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SUMMARY

A knowledge manager with many years' experience identifying, designing and building tools to facilitate the identification and sharing of decision-critical information with positive business results. Extensive experience in setting product vision and the collection and codification of requirements through execution. Demonstrated leadership of technical and non-technical team to ensure coverage of key integration points, critical to product success.

PROFESSIONAL EXPERIENCE

2005-2006 **Senior Knowledge Engineer, *Cranite Systems*, Los Gatos, CA**

- Created and edited taxonomic content for a classification-driven security software technology, including the management of vendor relationships with firms providing custom and licensed taxonomies
- Participated in the development of product requirements, and presentations to potential investors
- Tested the impact of taxonomy changes in a real-time environment

2004-2005 **National Knowledge Management Content Manager, *Kaiser Permanente*, Oakland, CA**

- Created and led implementation of a knowledge management products for use on a multi-year, multi-billion dollar program to create a Kaiser system-wide electronic medical record
- Developed a strategy to obtain buy-in to the program by personnel in Kaiser's regional offices
- Developed processes and procedures for document and content management for information associated with the medical record project to ensure product integrity
- Participated in the refinement and integration of existing taxonomies and controlled vocabularies for use with information to be stored in the DM system, establishing standards for the storage of data

2003-2004 **Independent Consultant, *Talisman International*, Washington, DC**

- Created and maintained an overall project schedule for a very large database project for the U.S. Department of Energy, providing milestones and deliverables against which project performance could be measured
- Consulted on issues of controlled vocabulary being developed for application to the documents being loaded into the database

2000-2002 **Knowledge Management Specialist, *Wilson Sonsini Goodrich & Rosati*, Palo Alto, CA**

- Served as Product Manager for a variety of internal products designed to improve attorney performance and productivity, including a system for the firm-wide distribution, capture, and database loading of legal questions and answers
- Participated in the development of internal marketing programs to increase attorney and paralegal usage of the knowledge management products
- Designed of a data structure under the iManage document management system permitting restricted access to a select set of documents of high interest to attorneys in support of their practice
- Designed an interface used by all products supported by the Knowledge Management group

1998-2000 **Project Librarian, Catholic Healthcare West, Los Altos Hills, CA**

- Designed and maintained document repository in support of Y2K compliance-testing at CHW with zero errors and no business interruptions
- Developed and implemented a document management system using file-naming standards that also served as a document categorization tool, allowing test teams to self-index their documents
- Evaluated, selected and implemented document management software for use during the test process, resulting in simplified access to test results for the same products from multiple locations

1983-1998 **Product Manager/Standardization Architect, The Dialog Corporation/Knight-Ridder Information, Inc, Mountain View, CA**

- Functioned as an internal account manager for a number content providers, including the Associated Press, Washington Post Company, Information Access Company and Gale Research, leading to increased placement of content on the DIALOG system by those providers
- Served as Product Manager for a product line generating \$25M revenue, managing staff of up to 5
- Negotiated licensing arrangements for more than 50 information products with more than 30 information providers/content publishers
- Individually responsible for the design and implementation of more than 15 individual information products
- Developed an architectural framework to allow content from multiple, often incompatible, sources to be searched without knowledge of data variability
- Performed a series of data aging studies in a variety of types to identify data that could be off-loaded to lower-cost offline storage media with little or no negative impact on users
- Involved in research to evaluate corporate exposure *vis-à-vis* the impact of year 2000 on the content of text and relational databases
- Led the effort to reconcile the design differences between data structures of two legacy mainframe database systems to enable shutdown of one system to eliminate cost of maintaining 2 separate computer facilities
- Performed information aging studies to identify data which could be relocated to less expensive non-volatile storage media
- Performed analysis projecting the evolution of online usage patterns affecting the pricing of products across all products lines

EDUCATION

- University of Maryland, College Park, MD, M.L.S. - Library and Information Science
- Pennsylvania State University, University Park, PA, B.A. – History
- Oracle University, Introduction to SQL and Oracle PL/SQL, DBA Fundamentals I, Data Warehousing Fundamentals, Data Warehouse Database Design, Oracle 9i Warehouse Builder Implementation
- The Data Warehousing University, TDWI Data Cleansing, Architecture and Staging for the Dimensional Data Warehouse
- ESI International, Project Analysis, Planning and Implementation, Project Risk Analysis and Management
- Stanford University, XML for Librarians Certification Program

ACCOMPLISHMENTS

- Nominated for Library of Congress Internship, 1977
- Awarded \$50,000 grant from Knight-Ridder, Inc. to pilot a joint venture between Dialog and Knight-Ridder newspapers to make classified advertising available online