaska, five of which have been with the Division of Finance. The majority of this time has been supporting the administrative functions of the division, but in the last year, Ms. Webb has began providing technical and desktop support to the division's staff and assisting with the update and maintenance of the division's webpage and SharePoint applications.   |                                      |  |
| <b>Affiliations and Certifications</b>                                | Member - International Webmaster's Association (IWA)   |                                      |  |
| <b>Formal Education</b>   | Bachelor of Business Administration, Management Emphasis - University of Alaska Southeast  |                                      |  |
| <b>Hardware/software/ languages/databases/ operating systems used</b> | <b>Hardware:</b> Desktop and laptop computers, copiers, multimedia projectors<br><b>Software:</b> Microsoft Office applications (Word, Excel, PowerPoint, Outlook, Visio, Publisher), Microsoft SharePoint, BusinessObjects Knowledge Accelerator Developer, Macromedia Homesite, Adobe Acrobat Professional, Adobe Photoshop Elements, Adobe Dreamweaver CS3, Eclipse Platform<br><b>Languages:</b> N/A<br><b>Databases:</b> IBM DB2<br><b>Operating Systems:</b> Windows XP and 2000 |                                      |  |
| Experience  |  |                                      |  |
| <b>October 2007 - Present</b>   | <b>Title:</b> Assistant Webmaster<br><b>Classification:</b> Analyst/Programmer II  |                                      |  |
| <b>Projects and Responsibilities</b>                                  | <b>Responsibilities:</b><br>Assist with the update and maintenance of the division's website including adding new pages, updating current pages, and troubleshooting and enhancing applications when necessary.  |                                      |  |

| Amanda S. Webb                       |  | Project Position: Analyst/Programmer   |  |
|--------------------------------------|--|--|--|
| <b>Experience</b>                    |  |  |  |
| <b>May 2005 - Present</b>            |  | <b>Title:</b> Administrative Manager I   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Desktop PC Refresh - Review technical needs of division staff, evaluate PC desktop and laptop options, procurement and purchase of equipment, oversee and assist with rollout of new computers to staff including configuring computers, installing software, troubleshooting, and training staff on new equipment</li> <li>• Network Copier - configuration of network features (scan-to-email, print to copier) and installation of drivers for Oce Imagistics multifunction copier</li> <li>• VOIP Deployment - coordination with technical and contractor staff for the deployment of new VOIP units across division, replacement of PBX phones, duties included training staff and troubleshooting problems</li> <li>• Conversion of email client to Microsoft Outlook - scheduling and training staff for conversion of email client from Mozilla to Microsoft Outlook, included developing training curriculum, leading training sessions, and providing assistance with conversion issues</li> </ul> <p><b>Responsibilities:</b><br/>Provide primary administrative support for division staff, approximately 50 full-time employees in three locations. Handle fiscal, procurement, human resource, payroll, budget, travel, and maintenance functions for division.</p> |  |
| <b>Experience</b>                    |  |  |  |
| <b>May 2006 - Present</b>            |  | <b>Title:</b> ALDER Project Assistant<br><b>Classification:</b> Administrative Manager I   |  |
| <b>Projects and Responsibilities</b> |  | <p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>• Configure and oversee construction of new office space including workstation configuration, main point of contact for contractors installing data and phone cabling, and installation of new PCs</li> <li>• Technical consultant for implementation team - worked with contractor's staff to create and deploy training curriculum for state's new data warehouse, ALDER. This task included customizing a web-based learning program, Knowledge Accelerator, with content related to the state's deployment of Business Objects.</li> </ul>  |  |