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| Objective | A full-time position that leverages web technologies for employee collaboration and productivity. |
| Professional Skills Summary | Accomplished Manager in Enterprise Web Production, Collaboration Tools, Usability, and Customer Service/Interaction.   * Strong community management, business partnership, and enterprise roll-out experience * Extensive background with social business / collaboration and intranet systems * Experience presenting Web-based solutions to Senior Management * Microsoft MVP for Office Apps & Services with a focus on Yammer, Microsoft Teams, and Stream |
| Professional Experience | Juniper Networks, Inc., Sunnyvale, CA – July 2009 to present  Manager, IT Collaboration and Content (previous: Enterprise Community Manager)   * Service owner for internal collaboration / social business platforms based on Microsoft 365, SharePoint Online, Microsoft Teams, Yammer, MS Forms, OneDrive for Business, Stream, Planner, Slack Enterprise Grid, Google G Suite / Workspace, Dropbox Business. * Service owner for intranet platform, overseeing publishing support, training, and information architecture * Responsible for user and administrator training, including documentation, training topics, video tutorials, job aids, and FAQs * Responsible for overall system use and product evangelism * Help business teams understand the tools’ capabilities and recommend best practices for successful project and team collaboration |
|  | Juniper Networks, Inc., Sunnyvale, CA – August 2006 to June 2009  Intranet and Collaboration / Web Producer – Engineering Information and Training   * Executive Staff award for evangelizing and managing trial of social business application * Product manager for engineering intranet site and internal collaboration / social networking site * Responsible for information architecture, support, training, and usage of site * Intranet Business Owner for two engineering business groups, responsible for training and maintenance of best practices for Juniper intranet site * Partner with subject matter experts within organization to maintain quality reference material for new hires, managers, and employees within the engineering business groups |
|  | Robert Half International Inc., Pleasanton, CA – February 2004 to July 2006  Manager, Intranet Products – Intranet Services Group   * Oversee maintenance and daily operations of intranet * Work collaboratively with IT Applications, Creative, and User Experience teams to facilitate intranet strategy, usability testing and performance management * Extend business-owner content contribution using content management system * Work with teams to drive development of user interface, navigation, and requirements for next-generation, portal-based intranet |
|  | Robert Half International Inc., Pleasanton, CA – March 2000 – February 2004  Intranet Project Manager – Intranet Content Department   * Responsible for daily operations/production of intranet site * Streamlined operations to meet tight deadlines with reduced staffing levels * Directly supervise six Developers and Producers, indirect supervision of four additional team members * Managed two separate intranet redesign/rearchitecture projects covering more than 80% of entire site * Enhanced department production model and led development of production development standards and best practices, including the publishing of an Intranet Style Guide * Worked with department managers and leads to prepare Web documents and design sites |

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|  | SRI International, Menlo Park, CA – 1999 - March 2000  Web Producer – Information Technology Services   * Web design and HTML production for intranet and external websites * Collaborated on intranet site redesign and managed implementation/rollout |
|  | SRI International, Menlo Park, CA – 1989 - 1998  Information Specialist – Research Information Services  Information Architect Role / Web Production   * Assisted Webmaster with document preparation for intranet/external sites * Co-designed intranet, including home page layout and directory structure * Maintained Library website, co-presented Internet search presentations   Information Retrieval Role – SRI Information Center / Library   * Worked for SRI researchers to provide on-demand literature searches and reference services * Worked under time deadlines and within project budgets * Searched a variety of online systems such as Dialog, STN, Lexis-Nexis, and Dow Jones * Very familiar with Boolean, proximity, truncation, and index searches |
| Education | San Jose State University, 1990 - 1993   * Masters of Library and Information Science   University of California at Santa Barbara, 1985 -1989   * B.A. Physical Anthropology |
| Awards and Leadership | Industry and Advisory Leadership   * Microsoft Most Valuable Professional (MVP) – Office Servers and Services Community – 2016-2022 * Jive Champion Program – 2011-2013 * Silicon Valley WebGuild (Association of Internet Professionals) - Director of Communications (1999-2000)   Toastmasters International   * Distinguished Toastmaster Award (highest award in Toastmasters program) * Area Governor overseeing 5-6 clubs – 2006-2007 and 2014-2015 * 1999 Toastmaster of the Year for Mid-Peninsula Division (San Mateo County)   Conference Speaking   * Microsoft Ignite 2016, 2017, 2018 * JiveWorld11 Mainstage Announcement Appearance – 2011 * JiveWorld10 Hero Presentation – 2010 * Podcast and Portable Media Expo – 2006 * Intranets Conference – 1999, 2001, 2003 * Internet Librarian – 1999   Social Business Council (formerly 2.0 Adoption Council)   * Internal Evangelist of the Year 2010 (nominee) * Council member – 2009-2012   Boy Scouts of America   * Eagle Scout * Cub Scout Pack 163 Committee Chair and Webmaster, Fremont, CA – March 2008 – August 2012 |