John Norris

Collaboration Specialist. Helping people, together.

JOHN@JOHN-NORRIS.NET

Oregon, USA . The Internet

Informaticist / Business Analyst- effective in community, team work, management, process, and technology.

Skills

Project managed the introduction and creation of the SharePoint platform for the CIO of the Oregon Department of Transportation.

Designed and developed multiple SharePoint sites, for information, engagement, and collaboration.

Elicited and analyzed online business requirements via interviews and focus groups.

Assisted in the development of governance and processes for the use of social media and collaborative platforms by state and private organizations.

Consulted as web usability expert with corporate web developers and their management.

Conducted training with individuals and groups, train the trainer. Developed curriculum and presentation materials. Introduction to new applications, how-to's, FAQ's, best practices in a variety of online media.

Developed successful Inter/intranet support websites with self-help content and knowledge bases for over 300 products.

Managed and maintained multiple Customer Relationship Management applications helping staff combine their efforts to help customers and issues.

Created and oversaw email processes which handled over 900 messages a day, included: work flow, auto-answers, between multiple offices and overseas.

Developed and reported findings from collaborative applications to engineering and management.

Facilitated change management, transitioning business and people from one tool/process to another.

Managed 15 people: database programmer, administrative assistants, and technical support representatives.

Research in: managing new processes and technology in an organization, online asynchronous communication, online reputation systems, virtual worlds, Twitter and public health.

Active social media expert practices include john-norris.net, @John_Norris, @CorvallisHealth

Work History

Oregon Department of Transportation, Project Manager, (SharePoint) Web Technician

Sonic Blue, Manager of Support Technologies

S3, Customer Support Manager

Diamond Multimedia, Product Team Lead

Education

Biomedical Informatics Certificate. Graduate program. Oregon Health and Sciences University.

Medical Terminology and Bodily Systems Certificate. Linn Benton Community College.

Masters of Fine Art, Utah State University. (Emphasis: Containers of Information)

Bachelor of Art, Philosophy. University of California. (Emphasis: Analytical-ordinary)