

Catherine Garner

[My LinkedIn Profile](#)

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ABOUT ME ~ MY GOALS AND OBJECTIVES

My goal has always been to 'make a difference' during my lifetime. As I have worked toward that goal, my objectives have evolved over time. At this time in my life, I need to apply the professional, technical, administrative and people skills I have acquired during my career to help companies and organizations achieve their business goals. I am searching for a position that allows me to work remotely from my home office or at a local business to provide services such as the following.

- Executive Support, Business Office Administration, Data Entry, Document Management
- Operations, Project Management, Scheduling, Coordination, and/or Customer Satisfaction Oversight
- Process/Quality documentation Analysis, Editing, and Writing
- Business Analysis, Process and Quality Compliance Reviews, Evaluations, Assessments and Audits
- Professional, Business, and Technical Writing/Editing/Transcription

I have had an amazing fast-paced life, filled with unbelievable adventures and challenges. I served 22 years in the U.S. Air Force in active-regular and reserve duty status. My career field was Logistics Management where I was first introduced to the Total Quality Management (TQM) disciplines. I truly enjoyed the Quality aspect of my work, knowing that the compliance with military's quality standards, policies, and processes played a significant role in the effective defense of our country. When I transitioned from active-duty status to active reserve status and civilian employment, I chose to grow my knowledge and experience in the Quality Assurance practices and Process Improvement principles. I served more than 30 years in various American government and corporate organizations performing various leadership/management roles in Business Process Improvement and Quality Assurance. After gaining years of practical expertise, I became an entrepreneur with my own business ventures where I continue applying Quality and Process Improvement practices in my business and everyday life.

I have learned many lessons, survived many hardships, and have been blessed with many long-lasting business and personal relationships. Now, I am starting a new phase of my life. I am not ready to fully retire; but I am living a less stressful lifestyle. I am officially retired from the military, and I am no longer interested in the 9-5 big city commute into work in a corporate office environment. But I am not willing to stop working, learning and achieving. That is just not in my nature. I am finally living in a peaceful rural community and would like to be able to utilize my skills to remotely help businesses succeed. I have a well-equipped home office with a reliable internet connection which provides me with a quiet, productive workspace. I am looking for opportunities where I can work independently or in a collaborative team environment. To facilitate securing remote work contracts for online jobs, I have established a small consulting business so that I can apply my life-learned skills to a variety of fun and meaningful opportunities that come my way.

When I started my Life Inspired Ventures (LIV) LLC business, I decided to be open to whatever the universe leads me to. I have a lot of professional, technical, organizational, and practical skills in my experience toolbox and enjoy performing a wide variety of tasks. I am open to just about any task that will contribute to a business' success. I have a lot to offer in roles that support business administration, executive management, and operations. I have a solid foundation in evaluating/assessing/auditing business process data and the related key performance indicators to identify business improvement opportunities, then planning/executing the action required to implement those improvements. I have very effectively served in most positions that involve the development/commercialization of products and services from project inception to acceptance and implementation, executing the project, requirements, and quality management tasks performed throughout that process. I enjoy professional and technical writing/documentation work to include reviewing/editing tasks.

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WORK EXPERIENCE

LIFE INSPIRED VENTURES (LIV), LLC

Chatsworth, GA – Home Office

October 2016 to Present

This is my small consulting business which was initially established in Idaho and is now being re-established in Georgia. I have set up a well-equipped, quite, secure home office with high-speed internet and phone connectivity that provides a productive work environment.

Owner/President

My business 'ventures' have included business management and operations consulting services, document management, process analysis/engineering as well as web page design/development and office/tool administration work. I have also performed some transcription services, written online blogs, and established an e-Commerce web site. All of this work is performed 100% from my home office.

My only client right now and business responsibility is described below.

DATACAST TECHNOLOGIES, INC.

www.datacasttech.com

Boise, Idaho - REMOTE

June 2021 – Present

This is a small cybersecurity technology company that has great potential for growth. However, at this time, it is not a revenue-generating company. Currently, I am serving this company in a non-funded management/operations advisory capacity and performing some administrative tasks for the Company's CEO and Board of Directors on an 'as needed' basis.

Business Operations Specialist

In this role, I have provided business operations, document management, process development, web-site development, and administrative services. One of my first duties was to collect and refine the existing technical and planning documents to more adequately describe their unique technologies, business goals, and marketing strategies. These documents evolved into various marketing materials, investor presentations, a new Strategic Business Plan, various technical White Papers, and content I used to develop a new (GoDaddy) website. I established the Company's documentation standard as well as a document management/control repository (on NextCloud) and developed standard operating procedures. Using audio/video meeting recordings, I performed word-for-word transcriptions or created meeting-focused key-points and resolution-oriented meeting minutes. I documented the meeting minutes and action items, facilitated reviews, secured required signatures via AdobeSign, and stored the final document(s) in the Company's document repository. I also assisted with project planning and management tasks as needed.

GARDEN VALLEY SENIOR CENTER, INC. -BOARD OF DIRECTORS

www.gvseniorcenter.gov

Garden Valley, ID

March 2020 - March 2021

This is a local non-profit organization doing business as (dba) the Garden Valley Senior (and Social) Center where I volunteered to serve this community and was elected to sit on the Board of Directors. I served for one year and performed the roles of Director and Secretary. This Senior Center had to close its doors in February 2020

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due to the COVID-19 pandemic. After establishing the state-governed COVID safe operational procedures, we were able to re-open in April of that same year.

Director and Secretary

In the role of **Director** for the Senior Center, I regularly contributed to the planning and execution of all activities. Even with all the challenges of operating during COVID, we were able to accomplish a lot for the seniors in this community to include advertising methods, new website development, food box deliveries, clothing fund raisers, established community assistance programs, coordinated state health programs, weekly hot meal services, center renovations, and created their first website. It was an interesting, educational, and fun experience.

In the role of **Secretary** for the Board of Directors, I documented and filed all Board of Director meeting agendas, minutes, reference information, decisions made/resolutions, and action items. I tracked and managed the Action Items to completion; and maintained all records in accordance with the non-profit business requirements.

DELEGATA, INC.

<https://www.delegata.com/>

Sacramento, CA

February 2015 - July 2016

Senior Business Architect, Enterprise Process Manager, and Consultant

Initiated Delegata's enterprise process improvement and management practice by engaging employees in a motivational process improvement initiative based on corporate business goals and individual job roles, responsibilities, and performance measures. I defined the requirements for the company's process asset library/repository, process development methods, and process change management governance.

I also performed the following consulting assignments under Delegata's client contracts.

DEPARTMENT OF HEALTH CARE SERVICES (DHCS)

Sacramento, CA

January 2016 – July 2016

Lead Security Auditor - Consultant

Provided process auditing/improvement and corrective action reporting support for the **California Medicaid Management Information Systems (CA-MMIS)** Division of DHCS.

- Worked with this state agency's employees to establish the Operations Security department's vendor oversight and auditing process framework.
- Worked with the agency's California Medicare and Medicaid Information System (CA-MMIS) replacement and maintenance staff, vendors, and contracting office to identify contract non-compliances impacting operational security.
- Documented Fiscal Intermediary correspondence directing corrective actions to the vendors.
- Provided corrective action, guidance and support as needed.
- Generated Operations Security workload and compliance status reports.

MINISTRY OF LABOR (TAKAMOL) - Enterprise Architecture (EA) Practice Project

Riyadh, Kingdom of Saudi Arabia

February 2015 – May 2015

Senior Business Architect - Consultant

Provided Quality Management and Business Architecture support and served as the interim Program/Project Manager and Customer Relationship Manager.

- Planned, scheduled and executed daily project work.

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- Prepared and distributed regular status reports to include issues, risks, concerns with associated resolutions and mitigations.
- Facilitated project and team meetings.
- Defined and documented high level requirements by working with the end users.
- Documented client expectations and acceptance criteria.
- Identified deliverable products and services.
- Established the project's (SharePoint) document repository, documentation standards, and delivery process.
- Generated business process model.
- Monitored and tracked project team tasks such as requirements analysis, document control, enterprise architecture research and development, delivery, and project process/quality activities.

ELYON ENTERPRISE STRATEGIES (EES), INC.

<http://elyonstrategies.com/>

Folsom, CA

June 2011 - February 2015

Co-Owner and Chief Operations Officer (COO)

Directed the business operations and established Quality & Continuous Process Improvement standards and practices. Working closely with the CEO and administrative staff, performed a wide array of roles and responsibilities in support of internal company operations.

- Ensured annual and 'as required' strategic/tactical business planning (including Business Continuity/Risk Management Plans) was effectively accomplished and properly utilized.
- Provided business oversight and performed daily internal business operation services including general office management, contract administration, proposal writing, human resource management, client relationship management to include program/project planning, execution, quality auditing, and cost oversight.
- Served in the capacity of operations and project manager to provide product and project oversight of the technical research, development and release of an innovative mobile application intended to improve the efficiency and quality of business and home life.

I also performed the following consulting assignment under an Elyon client contract.

CALIFORNIA ISO (Independent System Operators)

<https://www.caiso.com/>

Folsom, CA

Business Process Analyst

June 2012 - June 2013

Served as a Consultant to provide the following services for this Elyon client.

- Managed and led activities associated with discovering, validating, documenting and communicating Business Architecture through modeling, simulating and analyzing current and future process states.
- Modeled, simulated and enhanced business processes utilizing modeling tools such as MS Visio and Casewise.
- Effectively communicated/translated requirements between the business process areas and the IT department.
- Embraced, trained and implemented methods, techniques, notations, standards and best practices derived from the business process architecture team.

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COMPOSITE ENGINEERING, INC. (CEI) - CURRENTLY KRATOS - UNMANNED SYSTEMS DIVISION

<http://www.kratosusd.com>

Roseville, CA

September 2009 - January 2011

Business Process Specialist, Quality and Continuous Improvement Department

- Applied leadership and management skills to mature CEI's methods of business process improvement required for their various government contracts.
- Provided proposal content for a Navy RFP including Software Engineering Institute's (SEI) Personal Team Software Process (PSP/TSP) principles.
- Supported efforts to achieve CMMI Maturity Level of 3.
- Reviewed and provided content for CEI's Draft Software Development Plan (SDP) as part of this effort.
- Facilitated the development of CEI's process improvement strategy to accommodate this prospective customer's software engineering process maturity requirements.
- Served as the Project Lead for an Air Force program's logistic system improvement, testing, implementation and training effort. Awarded a Letter of Appreciation by the manager of this program.
- Held a TOP SECRET (TS) Security Clearance.

VERIZON BUSINESS (VzB)- CURRENTLY KNOWN AS VERIZON ENTERPRISE SOLUTIONS

<https://www.verizon.com/business/solutions/enterprise/>

Sacramento, CA

September 2001 - August 2009

Senior Manager

Verizon Business was a division of Verizon Communications and was formed after the acquisition of MCI Communications. It is currently known as Verizon Enterprise Solutions and manages Verizon's business and government clients and projects. I served in the following management roles. **Technical Documentation Support Manager** and the **Quality and Process Improvement Manager** for these VzB departments: Operations, Engineering, Maintenance, Production Control, Change and Configuration Management, and Project Management.

- Established the VzB Quality Program and the VzB Quality Management Plan deliverables for departments and projects.
- Utilized applicable Quality standards and business practices, such as the: ISO 9000, IEEE Std. 730, IEEE Standard, PMI, SEI CMMI, to develop achievable and required Quality Plans, as relevant to the project or organizational department.
- Planned, tracked and managed the Quality Assurance functions/tasks for the following departments: Operations, Engineering and Maintenance, Change and Configuration Management, and Project Management.
- Established the VzB Process Improvement Program and managed/supervised/facilitated Process Improvement projects.
- Trained and led the organization's process improvement initiatives and teams utilizing the: Software Engineering Institute's Capability Maturity Model (SEI-CMM), the Rational Unified Process (RUP), Information Technology Service Management (ITSM), the Configuration Management Institute's (CMII) Closed Loop Change Process, and the Project Management Institute's Book of Knowledge (PMBOK).
- Trained and supervised the Software Testing group using the Rational Unified Process (RUP) oriented processes.
- Designed, developed, configured, implemented, trained and monitored the practical use of the Rational ClearQuest tool as the organization's standard defect tracking and reporting tool.

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DMR CONSULTING GROUP -CURRENTLY FUJITSU CONSULTING

<https://www.fujitsu.com/global/about/>

Kirkland, WA

September 1997 - March 2000

Principal Consultant - Software Quality Assurance, Software Testing, and Process Management

Fujitsu Consulting was founded in 1973 in Montreal, Quebec, Canada, under its original name "DMR" (an acronym of the three founder's names: Pierre Ducros, Serge Meilleur and Alain Roy). During the next decade, the company established a presence throughout Quebec and Canada, before extending its reach to international markets. For nearly thirty years, DMR Consulting grew to become an international consulting firm, changing its name to Fujitsu Consulting in 2002 after being acquired by Fujitsu Ltd.

I performed the following tasks and roles for DMR.

- Led and managed internal process improvement teams.
- Developed, implemented and trained Quality Assurance and Testing methods.
- Performed several **formal SEI (Software Engineering Institute) Sw-CMM (software Capability Maturity Model) appraisals/assessments** for various clients in locations such as: St. Johns, New Brunswick, Canada; Montreal, Canada; Ottawa, Canada; Parsippany, New Jersey; Atlanta, GA; and San Diego, CA.

I also performed the following consulting assignments under DMR's client contracts.

THE BOEING COMPANY

<https://www.boeing.com/company/about-bca/washington>

Renton, WA

Senior Testing Process Improvement Consultant

- Performed software test process and procedure assessments, analyzed and assessed operational risks, recommended test process improvement techniques.
- Facilitated/assisted/mentored the test process improvement efforts.
- Served as a member of the Boeing Y2K Development and Testing Project team.
- Planned, managed, and reported the execution of Boeing's Y2K testing effort.

XYPOINT (E-911 SERVICE PROVIDER) – CURRENTLY COMTECH TELECOMMUNICATIONS

<http://www.comtech.com/>

Seattle, WA

TESTING PROCESS IMPROVEMENT CONSULTANT

Developed and managed this company's Year 2000 (Y2K) Test project, assessed and analysed operational risks, planned contingencies and mitigations, trained and implemented Y2K Test processes.

SCIENTIFIC APPLICATIONS INTERNATIONAL CORPORATION (SAIC)

<https://www.saic.com/>

Warner Robins, GA and Sacramento, CA

June 1989 - September 1997

Quality Assurance Analyst and Manager

- Provided logistic systems/software development support This work included: project management, requirements analysis, testing, and client site production deployment tasks.
- Performed Process Quality reviews/auditing services for SAIC projects contracted by various Federal Government and DoD agencies.
- Utilized Quality standards such as the: MIL-STD-2067, MIL-STD-469, ISO 9000, and applicable IEEE standards.
- Participated in two official Software Engineering Institute (SEI) Capability Maturity Model (CMM) based process appraisals.

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- Established organizational Quality Assurance standards and processes.
- Established and managed the SAIC Warner Robins division's Quality Assurance department and its functions.
- Institutionalized the organization's Quality Assurance processes and procedures achieving SEI CMM Level 3 compliance (as mandated by the organization's Federal contracts).
- Performed process performance assessments and generated process metric reporting processes.
- Planned, trained, and facilitated the organization's process improvement initiatives and its Process Action Teams (PAT).
- Held a SECRET Security Clearance.

MILITARY SERVICE

UNITED STATES AIR FORCE (RETIRED)

January 1981 - January 2003 (22 years)

Logistics (Supply) Management Technician

Served in active regular duty status for the first 4 years; then, transitioned with no break in service into the active reserve duty status under the "Palace Chase" program. I was activated for Operation Desert Shield and Operation Desert Storm during the Persian Gulf War.

- Performed all duties/assigned tasks and volunteered for extra duty when there was a need.
- Managed the Maintenance - Supply Liaison office
- Mentored and trained supply personnel serving as squadron's unit training manager to plan coordinate war and peacetime logistics, combat readiness/mobility exercises
- Supervised and led combat field training exercises.
- Inspected and maintained the training records for unit personnel
- Traveled to various military logistic installations to perform standards/process compliance (quality) reviews and audits in preparation for pending Inspector General (IG) inspections.
- Coached logistics/supply personnel on wartime inspection readiness action planning and process implementation methods to achieve compliance with the required military standards and processes.
- Served on Chemical Warfare Shelter Management teams.
- Provided Combat Supply Systems training.

Awards and Commendations

- Received high performance ratings, several Letters of Appreciation from base logistics customers and community leaders
- 4 Achievement Medals, 1 Accommodation Medal and 1 Meritorious Service Medal
- Awarded an IG letter of recognition for methods used to prepare military logistic installations for IG inspections and for pre-inspection compliance implementation achievements.

EDUCATION

1989 - AAS in Business/Computer Information Systems

Middle Georgia State College, Macon, GA

- Honor Graduate
- Member of the Phi Theta Kapa Honor Society
- Recognized by the Accounting, English, Business Information departments for outstanding achievements.

1981 to 2002 – Military Logistics Management

Community College of the Air Force

- Inventory Management: 3, 5, & 7 skill levels

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- Non-Commissioned Officer Leadership training
- Total Quality Management (TQM)
- The Dyna-Metric Microcomputer Analysis System – Instructor level
- Chemical Warfare Training
- Chemical Warfare Shelter Management
- Combat Supply Systems Training

TRAINING AND CERTIFICATIONS

2012 - Pragmatic EC – Certified, Professional

Pragmatic Enterprise Architecture Framework (PEAF)

<http://www.pragmaticec.com/>

2010 - Team Software Process (TSP) Training

Software Engineering Institute (SEI) via Davis Systems

<http://www.davissys.com/home>

2010 - Internal Auditing - AS9100, ISO 9001

Composite Engineering, Inc. (CEi)

StarTeam (Borland) Software Configuration Management tool training

2009 – Earned Value Management System (EVMS) Scheduling Leader

Humphreys & Associates

<https://www.humphreys-assoc.com/evms/home.php>

2000-2007 – Process Engineering

Carnegie Mellon University (CMU), Software Engineering Institute (SEI)

<https://www.sei.cmu.edu/>

Introduction to the CMMI, version 1.2

Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Team Training

SEI Lead Appraiser Training

CMM Based Appraisal for Internal Process Improvement (CBA-IPi) Team Training

Introduction to the CMM

2004 – Configuration and Document Management

Information Technology Infrastructure Library (ITIL)

<http://www.bmc.com/blogs/itsm-certifications/>

ITSM Management

ITIL Foundation

2004 - Project Management

International Institute for Learning (IIL), Inc.

<https://www.iil.com/>

Blue Belt: Managing Multiple Projects using Project Server

Orange Belt: Managing a Single Project with MS Office Project 2003

2003 - Configuration Management II Certification

Institute of Configuration Management - Arizona State University (ASU)

1998

Quality Assurance Institute - Orlando, FL

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Certified Quality Analyst (CQA)
Certified Software Test Engineer (CSTE)

1990-1997

SAIC Corporate Education Program - Sacramento, CA

Object Oriented Requirements Analysis and Design

Software Project Management

Software Project Estimation

The Peer Review Process

Software Requirements Engineering and Management

Software Quality Assurance

The Team Building – Instructor's Course

Software Process Group Course

The Common Approach to Software Development and Maintenance (Policies, Processes, and Procedures)

1979 - General Accounting Certificate

North American School of Accounting - N.Y., New York

TECHNICAL (HARDWARE/SOFTWARE) EXPERIENCE

- Various platforms/applications (NT, UNIX, Oracle, etc.)
- Microsoft tools (Project, WORD, Access, Excel, PowerPoint, Visio, and SharePoint)
- CaseWise, Salesforce, DocuSign, AdobeSign, Adobe Forms, Adobe Dreamweaver, WordPress, GoDaddy
- NextCloud (used as a document filing system), MatterMost (secure messaging)
- IBM-Rational tool suite (RequisitePro, RationalRose, ClearQuest, and ClearCase)
- Remedy Action Request System
- DoD Standard Base Supply System (SBSS)

COMMUNICATION

Effective communication has been a critical verbal and written skill utilized throughout my career where I have delivered numerous presentations to executives, clients and all ranks of personnel; and have documented/reviewed thousands of documents. Providing honest, clear, and logical verbal and written communications became my trademark which allowed me to secure solid professional and client relationships.

One of my most memorable presentations came early in my career when I had to deliver a complex presentation to high-ranking military personnel and civilian executives employed by the Federal government's Department of Defense (DoD) from all over the country. The purpose of the presentation was to initiate the acceptance of the automated Repairable Spare Parts List (RSPL) system which had been planned and developed by a team that I led at SAIC. I played a role in every phase of this project and knew how it had been developed and tested from its initial conception and functional requirements to its now production/implementation readiness state.

The presentation was to be delivered at the Robins Air Force Logistic Center (AFLC) in Warner Robins, Georgia. The large, recently built, very modern facility had semi-circular, tiered seating and seemed to be filled to its capacity. The podium had a state of the art (at the time) built-in computer screen and a microphone with an amazing sound system. An extremely large projection screen would be to my left. The audience would view my slides there and I would see them in front of me on the podium's computer screen without having to glance over to the projection screen. The presentation would progress as I pressed a button on the podium prompting backstage personnel to click through my presentation's slide deck. I knew all this because I had a 5-minute

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orientation just prior the start of this meeting. As I had not been able to access this building and its equipment earlier to do a 'dry run', I wondered how smoothly things would go.

After extensive introductions of all the commanders and dignitaries in attendance, my name was called. I was the first speaker. My knees were weak as I stepped onto the stage and took my place behind the podium, I took a split second to assess the environment and my audience. I had never delivered a presentation to such a large and prestigious audience; and I had never utilized such modern presentation equipment available to me on this day. It was a little nerve-racking; but, I would not allow my nerves to detract from my important message. I was speaking for my company, my team-mates, and for technical advancements that would benefit our country's military operations. I knew that this system would make a great difference in the operational efficiency of our military's logistical processes. I told myself that all these people simply wanted to gain some understanding of this new computer system and how it would impact their day to day operations. Having served in the Air Force logistics field, I knew the benefits of automating the RSPL processes; and I knew this newly developed system very well. I loved the message I was about to deliver and felt confident that it would be well received; and it was.

Since that time, I have delivered hundreds of presentations and established client relations in locations all around this country and in other countries. One of my most recent communication challenges was in the Kingdom of Saudi Arabia where I led a team to architect and automate the enterprise processes and procedures of the Ministry of Labor. Daily communication with the Saudi executives and personnel was unlike anything I had ever experienced. I learned a lot during this assignment. Although it had many challenges and was exhausting, the project was very successful and left us all with some very memorable and rewarding experiences.

At this time of my life, I am not interested in public speaking but would be interested in all forms of written communication and occasional presentations using web-meeting applications.

REFERENCES

Will be provided upon request.