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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
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| Professional Experience | Juniper Networks, Inc., Sunnyvale, CA – July 2009 to presentManager, 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
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|  | Juniper Networks, Inc., Sunnyvale, CA – August 2006 to June 2009Intranet 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
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|  | Robert Half International Inc., Pleasanton, CA – February 2004 to July 2006Manager, 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
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|  | Robert Half International Inc., Pleasanton, CA – March 2000 – February 2004Intranet 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 2000Web Producer – Information Technology Services* Web design and HTML production for intranet and external websites
* Collaborated on intranet site redesign and managed implementation/rollout
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|  | SRI International, Menlo Park, CA – 1989 - 1998Information Specialist – Research Information ServicesInformation 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
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| 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
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| 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
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