



## Professional BIO

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### **DYNAMIC, STRATEGIC ENTERPRISE ADVISOR PASSIONATELY MAXIMIZING HUMAN OUTCOMES FOR GREATER PUBLIC SERVICE COMMUNITY**

Accomplished C-level strategic enterprise advisor and public service domain advocate, owing to over thirty years successful program modernization, market development, and digital transformation campaigns informed through concentrated analytical paradigms. Actively spearheading immersive customer advocacy aiding service delivery clients seeking to improve community and stakeholder outcomes through advanced modernization and transformative application. Extensive interdisciplinary career influences have emboldened executive-level advisory trust, proficiency in problem identification and resolution, cross-discipline collaboration leadership, orchestration, and facilitation, while inherently and passionately driven to enhance client service outcomes through innovative thinking and resilient execution.

**Leadership • Innovation & Digital Transformation • Customer Engagement  
Independent Verification & Validation (IV&V) • Strategic Advisory Services  
Agile/Scrum • Negotiation • Coaching**

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### Public Service Community Impact

#### **SOCIAL SERVICES**

Currently serving Florida Department of Children and Families as CCWIS Modernization Manager for its multi-year child welfare modernization project. Duties include leading change management, training, and analytics mission objectives, advising executive and program management on opportunity and risks, while serving as customer outcomes advocate for program office, regional service delivery leadership and DCF Learning and Education. 2022-Present.



As the Agency's Innovation Leader, successfully spearheaded a three-part agile efficiency workshop series for Florida Department of Children and Families' Office of Child Welfare identifying 5M+ transformative workforce-hour targets, formation of the Office of Well-Being to assist investigators experiencing post-traumatic symptoms associated with child abuse investigations, and conceptualization of future innovations in training, technology, and policy some of which are now or previously have been implemented . 2019-2020

Spearheaded campaign with Georgia Department of Children and Families and State Courts joint task force develop a "lives saved report" utilizing cognitive analytics and identity resolution to help identify positive impact associated with case worker child interventions. 2016

Former member, President Obama's Opioid Addiction Task Force, identifying and developing national best practices to mitigate the risk of teenage heroin and/or opioid addiction. 2015-2016

Provided oversight to Florida Department of Juvenile Justice assisting them leverage predictive analytics towards achieving a 20+% reduction in juvenile recidivism in 2015.

Organized an advanced research environment to the Philadelphia Department of Human Services, immediately establishing more accurate transitioning youth, child protection, and foster placement assessments. 2014-2015

Assisted Florida-based community care provider adopt cognitive analytics leading to more advanced regional homelessness research. 2014-2015

#### **ECONOMIC SUSTAINABILITY**

Served as Principal Consultant for Florida Department of Economic Opportunity IV&V during initial phase of its Re-employment Modernization multi-year initiative. 2021-2022

Assessed and improved Florida Department of Children and Families call center toll-free strategy, reducing overhead by over \$1.5M in the first year, leading to DCF receiving Florida Tax Watch award in 2019-2020.

Assisted Florida Department of Children and Families Economic Self Sufficiency unit expedite bot implementation within its call center at the onset of Covid (March 2019), helping significantly reduce dropped calls/hold wait times while providing automated customer self-service. 2020.

#### **HIGHER EDUCATION**

Volunteer I-Corps mentor of the University of Central Florida Master of Science in Data Analytics. 2016-2018.



Member of the University of Central Florida Big Data and Analytics Board. 2015-2019.

Founding member (IBM representative) of University of Florida's Innovation Hub (now known as UF Innovate). 2013-2014.

### **CRIMINAL JUSTICE**

Assisted Tennessee Department of Correction develop a visualization toolset to monitor and assess adult recidivism trends. 2011-2012

Advised the Maryland Judiciary to adopt and deploy GJXML 1.0 in support of their five-year interoperability strategy. 2002-2005

Advised the Commonwealth of Pennsylvania adopt LDAP within their baseline information sharing architecture enabling the first national integrated justice network (PA-JNet). Today, this CJIS architecture is still considered a national showcase implementation. 1997-2000

### **CRISIS AND EMERGENCY MANAGEMENT**

Assisted Chester County, PA PSAP introduce modern listening and analysis capabilities to improve 911 call agent performance. 2017-2018

Advised the Inland Empire (San Bernardino, CA) adopt a new private-public CONOP. 2016

Launched the first NIMS-compliant Resource Management system within New Jersey State Police. 2003-2004

Founding member; Maryland Governor Ehrlich's All Hazard's Forum. 2003

### **LAW ENFORCEMENT**

Developed national brand awareness strategy for property and evidence management with Nation's largest police force. 2009-2010

Drove national adoption strategy of video surveillance point solution for Silicon Valley startup for increased officer situational awareness. 2008

Spearheaded creation of Justice iHub strategy assisting Illinois State Police implement CLEAR as first national iHub deployment. 2002-2005



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#### CERTIFICATIONS

Scrum Master, Six Sigma Global Institute

Midas Management Consulting, Price Waterhouse

Government Insights and Solutions Platinum Level, IBM

NIMS, Emergency Management Institute

#### EDUCATION

Drexel University, Philadelphia, PA  
Bachelor of Science: Information Systems

#### PUBLICATIONS

"The Census Does More than Count People, it Impacts Billions in Federal Aid to Florida", Florida Tax Watch, 2018

"Think Outside the Cell", IBM Publications, 2014