

### ***Professional Objective***

Senior management level opportunity to lead, build, implement, and maintain a company wide continuity, recovery, and response program, while sharing knowledge, skills, and experience within the area of contingency management.

### ***Highlights of Qualifications***

- ◆ Utilizes positive participatory and matrix management techniques.
- ◆ Strong knowledge and experience for developing enterprise wide recovery programs.
- ◆ Strong strategic thinker as well as understands and applies technical concepts.
- ◆ Leads and facilitates cooperative, creative, and workable solutions through positive team interaction.
- ◆ Strength in analyzing and improving administrative, business, and technical processes in a positive manner.
- ◆ Familiarity with Strohl Systems, Living Disaster Recovery Planning System database and Recovery Planner.
- ◆ Long experience in Utility and Mutual Fund companies using a methodology applicable to other industries.
- ◆ Exposure to government and banking mitigation and recovery processes, requirements and compliance.
- ◆ 7 years of unique domestic and international Business Continuity Planning experience.
- ◆ 6 years of Emergency Preparedness experience to include fire/life/safety program support.
- ◆ 15 years of data processing and disaster recovery in both technical management and strong leadership roles.
- ◆ 25 years of total contingency management program practice and hands-on, real-world experience.
- ◆ An IBM Certified Information Systems Best Practices Project Manager since 1996.
- ◆ Received Certified Business Continuity Planner (CBCP) designation - April 1990 (Grand-fathered).
- ◆ Completion of various specialty courses in emergency preparedness from the California State Technical Institute to include Terrorism, Emergency Operations Center, and the Incident Command System, as well as UC Berkeley Extension Emergency Preparedness certification courses for public and private institutions.

### ***Relevant Experience***

#### **Recovery Program Implementation:**

- ◆ Participated in technology Risk Assessment (RA) and Business Impact Analysis (BIA) process for 13 data centers within Pacific Bell, led two global business unit RA and BIA surveys within Franklin Resources, and performed RA and BIA for Greater Bay Bancorp.
- ◆ Based on RA and BIA, identified and interpreted prioritization of critical business units and application systems. Results and conclusions reported to Senior Management with recommendations for strategic solutions at Pacific Bell, Franklin Resources, the County of San Diego and Greater Bay Bancorp.
- ◆ Technical Advisor to Pacific Bell enterprise wide contingency management and recovery business case and implementation order project team. Aggregate amount requested and approved totaled 53 million dollars.
- ◆ Customized, implemented and maintained a Worldwide Business Continuity Plan Development Methodology, which included the education, evaluation, development, exercises and management sign-off of recovery plans.
- ◆ Developed and implemented Emergency Management Team and Crisis Management infrastructure to enhance corporate response to worldwide disasters affecting core business processes.
- ◆ Participated and responded to internal/external audits, due diligence processes, and regulatory compliance queries.

## **Communications:**

- ◆ Analyzed, developed, presented, and implemented department administrative and technical policies and guidelines addressing contingency management and recovery planning.
- ◆ Gathered, analyzed, and developed high level contingency planning program presentation material for executive vice presidents to the corporations Board of Directors and Audit Committee.
- ◆ Developed and presented disaster recovery, business continuity and crisis management concepts to business unit senior management, support staff organizations, contingency planning associations, various industry conferences, and university attendees.
- ◆ Authored several articles in local and international industry association newsletters, as well as written instructional material for the University of California, Berkeley Extension Emergency Management Certification Program.

## **Leadership:**

- ◆ Led and directed the enterprise-wide Continuous Operations Group responsible for worldwide corporate business continuity program conception, vision, evolution, tools, infrastructure, standards and policies. 6 span of control (1 Manager, 4 Contingency Planners and 1 Business Analyst) with program influence over all lines of business.
- ◆ Led, managed, directed, and coordinated Technical Support Staff through major hardware and software problems involving the delay of critical path and/or critical impact to company services and/or financial bottom line. Successfully managed 8 to 15 technical and administrative managers within Pacific Bell.
- ◆ Led the evaluation, design, implementation and maintenance of the Pacific Bell Disaster Recovery Program.
- ◆ Co-led corporate wide Y2K effort for Franklin Resources, Inc., as well as led and coordinated the Global Y2K Emergency Operations Center in Rancho Cordova during Y2K week.
- ◆ Led an Executive Crisis Management support team through the Sep. 11, New York, Twin Towers' incident.
- ◆ Elected 4 years running to the Board of Directors, Association of Contingency Planners - Northern California Chapter. Elected 2 years Board of Directors, Business Recovery Managers Association (currently a Charter Member). Past member of the Information Systems Security Association and currently a member of the Association of Sacramento Area Planners and the California Emergency Services Association.

## ***Work History***

2007 – Present	Senior Manager – Global Business Continuity Program	Gilead Sciences, Foster City, CA
2006 – 2007	Vice President & Director of Business Continuity	Greater Bay Bancorp, Palo Alto, CA
2005 – 2006	Senior Managing Consultant, BC & DR Planning	Eclipse Solutions, Sacramento, CA
2001 – 2005	Senior Manager – Business Continuity Planning	Franklin Resources- San Mateo, CA
1999 – 2001	Contingency Planner/Continuous Opns Manager	Franklin Resources- San Mateo, CA
1997 - 1999	Disaster Recovery Planner/Internal Consultant	Franklin Resources- San Mateo, CA
1994 - 1997	Disaster Recovery Staff Manager & Consultant	Pacific Bell - San Ramon, CA
1991 - 1994	Contingency Planning Manager & Consultant	Pacific Bell – Hayward, CA
1988 - 1991	Emergency Preparedness Manager & Consultant	Pacific Bell - San Ramon, CA
1986 - 1988	Contingency Management Project Consultant	Pacific Bell - San Ramon, CA
1984 - 1986	Supervising Manager - Technical Support Staff	Pacific Bell - Pleasant Hill, CA
1980 - 1984	Technical Analyst – Opns & Disaster Recovery	Pacific Bell - Pleasant Hill, CA
1978 - 1980	Unit Supervisor - Accounting Department	Pacific Bell - San Francisco, CA

## ***Education***

Bachelor Science Degree: California State University, Hayward  
Business Administration - Accounting, emphasis on taxation and auditing.