

Douglas A. Huskins

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IT DIRECTOR FACILITATOR | STRATEGIC VISIONARY | LEADER

Accomplished at envisioning industry trends, discovering and identifying complex business issues, building processes and organizations, and facilitating solutions achieving corporate goals.

Recognized as service-focused, exceptional leader, building and leading global cross-functional teams, using excellent motivational, organizational, and problem solving skills, inspiring individuals. Develops and supports business strategy and policies.

AREAS OF EXPERTISE

People Management Skills

- Staff Development and Management
- Client/Vendor Relations Management
- Employee Motivation
- Program - Project Leadership

Other Management Skills

- Cost Containment
- Problem Management Resolution
- Process Improvement and Automation
- Organizational Change Management

PROFESSIONAL EXPERIENCE

Manager – Lifecycle Management and Citrix, International Business Machines 2009 – 2016

Facilitated hardware and software currency in server and storage environment. Created and directed multinational cross platform organization.

- Improved server and storage refresh rates over 42%, raising customer satisfaction from 65% to 95%+ by setting policies and procedures, identifying metrics and engaging best practices.
- Reduced costs by 17%, establishing processes, managing workflow and reporting on status.
- Generated an additional \$7.2M of new work revenue, increasing refresh rates, reducing costs and architecting an expanded lifecycle management process.

Identified customer and operational needs, directing strategic initiatives to manage costs in CITRIX environment, empowering organizational change management based on strategic vision.

- Analyzed internal resources, determined customer requirements and project demands resulting in cost reduction strategy.
- Influenced program compliance, overseeing program delivery and engaging vendors reducing costs over 9%.
- Determined program goals, influenced deliverable prioritization, coordinated business processes and procedures, facilitated critical decisions.

Oversaw staffing performance and development plans empowering business strategy.

- Drove continuous learning, maintained compliance and mentored supervisory experience, resulting in three employees being promoted to management positions.

- Envisioned staffing needs to meet program delivery needs, facilitating staffing and training. Accountable for recruitment of project management team.
- Moderated knowledge transfer procedures to maintain operations, motivating staff, reducing costs.

Diagnosed issues and architected processes, resuming stalled projects.

- Reduced costs 38%, streamlining business plans and moderating knowledge transfer.
- Coordinated discovery and ownership of unknown systems, increasing quality of knowledge by 11%, improving financial reporting.

Consultant Specialist – Wintel Server Management, Kaiser Permanente 1998 – 2009

Identified business requirements to address business initiatives and support decision making.

Directed modeling, development and deployment of server source of record.

- Saved company \$10M+ in cost avoidance, identifying risk mitigation solutions.
- Facilitated engagement of usability study improving user interface efficiency and effectiveness, resulting in 15% increase in web services traffic, allowing customers to locate information in half the time.
- Monitored performance management and system testing to meet business requirements of internal customers.

Designed and supervised development of workstation build and integration system, resulting in consistent environment supporting stakeholders' objectives and standards.

- Created application integration workflow, improving process and permitting five-fold increase in throughput.
- Designed and coordinated development of automated workstation image deployment, resulting in 90% reduction manual intervention and 30% reduction in deployment time.

Participated and resumed numerous stalled projects, reducing costs and completing work needed, improving efficiency.

- Presented detailed information to file server consolidation team, enabling completion of project ahead of schedule, within budget, with no errors.
- Identified and prioritized candidates for domain consolidation. Recommended process for consolidation, efficiently reducing number of domains.
- Participated in Asset Center process design, providing business analysis and insight into existing processes, presenting alternative solutions, improving accuracy.
- Forecasted annual server needs for enterprise, resulting in more consistently accurate budget forecasts.

EDUCATION AND TRAINING

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