

John Norris

john@john-norris.net

Summary

Resourceful and successful Business Analyst / Applications Programming Manager with 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.

- Certificate in Biomedical Informatics, Oregon Health and Science University.
- Certificate of Medical Terminology and Bodily Systems, Linn Benton Community College.
- Healthcare Information and Management Systems Society (HIMSS) member.
- Good Samaritan Health Services volunteer- Short Stay, Corvallis, Oregon.

Professional Experience

Sonicblue, Inc. 1995-2002

Consumer electronics: computers, digital recording, peripherals, audio, services.

Manager of Support Technology 1999-2002

Responsible for the flow of information within the Customer Care department. Managed information going out to and coming back from the public. Reported and provided proper context to other departments.

Managed web developer and database administrator. Moved former processes into new directions and tools.

- Managed knowledge engineering. Responsible for Support knowledge bases on 300 products across four major brands. Increased ease of access to knowledge via Intra/Internet, applications, customer web templates, email, and phone tree. Designed and implemented processes that increased maintenance efficiency. Incorporated all knowledge into third party knowledge management application.
- Played key role in the implementation of business wide Enterprise Resource Planning (ERP) system, Great Plains. Represented Support at a Corporate level. Quickly learned ERP system, Finance and Inventory processes. Synthesized business processes between cross-functional groups, recommended configurations to the application. Managed Intranet/database technician.
- Directed training for customer relations management tools, including overseeing trainers, personally conducting training individually, groups, via tele-learning. Developed and authored training documents regarding applications and business processes. Developed, trained, and maintained emergency procedures.
- Developed highly successful Internet support area used thousands of times each day. Consulted as usability expert on corporate Internet presence. Worked closely with corporate web developers and their management. Quantified value of Support's Internet advertising presence.
- Created and managed email processes, including business routing, auto-answers, non-English messaging, metric reporting, and staffing requirements, over several offices, including overseas and outsourcers, for 900 customer messages a day. Utilized Microsoft Exchange as well managing the change to third party tools.

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Customer Care Supervisor 1997-1999

Responsible for personnel answering phone, email, fax. Mitigating customer complaints.

- Served on team with outside consultants that remodeled Customer Care. 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.
- Mediated issues with difficult customers and in delicate corporate situations.
- Managed up to 15 people including technical leads, Administrative Assistants, and Web Developers.
- Performed hiring and exit interviews, issued promotions, performance reviews, dealt with confidential Human Resource issues, worked with salary, budget, and performance matrices.

Customer Care Representative 1995-1997

Troubleshooting computers, peripherals, and other electronic devices often remotely. Administering returns, sales, and warranties.

- Attained position of the Technical Lead for Macintosh hardware and software. Responsible for solving the more difficult technical issues and customers. Trained new representatives. Liaison to Engineering department.
- Demonstrated excellent customer relationship, troubleshooting, 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.

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).
- Project Management.

Additional Information

- Owner, developer; john-norris.net: medical informatics, personal productivity material, e-commerce, blog, podcasts, instructional material, meta-information, conceptual art, humor.
- Author of several healthcare notecards in the virtual world Second Life. (SL: Knoh Oh).
- Linux Medical News; linuxmednews.com, contributor and special projects- monetization, proposals for redesign and wiki.
- LinkedIn profile: www.linkedin.com/in/johnnorris