

YVONNE MARIE DAVIS

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INFORMATION SYSTEMS EXECUTIVE

Management Development ~ Strategic Planning ~ Internet Technologies


Highly qualified Executive with proven track record across broad areas of Information Technology and management. Strong project management and technical skills; visionary, with demonstrated ability to achieve strategic business goals through cost-effective technology; lead and mentor large groups of associates. Outstanding record of employee retention, motivation, and character development. Keen sense for introducing technologies to solve real business problems and exploit business opportunities. Solid experience in the delivery of large-scale enterprise applications and services with a hands-on technical management style that inspires confidence in team members. Exceptional ability to effectively communicate with and relate to all levels of clients and associates; conversant in Spanish. Additional capabilities in:

- ◆ Technology Assessment
- ◆ Networks
- ◆ Datacenter Operations
- ◆ Regulatory Compliance
- ◆ Customer Relations
- ◆ Telecommunications

EDUCATION

CALIFORNIA STATE UNIVERSITY, Fullerton, California

Master of Science, Information Technology, 2009 (GPA: 4.0/4.0)

- Received Graduate Award for Academic Excellence and nomination for Student of the Year.
- Inducted into the Honor Society of Phi Kappa Phi 

CALIFORNIA STATE UNIVERSITY, Northridge, California

Master of Science Candidate in Computer Science, 1980 – 1988

UNIVERSITY OF CALIFORNIA, Los Angeles, California

Bachelor of Arts in Psychobiology

CAREER ACCOMPLISHMENTS

CALIFORNIA STATE UNIVERSITY, LOS ANGELES 2006 – 2009

- Managed a cross-functional team on \$750,000 project to develop and implement campus identity management services using the Sun Identity Management suite to improve security and ease of access across information resources.
- Evaluated and implemented text messaging emergency notification system for Department of Public Safety, enabling instant notifications to thousands of staff and students; negotiated \$10,000 savings on contract renewal of the system.
- Increased web accessibility compliance from 30% to 98% for websites as chair of working group, improving universal access and reducing liability.
- Represented CIO in campus & state-wide meetings; met with deans and directors to create guidelines.

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE 2001 – 2006

- Supervised a \$6.5 Million project to upgrade campus network including planning and implementation of first CSU converged data/VoIP network of approximately 15,000 nodes and 150 telecom closets, with gateways to CSU H.323 (IP) and external H.320 (ISDN) video conference networks.

COMPUTER ASSOCIATES INTERNATIONAL 1999 – 2000

- Managed development of a leading edge, advanced, interactive 3-D E-commerce site for celebrity actor using an object oriented database with 3-D objects for virtual immersive neighborhood, including streets, houses, and stores; streamed live video from concerts. Featured at CA World conference.

THE J. PAUL GETTY TRUST 1985 – 1998

- Supervised acquisition, set up and operation of an \$8.5 million advanced, state of the art network for new Getty Center. “Future-proofing” in planning and implementation achieved seven year life span.

PROFESSIONAL EXPERIENCE

CALIFORNIA STATE UNIVERSITY, Los Angeles, California 2006 – 2009
Public University serving 21,000 students with award-winning engineering, business, and nursing programs.

Associate Director, Internet and Identity Services (2008-2009) (while completing advanced degree)

- With Public Affairs, created Internet policies; evaluated web content management systems.
- Directed web development and production.
- Managed vendor implementation of Sun Enterprise Identity Management system.

Deputy to the Vice President of Information Technology Services (2006-2008)

- Administered identity management (IdM) and wrote proposal and RFP for central IdM system.
- Managed special projects including developing strategy, evaluating issues, conducting vendor negotiations, coordinating cross-departmental activities.
- Ensured state and federal compliance of accessible technology initiative as chair of working group.
- Served on IT Advisory Committee of system-wide CIOs, Identity and Access Management Technical Advisory Group, Information Security Advisory Committee, and Network Technology Alliance.

CALIFORNIA STATE UNIVERSITY, Northridge, California 2001 – 2006
Second largest University in California State University system and fourth largest in State of California.

Director, Network Engineering and Operations

- Planned and operated 24x7x365 campus network and datacenter; oversaw telecommunications policies, remote networking, WAN connectivity, network management, security, design and engineering.
- Implemented a \$135,000 project to install first dedicated firewalls and intrusion detection.
- Negotiated savings of \$100,000 in installation of redundant connection to California Educational Network.
- Upgraded operations to provide combined data center/network operations center, monitoring network and enterprise systems, including backups, disaster recovery, and physical security.
- Implemented standardized racking, remote KVM and system management, dedicated data center network switches for enhanced security, new power distribution and UPS.
- Installed first change management system using BMC Remedy for use by all IT groups.
- Conducted periodic compliance audits & reviews and supervised daily compliance.

AST COMPUTER / VAULT TECHNOLOGIES, Los Angeles, California 2000 – 2001

Program Manager and Project Desk / Network Operations Manager

- Instituted procedures for a startup company that extended enterprise management to small and mid-sized companies via Virtual Private Networks over Internet; guided operation from pilot to market.
- Developed procedures to evaluate and support customer infrastructure utilizing ITIL principles.
- Created Network Operations Center and Customer Response Center from ground up; hired and managed engineers and customer service technicians.
- Managed engineers and vendors to create proposals, engineering reports.
- Supervised customer installations and upgrades; oversaw profit and loss on projects.

COMPUTER ASSOCIATES INTERNATIONAL, Los Angeles, California 1999 – 2000

Manager, Global Professional Services / Delivery

- Managed analysts, systems engineers, programmers, and other specialists internationally to design and implement innovative, strategic technical business solutions; planned and coordinated all engagements.
- Devised problem resolution procedures, facilitated planning sessions, developed methodologies, evaluated proposed systems for feasibility, implementation costs, operations cost and functional adequacy.
- Generated requirements for \$4 Million project for customer to resell network management services.
- Enabled Wide area communications using a secure Virtual Private Network.
- Established Network operations center, help desk and remote site requirements.

NETWORK SOLUTIONS / APPNET SYSTEMS, Los Angeles, California

1999

Principal Consultant

- Received award for developing business model for consulting for Fortune 1000 companies on business-technology integration and application of Internet technologies to create and maintain competitive advantage for customers; created client presentations, analyzed risks, developed measures to mitigate risk, prepared labor estimates, bills of material, schedules and evaluated business strategies.
- Evaluated web-based catalog and ordering system for a major pharmaceutical company.
- Developed strategic technology plan for large national HVAC/R wholesale distributor; plan received recognition from Vice President and was used successfully for its entire time horizon.
- Created collaborative web-site for consulting practice.

INACOM INFORMATION SYSTEMS, Los Angeles, California

1998 – 1999

Senior Management Consultant / Solutions Architect

- Consulted with Fortune 500 clients in S. California on infrastructure and enterprise technology.
- Took over a large desktop migration project for Southern California Edison/Sempra Energy which was severely behind schedule and successfully brought it to completion on time and within budget.
- Worked with executives of major auto maker to develop requirements and model for internal client services.

THE J. PAUL GETTY TRUST, Los Angeles, California

1985 – 1998

Network Manager (1997-1998)

- Implemented and managed state of the art OC3 ATM backbone with fiber to the desktop, wide area virtual LAN extension and token authorized remote virtual network (VPN) access.

Principal Technical Advisor (1991-1997)

- Reported to head of Trust Information Resources and served as chief enterprise technologist setting technical direction and facilitating strategic planning in all IT areas.
- Created telecommunications plan which formed the basis of Getty Center technical architecture.

Client Services Manager (1987-1991)

- Supported 800+ desktop users in four Los Angeles and two East Coast locations; managed field technicians, technical support, Help Desk and training personnel.

Systems Analyst / Project Manager (1985 – 1987)

TECHNICAL EXPERIENCE

- **Software:** Word, Excel, PowerPoint, Outlook, Photoshop, HiSoftware AccMonitor, Mir3 InConnect, Shibboleth, Sun Identity Manager Enterprise Suite, SQL Server, Visual Studio 2008, Remedy, EMC Smarts, Statseeker, AirWave Wireless Management Suite, Big Brother, Veritas NetBackup, Visio, Unicenter TNG, Unicenter AHD, RealNetworks media player and server, GroupWise, Nota Bene, Microsoft SMS.
- **Operating Systems:** Windows, Mac OS, Solaris, Linux.
- **Hardware:** IBM/Dell/HP PCs, Checkpoint Firewall-1, Enterasys Dragon IDS, Cisco routers/switches/wireless access points; Brocade Fiber Channel; Sun/Apple/Windows/Linux servers, StorageTek Timberwolf tape library, Macintosh desktops, AST, SonicWall.
- **Networking:** LAN, WAN, DSL, POP, SMTP, VPN, DHCP, TCP/IP, WINS, DNS, IDS, IDP, RADIUS.