

# Allan Browning

Organizational Management | IT Integration | Process Transformation

## PERSONAL DETAILS

Allan Browning  
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## AREAS OF EXPERTISE

Change Management

Project Management

Leadership Development

Business Analysis

Financial Control

Quality Tools Development

System Integration

Application Development

Managing Crisis Situations

Problem Solving

## PERSONAL SKILLS

Decision Making

Effective Communication

People Skills

Teamwork

Leadership

U.S. Marine Corps Veteran

## PROFESSIONAL

MSSQL Server 2016  
Administration

Win 2016 AD  
Configuration

Win 2016 Network  
Configuration

## PERSONAL SUMMARY

A multi-skilled IT and Application Development Manager with excellent supervisory and technical expertise. Highly capable with a proven ability to ensure the smooth running of IT and Programming staff, managing projects, developing integrated systems and the ability to provide services that will improve the efficiency and performance of an organization. Extensive practical knowledge of globally integrated software/hardware systems, full-stack software development, complex system builds, hardware and software testing, network support, technical support and computer service. A demonstrated Change Agent with the ability to lead organizations in Quality initiatives and achieving ISO Certification.

## WORK EXPERIENCE

### **King County Department of Adult and Juvenile Detention**

SENIOR BUSINESS ANALYST 5/2017 - Present

Project lead for DAJD's new Jail Management System and participating as part of a larger team who will conduct various tasks including developing Requests for Information (RFI), develop Requests for Proposals (RFP) and vendor selection; process improvement and business reengineering prior to vendor work; develop and plan deployment plans and strategies; manages a team of business subject matter experts. Working with the PM, plan and manage vendor performance that supports project activities. Define and approve business-related processes and approaches and vendor deliverables. Provide project consulting services to DAJD related to project management, project requirements, and project implementation activities. Ensure current functionality and jail best practices are incorporated and an environment is created so future improvement is possible. Incorporate the documentation of workflows and requirements. Lead the business process reengineering, operational analysis, and changes within operations while involving appropriate staff throughout the project.

- Develop response to Council proviso
- Develop Employee Communications Plan
- Develop Organizational Change Management Plan
- Develop Training Plan/Strategy/Approach/Schedule
- Chair Communications Committee
- Chair Change Management Committee
- Supervise Business SMEs
- Update Benefits Achievement Plan annually
- Facilitate informal/formal communications
- Develop & present white papers on business issues to the steering committee
- Coordinate final approval for deliverables with business stakeholders
- Assist PM with communications to LSJ Partners (Interfaces/Business Processes)
- Present information that requires a business decision to the steering committee
- Assist with development of response to QA recommendations
- Assist PM with project planning for Business tasks
- Lead review and updates of existing Policies and Procedures
- Develop new Policies and Procedures as needed

***Vision Quest Integrated Technologies, Inc.***

DIRECTOR | MANAGER, PROCESS TRANSFORMATION & IT INTEGRATION 5/1994 – 5/2017

An experienced Leader with extensive Technical and Project Management skills able to provide technical leadership, architecture design, and implementation of successful projects. A diverse Solutions Architect able to integrate new technology with legacy systems. Adept at utilizing legacy enterprise platforms and designing systems to meet client specifications and working with clients to develop realistic IT solutions. Extensive Organizational Development and Management experience providing leadership and team development, organizational change management, technical innovation, and implementation of successful projects. A consistent track record of business process management skills, leadership development, workgroup development, quality tools training, and implementing process improvement that enables organizations to attain ISO Certification. Adept at strategic management tasks including developing strategic Vision and Mission, setting Objectives, crafting and implementing Strategy, evaluating performance, and initiating corrective adjustments.

*Information Technology Duties:*

- Identify & analyze business needs & provide innovative recommendations for technology solutions. Develop & manage requirements specifications, business processes, process modeling, data modeling, conversion & configuration requirements, process mapping & modeling, process visualization, process analysis, defining process frameworks & methods, business rules, & process standards.
- Responsible for performing initial internal & external customer evaluation & laying out the challenges that face a completed IT installation and translating business specifications into technical terms & promote business objectives within the technical teams & work with engineers, developers, service providers & other third parties.

*Total Quality Management | ISO 9000:*

- Alexander's Moving & Storage | As Director of Quality and Customer Satisfaction, I developed and lead an ISO 9001 Quality System Program that encompassed every process at all levels of the organization. Founded in 1953, Alexander's is a private corporation with 11 locations across the United States positioned to support the needs of over 300 global clients. Alexander's is Atlas World Group's top revenue producing and hauling multi-agency, a position held every year since 1994. Alexander's is one of Atlas' leading quality agents earning more of the van lines' prestigious Milton M. Hill Quality Award than any other agency group.
- Atlas Van Lines International | As an independent consultant, developed and lead an ISO 9001 Quality System Program that encompassed every process at all levels of the organization. Atlas Van Lines International is a Seattle-based international household goods forwarder providing worldwide relocation services to corporations, government agencies, military personnel and private customers. Affiliated with Atlas Van Lines and owned by Atlas World Group, Atlas Van Lines International works with more than 400 agents throughout the United States and more than 300 agents around the world. AVLI has annual revenues in excess of \$940 million.

***Orange County Employees Retirement System – OCERS***

I.T. PROGRAMMING MANAGER 11/2012-1/2016

With an operating budget of \$60 million, OCERS manages an investment portfolio of \$11.9 billion providing retirement, death, disability, and cost-of-living benefits to employees of Orange County and 16 other public districts. OCERS serves approximately 25,500 active and deferred members and 15,000 retired members and beneficiaries. Responsible for planning, directing and coordinating Programming Department including employee management and staffing, application development, security of software and data, database maintenance, query and report writing, and pension administration system operations. Successfully lead data conversion team in completing \$25-million-dollar project migrating its previous Pension Administration System (PAS) 'PensionGold' to a new system called 'V3'.

*Duties:*

- Manage, select, develop and provide performance evaluations for department staff and developed training and training materials.
- Oversee existing in-house developed applications, including those related to OCERS' pension administration system, financial systems, data system and database servers.
- Responsible for resource allocation, deliverables, procedures, documentation standards, issues/actions/risks resolution and mitigation, move event coordination, executive status reports and presentations for the successful development of all production and test data.
- Coordinate precise scheduling for all data migration events including all resources for the data center migration on accelerated schedules and responsible for data reconciliation of all production, test, and development data.
- Develop and implement department security policies, procedures, and practices based on industry best practices and in compliance with agency policies and regulatory requirements and provide an annual review of OCERS' security policies and procedures.
- Develop, maintain and coordinate Business Continuity and Disaster Recovery efforts for the department including the maintenance and testing of disaster recovery systems.
- Assist with hardware, software and infrastructure evaluations including network configuration and available resources. Identify and make recommendations for necessary information technologies to be assimilated, integrated and implemented and produced & managed RFPs/RFPs/SLAs.

***Tustin Unified School District – TUSD***

SYSTEMS MANAGER, INFORMATION TECHNOLOGY 4/2010-10/2012

Responsible for planning, creating and managing network and software platforms including 60+ servers, 3 Windows Domains. Developed applications to manage 35,000 Student Domain Users, IT Administration, Substitute Calendaring, Personnel Data Management for 2,500+ staff, Inventory Management, Purchase Requisition and Facilities Maintenance. Created systems and methods to securely integrate and synchronize Active Directory and Student data with off-site systems including OCDE Bi-Tech, Google Docs, Haiku, Aeries Eagle Software, ParentLink, and Accelerated Reader.

***Duties:***

- Assisted with managing, selecting, developing and training department staff.
- Architected, designed and implemented hardware and virtual servers and clusters to support rapid upgrade to virtualized environment, improving application performance, maintainability and scalability.
- Configured and managed AD, DNS, and DHCP, LAN and WAN installation, configured, and supported IOS updates (Cisco routers, switches, firewalls, concentrators) and administered Cisco Call Manager and Cisco Unified Communications.
- Managing Microsoft Certificate Services and SSL and create, install, and manage Domain Security Certificates.
- Implemented and managed Exchange migration from stand-alone 2005 server to 2010 virtual environment with multiple data stores.
- Planned, implemented and developed MSSQL server warehouse and data aggregation center.
- Planned implemented and managed IIS web servers hosting 30+ websites requiring bandwidth optimization and load balancing and responsible for intra/extra/public websites.
- Planned, implemented and architected SharePoint farm including MS Integration Services for more than 15 SharePoint sites.
- Implemented Microsoft System Center to manage network and desktop configuration establishing automated server generation routines, optimizing system performance, installing upgrades/patches, establishing system monitoring and maintaining security protocols & created images for laptops and desktops using Symantec Ghost Suite for standardization and quick deployment.
- Oversee existing in-house developed applications, including those related to TUSD's student information system, financial systems, data system and database servers. (Waterfall, Agile (Scaled | Lean | KISS | Push/Pull), SDLC, JAD, RAD)

***Xerox – The Document Company***

SERVICE ENGINEER | DISTRICT SERVICE MARKETING SPECIALIST 5/1989-4/1994

Responsible for installation, maintenance, and repair of Xerox, high-volume, light-lens copiers placed aboard Navy vessels in the Long Beach Naval Shipyard and surrounding area.

***Duties:***

- Installation, Repair, and Maintenance of Xerox 1065, 1075 and 1090 high-volume copiers.
- Dismantle, breakdown, and package large copier systems to fit through 34-inch bulkhead openings on Navy vessels and reassemble copiers to working order in high-security environments.
- Customer support and training with use and operation of equipment.
- Diagnosed and repaired hardware, software and system issues.
- Repaired malfunctioning system components.
- Programmed and troubleshoot devices following installation.
- Calibrated and monitored devices following installation.

***United States Marine Corps – USMC***

FOOD SERVICE SPECIALIST 7/1982-3/1989

Food Service Specialists function in the garrison and field environment in every aspect of food preparation, administration, procurement, storage, distribution, to include funding, requisitioning, purchasing, receiving, accounting, and storing subsistence supplies required for troop consumption and/or for resale activities, units, and organizations, cooking, baking, and serving. Additionally, they perform quality assurance surveillance of food service contracts. Typical duties are preparing fruits and vegetables, meat, fish and poultry for cooking, seasoning food, baking of bread and pastry products; verify incoming shipments, prepare reports of supplies received, prepare, edit, and consolidate back-orders for subsistence stores and quality assurance evaluations. Administrative assistant to the Food Service Officer/Food Service Operations Officer and Contracting Officers Representative to the Installation Contracting Office.

***Awards:***

- Rifle Expert Fourth Award
- Pistol Expert Third Award
- Overseas Service Ribbon
- Sea Service Deployment Ribbon
- Good Conduct Medal

## EDUCATION

Western Governors University, Bachelor of Science – Business – Information Technology Management  
Pepperdine University, Graziadio School of Business and Management  
Rio Hondo Community College  
University of California, Irvine Extension

## AFFILIATIONS

Project Management Institute  
Tustin Post 227, The American Legion – Past 1st Vice Commander  
Tustin Chamber of Commerce – Past President  
National Society, Sons of the American Revolution – NSSAR  
Tustin Dollars for Scholars – 2015 Volunteer of the Year  
American Society of Quality

## TRAINING

Windows Server Active Directory and Security Design  
Windows Server Administration  
MSSQL Server Administration  
Oracle 10g/11g Administration  
Exchange Server Administration  
ASP.NET Programming  
Advance Programming with .NET  
Developing ASP.NET Using Visual Studio

## SKILLS

Network Administration – AD, DNS, and DHCP, LAN and WAN installation, Cisco routers, switches, firewalls, concentrators, CSU/DSU, NAS/SAN, Windows Virtual Server, Citrix VMWare  
System Administration – MS Exchange, SharePoint, IIS, SQL Server, Oracle, Cisco Call Manager, Cisco Unified Communications  
Development Tools – Visual Studio, TextPad, PL/SQL Developer, MSSQL Management Studio, MSSQL Business Intelligence Development Studio, SharePoint Designer, FrontPage, Expression Web, MS Office including Access, Project and Visio, Photo Shop, CorelDraw Suite  
Programming Languages – .NET, VB, C#, Java, HTML, JavaScript, Perl, PHP, Python, ActionScript, SOAP, JSON, PowerShell, Command Line, Jscript, VBScript  
DB Programming Languages – TSQL, PL/SQL, FoxPro, Clipper, NoSQL, MySQL  
Programming Methodologies – Agile, JAD, Scrum, SDLC, Waterfall  
Hardware – Digital Whiteboards, SmartBoards, Crestron, Compaq Servers, HP Servers, IBM AS/400, PC Desktop and Laptops, Mac Desktops and Laptops, iPad, Surface, Android Tablets, Printers (HP, Canon, Brother, Lexmark), Xerox Copiers, Routers (CISCO, HP, 3Com, Linksys, NETGEAR), Switches (CISCO, HP, 3Com, Linksys, NETGEAR), NAS (Dell, HP, Buffalo Seagate), UPS (APC, Tripp Lite, Toshiba)