

John Norris

john@john-norris.net

Oregon, USA

Summary

Resourceful and successful manager of people, processes and "PC's". Customer focused. Experience in increasing the efficiency of the flow of knowledge and its value, in a department, across organizations, and with the public. Demonstrated effectiveness by innovating technology, grounding business processes, managing change, and inspiring people.

Skills and Experience:

Web Applications

Consulted for corporate intranet and Internet presence, design, and usability.

Developing a SharePoint (WSS 3.0) Intranet portal for the State government. Stood up SharePoint 2010 beta site as a pilot project with a third party, software as a service, host.

Responsible in various roles for software with web front ends, including customer relationship management, financial, communication, and knowledgebase applications.

Subject matter expert in a number of web based applications including , blogging and micro-blogging software, office suite, and graphic presentation platforms.

Implementation

Managed multiple projects concurrently; creating project charter, baseline analysis, budget, MS Project plans, status reports and presentations, testing, handoff/warranty, lessons learned.

Served on team with outside consultants that remodeled business unit. Worked under tight time and resource constraints to analyze and change business processes, implement new metrics and goals, leading to a much more efficient department. The changes were cited as an example for the rest of the company.

Co-developed and managed change processes and systems during implementation of several customer contact applications. Factors included non-English localization, metric reporting, staffing requirements, over several internal offices, as well as overseas and third party staff.

Mediated difficult issues with employees/customers and in delicate corporate situations.

Maintained proper standards by working with security office regarding remote hosting, local permissions, and document content security levels.

Enhancement

Determined future improvements with focus groups, interviews (from CIO level to Subject Matter Experts), business process analysis, and server log analysis.

Improved business processes in the areas of communication, inventory, customer service, knowledge base, and billing.

Promoted new tools via training, marketing, presentations, face to face, and support.

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Support and Documentation

Created support documents in a variety of formats, for different audiences both internally and for the public.

Lead technical support person for computer hardware and software. Responsible for training, troubleshooting, identifying, reporting, and prioritizing issues.

Demonstrated excellent customer relationship, e-mail and phone skills. Trained and mentored others in these areas.

Able to listen and empathize, as well as learn, think, and respond quickly.

Management

Supervised the creation and ongoing operation of support knowledge bases on 300 products across four major brands. Managed department's developer; worked with corporate IT's database administrators, application programmers, and web designer; worked with external vendors.

Represented department in company wide Enterprise Resource Planning application and processes integration. Quickly learned ERP system, Finance and Inventory processes. Synthesized business processes between cross-functional groups, recommended configurations to the application. Represented department at corporate level.

Managed customer and technical support representatives, database developers, web designers, and administrative assistants. Managed up to fifteen people.

History

2010 - current: Web Technician , Project Manager, SharePoint Intranet Portal for the CIO of Oregon Department of Transportation. Social media and healthcare. Virtual Worlds and healthcare.

2002-2009: Biomedical Informatics student, Oregon Health and Sciences University. Samaritan Health Services volunteer, ambulatory surgery. Stay-at-home dad.

1999-2002: Manager of Support Technology. SONICblue, Inc.

1995-1999: Customer Care Supervisor, Technical Lead, Representative. SONICblue, Inc.

Education

Certificate in Biomedical Informatics, Oregon Health and Science University.

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

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

Bachelor of Art, Philosophy, University of California, Santa Cruz (emphasis: Analytical -ordinary language).