Resume for Dr. Jeffrey A. Robinson

email: robinson_ja@q.com

Education

Ph.D. in Information Systems; Nova University; Sept 1993
M.A. Business Management; May 1979; Central Michigan University
Flight Training, Pensacola, Florida July 1975 - Naval Flight Officer
B.S. Electrical Engineering; December 1973; University of Illinois
B.A. Physics; Monmouth College, December 1973
Postgraduate Certificate in Computer Forensics, Kaplan University, March 2013

Faculty

- Kaplan College/Purdue University; teaching undergraduate technology courses online; June 2002 to Jan 2018
- University of Phoenix; graduate and undergraduate courses in Information Systems Management, Decision Theory, Project Management, Quantitative Statistics, Programming, Software Engineering, Operating Systems Internals, Relational Databases. Teaching in both classroom settings and on-line. 1988 to 2006
- Assistant Department Chair in Technology - University of Phoenix, Member of the Academic Governance Council (1995-1999)
- Faculty Curriculum Chair – University of Phoenix (1999-2003)
- Motorola University and Mesa Community College - developed and taught courses in CIM (Computer Integrated Manufacturing) 1990
- Teaching Certificate - Maricopa Community College system; Physics, Mathematics, Electrical Engineering and MIS - 1985

(list of courses taught, speeches and papers) included in later section

Work Experience

City of Phoenix (12/2014 to 5/2017) – Sr Project manager in IT, specializing in Cybersecurity projects.

Accelerated Quality Improvement – (2/2011-present) Vice President (Technology), Co-founder, Principal Consultant
Six Sigma Consulting (MSA, SOV, BB certification training, audits, assessments, project definition and prioritization), Lean, CMMI, AS9100, TL9000, ISO, ITIL, Technical training (SharePoint, tools, etc.) Statistical analysis

American Express – Manager Process and Data; Sr Project Manager; Network Service Management 10/2011-present
lead technologist, data manager; network operations. Program manager in Cryptographic Center of Excellence.

Principal Consultant - Six Sigma Master Black Belt - AQI - Hypercom/Verifone 6/2011/9/2011
performing quality audits and source of variation studies (US, UK, Romania, Hungary, India, China; Six Sigma Source of Variation Studies);

American Express – Strategic Analysis; Application Portfolio Management and Infrastructure Strategy, Program Manager Cryptographic Center of Excellence 10/2010-5/2011
Served as technologist project and program manager for short term contract; managing projects and assisting and coordinating multiple projects in larger programs (until contract expired)

Altran Solutions – Technical Coordinator IV&V for Nuclear DCS (May 2-10- Aug 2010)
Heading up two teams (SF and Atlanta) to perform verification and validation of digital control software for nuclear plants

American Express – Program Manager, ITIL (2008-2010)
ITIL Release Program Manager and staff technologist for financial services organization; Testing environment (DOORS, MAXIMO, ISM, Clearcase, Rational Asset Manager, Clarity, EPIC)

Six Sigma Advantage – Six Sigma Master Black Belt, trainer, consultant (2007-2008)
Teaching, curriculum development, mentoring, coaching, supervising Six Sigma projects for a variety of clients

Vantage Mobility International Six Sigma Master Black Belt consultant – (2007-2008)
Directed development of new quality program; developed project plans and strategic infrastructure projects; GB and BB training, curriculum development, mentoring, coaching, supervising Six Sigma projects in automotive manufacturing industry

Motorola (1987-2007) – Twenty years progressive experience at Motorola in software development, project management, technology assessment and technology management on a variety of projects, including:

Distinguished Member of the Technical Staff (technical ladder since 1991)

Corporate IT Quality, Schaumburg, Ill
Six Sigma Master Black Belt, 2005 – 2007
Coordinating Digital Six Sigma Process Improvement Activities, CMMI, ITIL, Process and Quality, SSPD Division Quality Manager

Global Software Group, Motorola Corporate, Phoenix, Arizona
Performance Excellence Champion/Six Sigma Master Black Belt, 2003 – 2005
Coordinating PE activities, conducting Product Director Training and Management Development Workshops in support of a Group level organizational change. Championing, coordinating and directing Digital Six Sigma projects throughout the Global Software Group. Managed large Six Sigma program consisting of more than 178GB candidates, 40 BB candidates, 4 MBB candidates.

Performance Excellence Division Manager – Software Solutions Products Division - June 2001 – Dec 2003
Regional Manager Performance Excellence for the SSPD Division. (Australia, Atlanta, Chicago, India) Focus on developing software maturity (SEI-CMM, CMMI trained assessor, Malcolm Baldrige Quality Criteria and assessment activities) for product oriented Software Development Strategic Business Units. Addressing process and QA activities, training and organization improvement opportunities. Extensive international travel. (DOORS, ClearCase, ClearQuest, VISIO, NetMeeting, Framemaker, NT 4.0, Win 2000, Front Page, Primavera/TeamPlay, CMM, CMMI, SAS/JMP, MINITAB)

Manager Software Engineering/New Center Development Team - June 1999 – June 2001 Global Software Group, Motorola Corporate, Scottsdale, AZ - Member of the New Center Development Team of the Global Software Group; working with new center startups and acquisitions around the world (Montreal, Canada; Puebla, Mexico; Turin, Italy; St. Petersburg, India, Australia, Argentina, Scotland) Champion for High Availability Projects. Focus on SEI-CMM, QSR SS-10 activities for Software Development and Organizational Development. Extensive international travel. (ClearCase, ClearQuest, ABT, SAS/JMP, Front Page, VISIO, NetMeeting, Framemaker, NT 4.0, Primavera/TeamPlay, COCOMO)

Logic and Analog Technology Group, Motorola
Information Resource Manager - MOS6 Motorola 1998-1999 Semiconductor Products Sector, Phoenix, AZ
Acted as information technologist (and statistician) for high volume wafer fabrication facility. Managing a team of specialists coordinating all information resources for a semiconductor manufacturing facility. Collateral duties include forecasting, production planning, SPC, and reporting. (PROMIS, SAS/JMP, RS/1, DEC Alpha, UNIX (AIX, HP-UX, Solaris), ORACLE, VB, Windows, Mac, DCL)

Member SPS Software Patent Committee 1995-1999
One of several staff technologists tasked with reviewing all software related engineering disclosures to evaluate and select candidates for patent applications.

Principal Staff CIM Technologist – Motorola 1995-1997 - LATG CIM Tempe, AZ
Head a team of CIM specialists in support of five state-of-the-art semiconductor facilities. Managed large interdepartmental projects in introduction of new CIM technologies. Spearheaded development activities in SPC, production planning and forecasting, platform migration, creation of help desks, and technology introduction. Achieved SEI level 3. (DEC Alpha/VMS, UNIX (Ultrix, AIX, Solaris) PROMIS, MANSIM, TORRENT, UDMS, ORACLE, SAS, RS/1, FORTRAN, VB, C, C++, CMS, TIB, WNT, Windows, Mac, DCL, SQL)

Principal Staff CIM System Integrator / PRISM Manufacturing – Motorola 1992-1994 Tempe, AZ

Project leader introducing factory automation applications in state-of-the-art in-line I.C. assembly facility including: automated material handling, automatic lot tracking and data collection, process modeling, Statistical Process Control, electronic documentation systems, paperless manufacturing, and on-line reporting. Performing project management activities crossing the entire organization and involving external cross-functional teams. (Utilized SEI, Ford QFD and QSR Process audit processes.) (Framemaker, NEXT, UNIX, FASTTECH, SAS, WITNESS, SIMON, CELLWORKS, ORACLE, INGRESS, QNX, UNIX, C, C++, FORTRAN, VB, Windows, DOS, Mac, DCL, SQL, TCPIP)

Computer Integrated Manufacturing, Semiconductor Products Sector
Manager Technology Assessment and Technology Introduction – Motorola – 1990-1991
Technology specialist responsible for evaluating, assessing, selecting and installing strategic technologies to incorporate OSI compliant standards including: POSIX compliant applications, X-window applications, GUIs, object oriented and distributed networking applications. (RDB, PROMIS, ORACLE, UNIX (Ultrix, AIX, AUX, HP-UX, Berkley 4.3), DEC Alpha/VMS, PASCAL, INGRESS, Prolog, GPSS, S, SPSS, WITNESS, SIMON, Windows, Mac, C++, VB, FORTRAN, BASIC, DCL, SQL, QUEL, QBE)

Manager Computer Integrated Manufacturing – Motorola 1987-1990
Installed five automated CIM systems in VLSI semiconductor fabrication facilities. Coordinated the development and maintenance of more than 2 million lines of code. Managed technical projects in all aspects of CIM (Computer Integrated Manufacturing) Systems. Extensive project management experience in software development, SPC, data collection and data analysis, database conversions, platform migration, implementation and development of SPC systems, and the strategic introduction of technologies. Coordinated local and remote MIS organizations. (DEC VMS, PROMIS, ORACLE, SAS, RS/1, FORTRAN, C, BASIC, TCPIP, Tandem, VM, MVS, IMS, DOS, Mac, DCL, QBASIC, SECS-II)

Consultant 8/85-12/2007
Worked both as an independent contractor and as a member of a consulting team for manufacturers (such as General Dynamics, The Upjohn Company, Northern Telecom, Fujitsu, MagePower, Candescent) assessing the evaluation and selection of commercial CIM systems; writing white papers and performing system analysis; assisting in installations and conversions; performing system tuning and configuration; designing custom interfaces; developing custom software solutions and tailoring specific applications.

Manager Computer Aided Manufacturing, Micro-Rel, a division of Medtronics, Tempe, AZ 8/83-8/87
Manages the MIS department in support of medical products manufacturing. Responsible for all aspects of automating the manufacturing processes of six facilities, including: a cleanroom wafer fabrication facility, I.C. assembly, thinfilm and thickfilm substrate manufacturing, co-fire multi-layered ceramics, surface mount hybrid circuit assembly and in-line testing. Developed system requirements specifications, reviewed, selected, installed and maintained a division wide Computer Aided Manufacturing System. (Tracking, SPC, inventory management, planning, costing, document control, equipment automation) Configured, purchased and maintained clusters of heterogeneous computers in support of 24 hour a day, 7 day a week manufacturing operations. The first paperless FDA and DESC certified facilities.

Managed personnel and departmental budgets exceeding $800,000 in capital and $500,000 in expense annually. Managed both hardware and software groups in support of ongoing operations and new system development in areas of: Work-in-process tracking, inventory control, reporting, engineering data collection and analysis, paperless document control, sales order entry, purchase order entry, invoicing, quality assurance, MRP, SPC, standard costing, equipment capacity planning, labor tracking, strategic, tactical and operational planning, forecasting and dispatching.
(DEC VMS, PROMIS, FORTRAN, C, DECNET, DCL, DOS, SECS-II)

Senior Systems Analyst, Silicon Systems Inc, Tustin, CA. 6/81-8/83
Responsible to selection, installation and maintenance of a Computer Aided Manufacturing system for a startup ASIC wafer fabrication facility. Supervised all aspects of system operation and coordinated efforts of other programmers in software development and support. (PROMIS, DEC VMS/RSX, FORTRAN, SAS, DCL)

Program Manager, Hughes Aircraft, Fullerton, CA 1/81-6/81
Program manager of a government project to develop and construct surface acoustic wave devices for military applications. Directed engineering and production control activities in a developmental hybrid manufacturing facility

Process Engineer, Rockwell International, Newport Beach, CA 1/79-1/81

Sustaining process engineer in photolithography area of a wafer fabrication facility. Duties transitioned to include responsibility for D.C. parametric testing, plasma etching, and ion implantation. Developed an automated production parameter monitoring system to collect and report on over 250 independent process parameters. Headed up several yield improvement task forces coordinating the efforts of product, test, design and process engineers to improve specific product yields. (CPM, BASIC, FORTRAN, SAS, RS/1, TSO, Mark4, Assembler, LOMAC, LTX, JCL, MVS)

Military, 12/73-1/79

1st Lieutenant, USMCR, Air Wing. Primary duties: Naval Flight Officer, Radar Intercept Officer, F-4 Phantom Jet; Tactical Air Controller, Senior Air Director. Collateral duties: Legal Officer, Classified Material Control Officer, Training Officer, Electronic Warfare Officer, Nuclear, Biological and Chemical Warfare Officer.

Professional Affiliations

Current Affiliations

PMI –Project Management Institute (teach quarterly Professional Development Courses)
ASQ - American Society for Quality - Phoenix Chapter – (Publicity Chairman 2014)
SF Novelists, a professional writer's group focused on writing Hard SF novels (since 2000)
Third Order of Carmelites (since 1995)

Member – **Board of Directors – Sweetwater Ridge Homeowners Association (2006-present)**

Past member

Member – **Board of Directors – Building Arizona Families** (an international adoption agency) 2004-2016
American Society of Mechanical Engineers - ASME Software Committee on V&V for NQA
IEEE; Institute of Electrical and Electronic Engineers
SABA – Scientific Advisory Board Associates (Motorola Technical Ladder)
Toastmasters – Certified Toastmaster (5/04)
APICS; American Production and Inventory Control Society
ACM; Association for Computing Machinery
DECUS; Digital Equipment Corporation User Society; Board Member and Officer of local user group
Member of the Board of Advisors, Information Strategies, Auerbach Publishers (1991-1996)
MENSA

Awards/Certificates

Silver Quill; Nov 1992, Mar 1993, Aug 1993, Jun 1997, Jun 1998, Sep 1998, Dec 1998, Apr 1999, Jun 1999
Best Paper Award, 1993 Winter Advanced Manufacturing Technology Conference, June 1993
Micro-Soft Certified Trainer (1998)
Six Sigma Black Belt (6/2002)
SW-CMMI assessor (6/2002 v2and v3 6/2010)
Six Sigma Master Black Belt (12/2003)
CTM – Certified Toastmaster – (5/2004)
***ITIL* Foundations certified** v2 (7/2005); v3 (2012)
PMP 7/2014; recertified 7/2017

Speeches and Presentations

1981, 1985 Hosted two national conferences on Computer Integrated Manufacturing - CIM (PROMIS)
Apr 1984 DEXPO - DEC sponsored symposium, Los Angeles, Ca.
Apr 1985 DEC Advanced Technology (ACT) Symposium, Los Angeles, Ca
Oct 1985 *How to Select a CIM System,* National Institute of Management Research, San Jose, Ca
Apr 1986 Ontario CAD/CAM Centre, *Why Systems Fail*, Ontario Canada
Oct 1987 SEMICON EAST, *The Manager's Dilemma*, a paper on technical data analysis
Sept 1990 *Successful CIM in Pharmaceutical Industries,* Pharmaceutical Technologies 10th Annual Conference, Boston
May 1992 Motorola Object Oriented Design Conference, Chicago, Ill.
June 1994 Electronic Minimum System Documentation Requirements (EMSDR), Software Engineering Symposium, Schaumburg, Ill
Oct 1995 Panel Member, Project Management Symposium/Seminar, Project Management Institute, American Graduate School of International Management, Glendale, Az
June 1997 *Techniques for Fast Transition to New PROMIS Systems*, PROMIS User Conference,
June 1997*Converting from a Legacy System to PROMIS with minimal downtime;* U-145, PROMIS User Conference Proceedings

Feb 2001, *Software Engineering Skills - Emerging Industry Needs*, Instituto Tecnológico y de Estudios Superiores de Monterrey Campus Cuernavaca, Mexico
Sept 2001, *Culture Shock*, 2001 Annual Conference on Telecommunications and Electronics, Instituto Tecnológico y de Estudios Superiores de Monterrey Campus Cuernavaca, Mexico
Feb 2003, *Creating International High Maturity Software Centers*, Feb 26 2003, SEPG Boston, Mass.
Aug 2003, *Everything I Ever Needed to Learn about Project Management, I Learned in Driver's Ed,* PMI workshop, Phoenix Chapter
Nov 2003, *Six Sigma and the Black Belt Program,* PMI Phoenix Chapter November PDU Workshop
Feb 2004 *Killer Value Proposition* – in conjunction with Business Kinetics – a web based seminar
March 2004 *A Project Manager's Guide to Statistics* PMI Phoenix chapter PDU seminar
June 2004 *It's Not Rocket Science* - APICS professional development seminar on Planning and Forecasting
March 2010 *Leaning Six Sigma Projects -How to Run a DMIC Project in 5 Days* - ASQ 2010 Lean and Six Sigma Conference March 8-9. Phoenix, AZ
Various webinars on quality (2/2011 through 12/ 2012)
Feb 28, 2012 "How to Sustain Six Sigma Programs", Orlando Florida,2012 International Conference on ISO 9000,
Jan 12, 2012 "An Action Model for Risk"; ASQ Phoenix Section, Phoenix, AZ, PA,
Jun 14, 2012 "Change Acceleration (Overcoming Resistance to Change)""; ASQ Phoenix Section, Phoenix, AZ, PA,
8 Oct 2012 *"An Action Model for Risk and Uncertainty in Decision Making - How to Avoid the Paralysis of Analysis,* Pacific Northwest Software Quality Conference, October 2012**,** PNSQC, Portland Oregon
26 Oct 2012, "Quantitative Risk Assessment Techniques" 8 hour Tutorial, Software Systems Best Practices Conference, Anaheim CA
29 Oct 2012,"Quantitative Risk Assessment Techniques" 4 hour Tutorial, Oct 2012 ICSQ, Indianapolis, IN
30 Oct 2012, "Keys to Successful Six Sigma Programs: Lessons Learned From the High-Tech Industry", Oct 2012 ICSQ, Indianapolis, IN
3 Mar 2013 "Creative **Applications** of Failure Mode Effects Analysis, 2013 ASQ Lean Six Sigma Conference, Phoenix Arizona
7 Nov 2013 - "Creative **Applications** of Failure Mode Effects Analysis, ASQ Phx chapter monthly meeting
12 June 2014 – "Everything I Ever Needed to Know about Quality, I Learned in Driver's Ed", ASQ Phx chapter monthly meeting
2 March 2015 - "How to Calculate Realistic ROIs for Six Sigma Projects" 2015 Lean and Six Sigma Conference, Phoenix, Arizona
9 March 2015 – "Software Quality Boot Camp" 2015 International Conference on Software Quality (4 hour workshop) - Long Beach, CA
11 March 2015 - "How Software Reliability Differs from Hardware Reliability" 2015 International Conference on Software Quality ICSQ
9 Sept 2015 – "Protecting Digital Content Through Failure Analysis and Modeling" Library of Congress Conference on Storage Architectures
14 June 2016 "Failure Analysis of Data Integrity Risks for Big Data" Quality & Productivity Research Conference, Tempe, Az
28 February 2016 "Source of variation Studies – A Real World Case Study"; 2017 lean Six Sigma Conference, ASQ, Phoenix, Az
13 September 2017 "Metrics for Project Managers" PMI Chapter Meeting, Phoenix, Az

Papers, Articles, Publications

- *How to Select a CAM System,* National Institute of Management Research Oct 1985
- *CIM in Hybrid Manufacturing,* Hybrid Circuit Technology, April 1985, Vol 2 No 4
- *CIM Software Improves Efficiency at Cardiac Pacemaker Hybrid Plant* Hybrid Circuit Technology, April 1986 Vol 3 No 4
- *Role of CIM in Quality,* Quality Magazine Jan 1987
- *Successful CIM in Other Industries,* Pharmaceutical Technologies, Sept 1990
- *Success: The Missing Paradigm,* Technical Enrichment Matrix (TEM), Scientific Advisory Board Associates (SABA), Oct 1991
- *In Search of the Technological Panacea,* Information Strategies June 1992
- *The Cognitive Aspects of Object Oriented and Structured Methods,* Motorola Object Oriented Design Conference, May 1992
- *The Dark Side of Software Metrics,* Information Strategies Winter 1992
- *Object Oriented versus Structured Programming Methods,* Information Strategies Spring 1993
- *Extensions to Process Definition Languages to Model Automated Manufacturing Environments,* TEM SABA Nov 1992
- *Concurrent Processing: A New Manufacturing Paradigm,* TEM SABA Nov 1992
- *Basic Questions about Object Technology,* 1993 Winter Advanced Mfg Technologies Symposium, Feb 1993
- *QA Gate Elimination at Final Test Through the Use of Statistical Process Control Techniques,* TEM SABA Nov 993
- *A Real-Time, Line Balancing, Performance-To-Plan Dispatching Algorithm For Paperless Semiconductor Manufacturing,* Dallas Jun'96
- *Fault Tolerance,* CSS579 - Risk Management, University of Phoenix, July 1997
- *New Lot Tracking Paradigms for Automated Manufacturing* - A Case Study PIMJ, Winter 1998
- *A Manufacturing Paradigm that Combines Discrete and Continuous Methods (Parts 1&2*),PIMJ Winter 1998
- *Computer Interaction Styles,* Information Strategies, Spring, 1999
- *A Comparison of Critical Ratio versus Slack Time for On-time Delivery Dispatchers*, SES 98, St. Charles, Ill., 6/1998
- *The Problem with Planning*, Guest Editorial – APICS The Performance Advantage, May 1999
- *Nineteenth Century Technology and Society* e-zine, www.wouldthatitwere.com, July-Sept 2000 (reprinted in Green Tentacles, Feb 2002)
- *Eugene Fitch Ware and Science Fiction Poetry of the 1880's*, feature article in the e-zine, www.wouldthatitwere.com, Oct-Dec 2000
- *When Science Invaded Fiction*, SF, e-zine, www.wouldthatitwere.com, Jan-Mar '01 (reprinted in Green Tentacles 5/2002)
- *Searching for the Five Percent*, feature article in the e-zine, www.wouldthatitwere.com, Apr-Jun 2001
- *One Last Time*, SF, e-zine, www.wouldthatitwere.com, Apr-June 2001
- *The History of Science Fiction Art*, e-zine, www.wouldthatitwere.com, Oct-Dec 2001
- *Turn in the Road*, SF, e-zine, www.wouldthatitwere.com, Jan-Apr 2002

- *Ripples in Time*, SF, e-zine, www.wouldthatitwere.com, Apr-Jun 2002
- *The Stigma of Science Fiction*, Green Tentacles, June 2002
- *Springtime on Mars*, SF, The Martian Wave, July 2002
- *The Engines of Time*, The Edge, SF magazine, Summer 2003
- *A Quantitative Model for Evaluating the Return On Investment for Quality Related Process Improvement Activities*, w/John Pellegrin2003
- *Six Sigma Quality Improvement: Six Sigma Success Stories from the IT Industry* - Vic Nanda and Jeff Robinson Editors, **Book**; A collection of 25 Case studies on Six Sigma Success Stories, McGraw Hill - March 2011
- *An Action Model for Risk and Uncertainty in Decision Making - How to Avoid the Paralysis of Analysis*, Pacific Northwest Software Quality Conference, October 2012
- One Good Idea - *An Action Model for Risk, QP, ASQ magazine, Nov 2012*
- *"Creative Applications of Failure Mode Effects Analysis"*, 2013 ASQ Lean Six Sigma Conference, Phoenix Arizona 3 Mar 2013
- *"How to Calculate Realistic ROIs for Six Sigma Projects*" 2015 Lean and Six Sigma Conference, Phoenix, Arizona 2 March 2015
- *"How SW reliability is different from HW Reliability*" 2015 ICSQ Conference, Long Beach CA March 11 2015

Books

- Three short stories (*Ripples in Time*, *Lucid Dreams*, and *One Last Time*) in SFN Anthology from AKW Books entitled March 2009 *"Alpha Dreams"*
- Four short stories (*The Matriarch, Failure to Communicate, Dialogues*, and *The Prize Beyond the Gate*) in SFN Anthology from AKW Books 5/2009 *"More Alpha Dreams"*
- Seven short stories – *"The Complete Alpha Dreamer"*9/09 AKW Books
- *Three short stories (Failure to Communicate, Dialogues*, and *The Prize Beyond the Gate) – HORIZONS* - in SFN Anthology from AKW Books, March 2011
- *Six Sigma Quality Improvement: Six Sigma Success Stories from the IT Industry* - Vic Nanda and Jeff Robinson Editors, **Book**; A collection of 25 Case studies on Six Sigma Success Stories, McGraw Hill - March 2011
- *Untold Tales – Volume 1* – science fiction short story anthology – July 2019
- *Untold Tales – Volume 2* – science fiction short story anthology – July 2019
- *Untold Tales – Volume* 3 – science fiction short story anthology – July 2019
- *Mindgames:* Knights Gambit – science fiction techno-thriller – August 2019
- *Deadly Vantage* – science fiction techno-thriller – August 2019
- *A Misfortune of Stars – science fiction adventure – August 2019*

Courses Taught

University of Phoenix (Sept 1989 to 2005)

BSA/375 Fundamentals of Business Systems Development

BSA/410 - Business Systems I	BSA/420 - Business Systems II
BSA/430 - Systems Analysis Methodologies	BSA/440 - System Analysis Tools
BSA/450 - Applied Business Cases	
CIS/400 - Computers and Applications	CIS/419 - Computers and Information Processing
CIS 319 – Introduction to Computers in Business	
CMGT 410 – Project Planning and Implementation	CMGT/576 - Programming Management
CMGT 424 – Information Resource Management	CMGT 325 – Organizational Communications
CMGT 579 – Risk Management*	CMGT/575 CIS Project Management
CMTG 450 – Applied Studies	CMGT/578 – CIS Strategic Planning
CMTG 581 – Organizational Information Resource Management	
CMGT/576 - Programming Management	CMGT/423 - Project Planning And Implementation
MGT 437 – Project Management	MGT 572 – Project Management
MGT 540 – Computers in Business	MGT 510 – Information Systems and Decision Theory*
MGT 436 – Critical Thinking	
CSS 420 – Operating Systems*	CSS 568 – Operating Systems*
CSS 565 – Organizational Behavior*	CSS 552 – Programming Management*
CSS 415 – Software Engineering	CSS 416 – File System Internals
CSS 417 – Relational Database Design	CSS 400 – Computers and Business Applications
CSS/558 - Data Base Concepts I	CSS/559 - Data Base Concepts II
CSS/553 - Software Engineering	CSS/586 - Information Technology Application Project
DBM 405 - Database Management Systems	DBM 380 – Database Concepts
DBM 440 - Data Warehousing	DBM/410 - Decision Support Systems
DBM/420 - Enterprise Data Management Systems	DBM/430 - Rapid Application Development
DBM/450 - Applications Maintenance and Migration	MBA/590 - Strategic Implementation and Alignment
MGT/436 - Critical Thinking And Decision-Making	MGT/437 - Project Management
MGT/540 - Managing Information	MGT/551 - Decision Making
MGT/570 - Project Management	MGT/573 - Project Management In The Business Environment

MMPBL/510 - Implementing Organizational Initiatives

MTH/108 - College Mathematics I	MTH/109 - College Mathematics II
MTH/110 - History of Mathematics	MTH/112 - Introduction To Finite Mathematics
MTH/208 - College Mathematics I	MTH/209 - College Mathematics Ii (5 Week Course)
MTH/212 - Introduction to Finite Mathematics	MTH/230 - Calculus
MTH/401- History of Mathematics	NTC410 - Network & Telecommunications Concepts Ii
NTC 360 – Network and Telecommunications	NTC/440 - Advanced Windows NT
NUR 572 – Nursing Informatics	PHL 443 – The Mind and The Machine
POS 335 – Object Oriented Programming	POS 340 – Advanced Object Oriented Programming
POS 370 – Advanced C++ Programming	POS 400 – Introduction to Object Oriented Programming (VB)
POS/355 - Introduction To Operating Systems	POS 431 – Intermediate C Programming*
POS/440 - Introduction To C++	POS/405 - Advanced Visual Basic
POS/450 - C++ Programming	POS/420 - Introduction to UNIX
POS/568 - Operating Systems	POS 429 – Introduction to C Programming*
POS/360 - Programming Concepts	POS/402 - Visual Basic
POS/410 - SQL for Business	POS/425 - Introduction To Windows NT
POS/429.1 - Programming Concepts	POS/431.3 - Structured Programming Techniques Using the C Language
QNT 572 – Quantitative Statistics	
TCM/537 - Networks/Datacom I	TCM/538 - Networks/Datacom II
Web/350 - The Internet: Concepts And Applications	

Motorola University – 1992 to Present

CIM 100 – Introduction to Computer Integrated Manufacturing*	CIM 101 – Advanced CIM Concepts*
CIC 122 – Introduction to Six Sigma Black Belt	ROAM 101 – Reliability, Operability, Availability and Maintainability
ROAM 102 – High Availability Systems Engineering	ROAM 103 – Availability Product Assessment
CIC 2004 – Foundations of Six Sigma – 2003	CIC3900 Quality Essential Training*

GSG ITP – GSG Induction Training Program (160 hours of SW engineering training for New Center Startups)*
GSG MITP – 40 hours of management training for executives and managers of new Center startups
CIC3251 – DFMEA – Design Failure Mode Effects Analysis *
ITP – Induction Training Program* – 160hrs in Designing Quality SW, Project management, V&V, SW engineering and CMM

Kaplan College and Kaplan University (June 2002 to present)

IT 273 Introduction to Networking	IT 133 Software Applications
IT 163 Database Management	IT 454 Database Design *
IT 263 Advanced Networking	IT 273 Network Administration
IT 380 Operating Systems	IT 452 Advanced SQL – MSSQL Server *
IT 331 Technology Infrastructure	IT 320 Operating Systems Concepts
IT 430 Project Management	IT 255 e-Commerce
IT 464 Object Oriented Programming (Java)	IT 456 Database Administration; MSSQL Server
IT 354-Database Design*	IT 153 Datasheet Applications (MS Excel)
IT 350 Introduction to SQL *	MSIT 520 Database Management*
MSIT 510 Structured Analysis and Design*	MSIT 511 Software Project Management
MSIT 512 Software Engineering *	MSIT 563 Data Mining and Data Warehousing
IT 482 Network Design	MSIT-570 Graphics and Multimedia Systems
MSIT 522 Knowledge Management	MSIT 530 Networks
MSIT 535 Advance Network management	MSIT 543 Cryptography Concepts and Techniques*
IT 286 Network Security	MSIT 545 Wireless, Mobile, and Cloud Security
CJ 317 Computer Forensics	IT 390 Intrusion Detection
IT 411 Digital Forensics	MSIT 528 Quantitative Risk Analysis*
MSIT 527 Foundations of Analytics*	MSIT 523 Data warehousing and Data Mining
MSIT 542 Ethical Hacking	MSIT 500 Critical Concepts and Competencies for the IT Professional
MSIT 541 Computer and Network Security	MSIT 591 Audits and Assessments in IT*
MSIT 545 Wireless, Mobile and Cloud Security	MSIT535 Advanced Network Management

Six Sigma Green Belt courses* – dozens of 2 week training sessions since 2000 (Motorola, Chicago, Arizona, Dubai)
Six Sigma Black Belt courses* – 6 training 2-4 wk sessions since 2001 (Az, California, Chicago)

Fuzhen Associates
Action Science – Power Communications *Skills** (NLP Jul 2002, Oct 2002, Mar 2003, Jul 2003, Oct 2003)

Breakthrough Management Group
BI46S-1 Business Intelligence for Six Sigma – Part 1* (40 hours) SQL Server 2008, Excel, Minitab

BI46S-2 Business Intelligence for Six Sigma – Part 2* (40 hours) SQL Server 2008, Excel, Minitab, Crystal Ball, TreeAge
DM46S-1 Data Mining Intelligence for Six Sigma – Part *1 (40 hours) SQL Server 2008, Excel, Minitab, Crystal Ball, TreeAge
DM46S-2 Data Mining for Six Sigma – Part 2* (40 hours) SQL Server 2008, Excel, Minitab, Crystal Ball, Netica, RapAnalyst-SOM

(* part of the team which developed the course curriculum)

Patents

Integrated Discrete and Continuous Process Definition Model - Aug 1992
A Manufacturing Control Model for Discrete Lots in Continuous Environments Through the Use of Spreading Activation and Marker Passing 1992
A Mouse Enabling Method for Touch Screen Monitors - Aug - Dec 1992
A Window Logic Representation Model - Jan 1993

Computer Experience

Extensive expertise with CIM (Computer Integrated Manufacturing) and MES (Manufacturing Execution Systems) design, implementation and maintenance. Have installed 15 different paperless manufacturing systems; some startups, some conversions. Systems include **PROMIS**, Workstream, FastTech, FactoryWorks

Extensive VAX system management experiences in homogeneous and heterogeneous clusters with Alpha/VMS and UNIX operating systems. System manager and MIS manager with standalone and clustered CPUs including, micro-VAXs, PDP, VAX 7XXX, VAX 6XXX, DEC Alpha, RS6000 (AIX) and HP (HP/UX) systems; also worked with Tandem, IBM, Sun Systems, CPM, DOS, Macintosh and NEXT computers, MS Windows, WNP, XP, Vista. Network management (TCP/IP, DECNET, SNA).

Languages include:

- Have developed code and taught courses in): FORTRAN, BASIC, C, C++, VB, Visual C, Bourne shell, Korn Shell, MarkIV assembler, JCL, DCL, UNIX; Former languages include IITRAN, Speakeasy, Smalltalk, Java, HTML, SQL (T-SQL and PL-SQL), TAL, Algol, PL1, Prolog, Forth, X, DMX; various 4GLs (SQL, QBE, RDB, QUEL), APL, Ada, Pascal, Lisp, SPRY, HTML5, aspx, C#, javasript, and more
- Statistical analysis (S, SPSS, SAS, SAS-JMP, RS/1, Minitab, Statistica, SigmaXL, TreeAge, Crystal Ball, RapAnalyst (Neural Network SOM), Netica-Bayesean Network Software), simulation systems (GPSS, Witness, SIMON);
- I teach graduate and undergraduate courses in various programming languages, as well as Structured Analysis and Design and OO; SW project mgmt, Software Engineering, SW Ddevelopment lifecycles (Agile, Waterfall, Vmodel, RAD/JAD, Rapid prototyping, Incremental, Evolutionary, Spiral), Requirements gathering and Test methodologies
- Process and data modeling - quality metrics, requirements, testing (V&V), process modeling (ERD, STD, DFDs), data modeling (ERD), RUP, UML, Datamining, ETL, Writing secure software
- Network management (TCP/IP, DECNET, SNA). Routers, firewalls, load balancers,security, etc. Network Analyzers (Toolwire, Wireshark)
- Computer Forensics (Case

Operating systems (VMS, Open VMS, Berkley UNIX, Ultrix, AIX, HP/UX, Sun OS, AUX, DOS, CP/M, QNX, WNT, Windows (2000, XP, Vista, Windows 7), Fedora, Ubuntu, Redhat Linux);

CASE Tools (ORACLE, Visual Analyst Workbench, SALSA, System Architect, VISIO, Rational Rose, Clearcase, Clearquest, DOORS)

Extensive application development and design experience with hierarchical and relational databases (including ORACLE, Ingress, MS Access, RMS, RDB, TORRENT, UDMS, Filemaker, SQL Server 2005, SQL Server 2008) Have worked with expert systems, software neural networks, third party and proprietary relational and object oriented databases, hypermedia (Interleaf, Framemaker).

Malcolm Baldrige, CMM, CMMI, ITIL and QS9000 software development methodologies and project management tools.
Certified CMM and CMMI Assessor;

Hobbies: Writing (science fiction), reading, mathematics, programming, chess, Boy Scout/Cub Scout leader (1983-1995), camping

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References available upon request.

Web Sites Personal http://untold-tales.com Updated 9-2019