

# DOUGLAS A. HUSKINS

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## OBJECTIVE

Senior Manager or Director level position involved with technology

## SUMMARY

Results-driven manager with multi-faceted experience and proven track record of accomplishments. Extremely effective in establishing productive client relationships and guiding staff to engineer solutions. Strengths include forecasting, problem-solving and creating successful solutions for technical issues while keeping end-user needs in mind.

- Twenty three years of experience in information technology.
- Created and managed a business consulting business for thirteen years.
- Worked at all levels of business from individual contributor to interim CIO.
- Provided subject matter expertise on data security issues for HIPAA project.
- Identified and coordinated the design of a cost avoidance solution saving \$10 million per year.

## SKILLS

### Management Skills

- Strategic Planning and Forecasting
- Staff Management and Development
- Project Management
- Vendor Management
- Financial Planning and Management

### Technical Skills

- User Interface Development
- Applications Development
- Network Management
- Systems Monitoring
- Problem Management Resolution

## EDUCATION

### Education and Professional Certifications

- **Bachelor's Degree** Business Administration/Management, University of Rhode Island
- Certified Project Manager Professional (PMP), Project Management Institute (PMI)
- Certified Usability Analyst, Human Factors International (CUA)
- Problem Management Resolution, Kepner Tregoe
- IT Service Management, Information Technology Infrastructure Library (ITIL)

## PROFESSIONAL EXPERIENCE

### **KAISER PERMANENTE, Walnut Creek, California**

**1998 – Present**

#### Wintel Server Management

- Facilitated a usability study to improve user interface efficiency and effectiveness, resulting in a 15% increase in website traffic and a 50% reduction in pages/user.
- Supervised the development of a CITRIX server performance monitoring system, resulting in an automated system addressing client's needs and desires.
- Oversaw the design and programming of a system to inventory printers, providing printer location and status as well as duplicate print spoolers.
- Resolved critical incident issues by incorporating server administrative access management within existing inventory reporting system.

#### National Projects Support

- Presented detailed information to the file server consolidation team, enabling them to complete their project ahead of schedule with no errors.
- Identified and prioritized candidates for domain consolidation. Recommended a process for consolidation which efficiently reduced the number of domains.
- Participated in the Asset Center process design, providing insight into existing processes and presenting alternative solutions to improve accuracy.

#### Workstation Integration

- Engineered a software replication system, reducing network traffic 40% while improving system stability and reliability.
- Built a workstation and software inventory system to incorporate previously unrecognized machines into a national system.
- Created an application integration workflow process and built an easy to navigate website to provide status and reports on applications. The improved process permitted a five-fold increase in throughput.
- Designed and coordinated the development of an automated workstation image deployment, resulting in a 90% reduction in manual intervention and a 30% reduction in deployment time.

### **CYBERSOLUTIONS, Clayton, California**

**1986 – 1998**

Owned and managed a business consulting business of up to 35 employees.

- Provided temporary CIO services to a home healthcare company. Implemented a complete change in technology enabling them to double their growth.
  - Developed automated processes for a large grocery chain to address accounting issues created when the company grew seven times larger within a year.
  - Identified resource waste in a private mortgage insurance company. Improved network connectivity to the parent company by increasing bandwidth 1200% while reducing costs.
  - Managed a software development project for a pharmaceutical company to improve an existing warehouse automation system. Eliminated over 80% of data entry work by end users.
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