

Michael Gorman PMP

Senior Project Manager

PERSONAL DETAILS

Michael Gorman
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ABN: 51550145379
Status: Australian Citizen

CERTIFICATIONS

PMP (PMI)

PRINCE2 (APMG)

Agile PM Practitioner (DSDM)

MARKET SECTORS

Mining & Resources

Government, Health & Education

Telecommunications & Digital

SUBJECT MATTER AREAS

Software Development

Platforms & Infrastructure

Enterprise Integration

Business Process & Workflow

Finance & e-Commerce

IM, ERP, EAM, SCM, ECM, EDRMS
DR, BCP, CAD, CAM, BI, SCADA, ITS

MS Project Professional 2013

PERSONAL ATTRIBUTES

Clear communicator

Leadership by example

Disciplined and accountable

Confident and resilient

Comprehensive and Tenacious

SUMMARY

A seasoned professional with twelve years of project management experience and proven ability to deliver complex projects in large programs of work including

- Bespoke and commercial off-the-shelf (COTS) software solutions,
- Portals and Enterprise Application Service Platforms,
- Enterprise document, record and content management systems,
- ERP, CRM, SCM, HRMS implementation and integration
- Directory, Identity, SSO and Access Management Systems,
- Database migration, data warehousing, ETL, and Business Intelligence,
- Network servers, infrastructure, storage and remote-access solutions,
- Business continuity/disaster recovery systems and procedures.

A technically proficient advocate for the user, Michael works supportively with project teams and establishes an empathetic relationship with business stakeholders to foster an environment of confidence and trust.

His prior work in a variety of project roles early in his career lends him credibility based on broad-based subject matter expertise and real-world experience gained over many successful system development lifecycles.

At the same time, his deferential style of project management seeks to elicit requirements, solutions, risks and learnings from others, maximising their buy-in, enthusiasm and ownership of the results.

Acknowledging the complexity of projects involving business and technology, he is able to engage with Agile delivery methods within a traditional project methodology framework and governance model. This approach allows developers to follow their best practices whilst still delivering performance in regard to scope, time, cost and quality. In this way Michael is able to flexibly adapt to change and yet consistently meet expectations, achieve agreed milestones, and deliver fit-for-purpose outcomes of lasting benefit to the business.

Michael is adept at negotiation, helping stakeholders reach consensus and employing mature discretion in appropriate escalation when necessary to safeguard project outcomes. He is skilful in capturing issues, identifying project risks and prepared to propose well-considered options.

Bringing his consulting skills to the fore, he is able to amicably persuade and influence, appropriately tailoring an approach and providing guidance to organisations at different stages in their project management maturity.

Able to take projects from start up to closure, or to parachute into a troubled project and bring it back on track; Michael has a consistent record of successful delivery in time critical environments, helping organisations accommodate business change with minimum pain and maximum gain.

EDUCATION

- BSc Physics – Clarkson University, Potsdam, New York
- 2008 – PMP Intensive Preparation (PMP3)
- 2009 – APCS Roundtable Workshops
- 2011 – PMI Mega-conference (Melbourne)
- 2013 – DSDM Agile Project Management course
- 2014 – Adaptive Frameworks PRINCE2 course

References available on request

PROFESSIONAL EXPERIENCE

Over ten years of experience in project management roles, with over twenty years in a variety of technical disciplines.

Client:	Main Roads, Perth WA	Subcontract through GelGov
Role:	Project Manager	June 2016 – Present
Overview	Coordinated start-up activities for the Real-time Network Intelligence project, a Business Intelligence and Big Data initiative for Intelligent Transport Systems and Road Network Operations. Overall Responsibilities: <ul style="list-style-type: none">• Performed scoping activities, wrote Project Brief and outlined the Business Case.• Conducted ‘art of the possible’ investigations and feature definition workshops. Worked with key stakeholders to develop narratives, epics, and high-level requirements. Guided stakeholders on Prince2 start-up and initiation process.• Reviewed current-state of IT/ITS technical environment, created product breakdown structure, product component descriptions, and solution’s conceptual reference architecture for platform integration of disparate data sources.• Facilitated Industry presentations and Identified commercial off-the-shelf solutions to satisfy high-level requirements.• Authored full business case for a \$9 million project returning >\$50 million dollars of direct benefits to business and public.• Developed a procurement plan and information packages for vendor expressions of interest. Completed start-up and initiation stage planning, with start date pending.	
Client:	Various Clients, Perth WA	Project Studio Consulting
Role:	Principle	October 2015 – May 2016
Overview	Ad-hoc writing services. Overall Responsibilities: <ul style="list-style-type: none">• Ghost writer of Project Management Plan for SAP Disaster Recovery System implementation.• Ghost writer for Contract Management Training presentation.	
Client:	Brightwater Care Group, Perth WA	Subcontract: Verse Group
Role:	Project Manager	August 2015 – Sept 2015
Overview	Initiated project for SharePoint and controlled document management system implementation. Overall Responsibilities: <ul style="list-style-type: none">• Developed Project Management Plan, Communications Management Plan, and Risk Management Strategy.• Worked with vendor and internal project teams to detail user requirements and develop an integrated schedule with shared milestones tied to vendor work package deliverables.• Analysed processes, documents and systems to develop content taxonomy, metadata requirements and graph a comprehensive organisational chart.• Managed the Active Directory project, which synchronised user accounts in Active Directory with manager, department, location and contact details sourced from the Pay Global payroll system database.	
Client:	Mercy are, Perth WA	Fixed Term Employment
Role:	Project Manager, Change Manager	Nov 2014 – Jun 2015
Overview	Managed design, development and implementation of Enterprise Content Management (ECM) System based on SharePoint 2013 for MercyCare, a non-profit provider of aged-care, family, health and community services across Western Australia. Overall Responsibilities: <ul style="list-style-type: none">• Agile Scrum Product Owner, Project Manager, Change Manager, Test Manager• Created and executed Project Management and Change Management Plans.• Managed internal project team detailing acceptance criteria and objectives for current and future phases.• Directly managed vendor software development	ECM Implementation Project: Budget: \$1,200,000 Team: 5 member site team and six member external vendor team Outstanding Achievements <ul style="list-style-type: none">• Brought project initiation and the first execution phase to completion on an aggressive four month schedule. This included completing the implementation plan, upgrading the portal, migrating its content, and creating new online applications to bring corporate policy management and the HR on boarding process to an enterprise content management standard.• Defined and managed program-level plans for integration of services, including integration with Active Directory, back-end

- team developing custom applications (MVC/C#) and migrating the existing portal from SharePoint 2010 to 2013.
- Developed corporate taxonomy and its representation in SharePoint metadata columns.
- ETL integration with the Chris21 HR system
- Managed UAT and its remediation to a successful conclusion, materially supporting the organisation's strategic goals.

Client: Public Sector Commission, Perth WA **Subcontract:** Gel Group

Role: PRINCE2 Coach, MS Project Specialist **May 2014 – Jun 2014**

Overview Consultant to the project management team on applying PRINCE2 principles and themes in MS Project.

Overall Responsibilities:

- Wrote guidelines for use of MS Project in PRINCE2 environment
- Updated project plans to best practice
- Mentored project support

Client: BHP Billiton Iron Ore, Perth WA **Subcontract:** Full Circle Partners

Role: 1SAP CIT WM Project Manager **Aug 2013 – Jan 2014**

Overview Provided Customer-Implementation Team project management to BHP Billiton Iron Ore for 1SAP Work Management implementation, deployment and commissioning at mine site.

Overall Responsibilities:

- Reported to CIT WM Lead Mines, WM Lead L & I, and WM Project Lead.
- Managed 1SAP Site Implementation Plan and Work Management Action Plan for new green-field mine site.
- Coordinated these plans with other 1SAP work streams – HR, Finance, Supply, Production Integration, and HSEC.
- Assisted site with prioritisation and scheduling of business readiness activities and roll-out of WAIO-wide WM protocols.
- Collaborated on data quality reporting, analysis, issue assessment, and verified resolution in 1SAP.
- Managed deployment of process, data and related knowledge transfer to site through cutover rehearsals, UAT, and Actual Cutover.
- Managed data freeze and cutover period by development of business continuity procedures.
- BI reporting and analysis of project commissioning KPI metrics and cross-functional enablers with PMO.
- Wrote Project Closure Report for CIT Work Management & Data team and managed documentation handover in Documentum.

1SAP R4 Implementation and Commissioning:

This project phase rolled out the Work Management components of 1SAP ver. R4 across Western Australian Iron Ore operations as well as operations in South America. The deployment included process for notifications and event management as well as data cleansing, conversion from GSAP to 1SAP, and deployment to the new 1SAP system. The WM project management team worked closely with the Deployment Data team on Master Data Governance and Master Data Management process with the aim of business compliance and a quality data build. We managed within an extensive Organisational Change plan that spanned several years delivering its most critical and ambitious outcomes.

Budget: unknown

Team: 5 member WM site team, ~ 100 WM CIT team

Outstanding Achievements

- Completed the implementation plan and outstanding business readiness activities and cross-stream enablers on schedule in coordination with other sites and functions across WAIO.
- Successfully handover of WM deliverables to 1SAP BPD Leads responsible for operational asset management (Fixed Plant, Mobile, NPI, Rail & Infrastructure).
- Provided support to site through a remarkably smooth cutover and commissioning with minimal issues.
- Achieved tangible results in improved work strategies underlying preventative maintenance for assets across WAIO, meeting all project KPIs and on-track toward meeting operational management KPIs measuring business benefits.

Client: Permeance Technologies, Perth WA **Full-time Employee**

Role: Project Manager / Program Manager **Mar 2012 – Jul 2013**

Overview Provided project management and business analysis services for teams working on a number of portal development projects for Telstra and ABC as well as state and federal agencies. Increasingly provided program-level management for internal and external projects.

Overall Responsibilities:

- Project Management and Business Analysis for large and small client projects.
- Information Analyst and Scrum Master for the team implementing the Telstra Online Content

Telstra Online Content Management Project:

This project developed and implemented Telstra's Help and Support site and the Liferay Enterprise portal on the Tomcat platform, integrating Oracle Universal Content Management and Google Search Appliance.

Budget: \$750,000

Team: 5 core team members

Australian Pesticides and Veterinary Medicines Authority (APVMA) Program:

Management platform. Managed development from start-up to go-live.

- Program Manager for APVMA OLAF project and related subprojects.
- Coordinated teams of internal and external architects, analysts and developers working across time zones in different states.
- Managed end-to-end delivery of portal platform environments, security configuration, deployment of applications, theming, and content development using DevOps approach.
- Wrote responses to tender requests, managed resources, and provided program management across all projects.
- Developed system for online dashboards for cross-project schedules and resource management, 'sizing' projects and project management best practices.

Outstanding Achievements

- Influenced Telstra's decision to utilise the Liferay platform for all of their internal and external sites and applications in an expanded Telstra Online Content Management project, greatly reducing the cost of Telstra's application deployment process and generating significant new business for Permeance.
- Replaced an end-of-life legacy system with a modern sustainable solution and met critical milestones for APVMA online service delivery.

This program included initial installation and configuration of the portal environment, technical & solution architecture, elaboration of high level requirements into detailed specifications, data migration as well as Java development, web development, deployment and implementation.

- The OLAF project delivered Java development supporting migration of online registration renewal and levy payments system from legacy WebLogic platform to the Liferay Enterprise portal on the JBOSS Enterprise platform. This project was carefully coordinated with the customer's internal project to migrate their data from INGRES to several MS SQL databases and integrate the applications with the customer's internal databases and ETL data management system.
- Additional projects included development and delivery of Solr-based smart-search applications (PUBCRIS, Permits, Mobile Theming) allowing the public to search databases for information on registered products and special-use permits. Responsive and adaptive design techniques adjusted the user experience for desktop and mobile browser clients.

Budget: \$384,000

Team: 3 core team members, 2 external members

Other Small Projects

- Completed South Australian Certificate of Education's (SACE) Liferay migration (v5.2 to v6.0).
- Implemented the portal platform for ABC Splash project, integrated Solr search, provided performance testing, and assisted in setting up their coding environments / best practices.

Client:

University of Western Australia, Perth WA

Subcontract: PRA

Role:

Project Manager

Apr 2011 – Aug 2011

Overview

Provided project management for the Directories Consolidation and Identity & Access Management projects supporting the Future Frameworks course structure and the drive to Student Mobility 2012. This provided students, faculty and employees single sign-in to a common domain connecting schools, departments, and campuses.

Overall Responsibilities:

- Chaired working groups and liaised with stakeholders and subject matter experts across the university to develop technical as well as policy requirements.
- Managed core project teams consisting of architects, business analysts, developers, policy writers and testers.
- Developed detailed requirements and business rules from high level requirements and business objectives.
- Managed development of a delegated administration model fitting the university structure and selected solutions for delegated DNS and DHCP management.
- Reported to Senior Management Team and liaised across a multi-project, multi-program Prince 2 / MSP environment spanning a number of independently managed organisations.
- Managed Scope, Schedule, Resources and Risk at the project / program level.
- Maintained project site in SharePoint 2010.

Directories Consolidation Project:

Design, Development and Implementation Stages. This project developed a central Active Directory to consolidate all other Active Directories at the University and integrated with DFS file storage, student printing, external DNS/DCHP solution (Infoblox), and the Identity Management Solution. Brought project deliverables to technical implementation and organisational preparation to readiness for phased roll-out of Student Mobility (scheduled to start Nov. 2011)

Budget: \$1,622,706

Team: 12 core team members

Identity and Access Management Project:

Design and Development Stages. This project developed an architecture based on MS Forefront Identity Manager to provide a central repository of identity data consolidating information from authoritative sources (Alesco HR, Callista SMS, PeopleSoft, Oracle, Unicard) and disseminated to the key downstream systems.

Budget: \$2,677,214

Team: 15 core team members

Outstanding Achievements

- Managed an aggressive schedule to meet critical delivery milestones for Student Mobility ahead of schedule.
- Changed stakeholder perceptions for uncertain projects by making outcomes credible and certain.
- Increased enthusiasm and support for an unpopular service consolidation.

Client:	BHP Billiton Iron Ore, Perth WA	Subcontract: CSC / maXprofessional
Role:	Project Manager	Sept 2010 – Nov 2010
Overview	<p>Provided supplier-side project management to BHPB Iron Ore for their 1Portal Dynamic Content Migration project's selection and definition phases.</p> <p>Overall Responsibilities:</p> <ul style="list-style-type: none"> • Worked with IM Enterprise Architect Managed to manage assessment of solution options for architectural feasibility and business fit. • Developed high level requirements from business objectives, Group Level Documents, and enterprise architectural constraints. • Managed schedule, budget, scope, issues and risk using BHPB Iron Ore IM Project Management Methodology. • Updated project initiation documents and completed detailed planning for definition and development stages. • Recruited teams from multiple vendors. • Responsible for project financial management incl. Mariner/SAP reporting. • Executive level reporting to Business Owner, Project Governance, and Program Delivery. • Evaluated WebSphere 7 and SharePoint 2010 Enterprise as Application Service Platforms. 	<p>1Portal Project (Dynamic Content Migration):</p> <p>The project selected and planned development of a Links Management Service, built on SharePoint services to replace the GSAP reporting portal with a 1SAP compliant solution.</p> <p>The solution proposed a Service Oriented Architecture approach to 'smart' links management. Simple URL-based links, embedded in a 1SAP iView, SharePoint list or Business Critical Document (Documentum), are managed by a workflow-driven back-end web service. This service rewrites and forwards configured requests to the targeted reporting system to establish connections that the simple link cannot create on its own.</p> <p>Budget: \$1,370,632</p> <p>Team: 5 team members, 4 outsourced developers</p> <p>Outstanding Achievements:</p> <ul style="list-style-type: none"> • Created a complete catalogue of all GSAP reports, servers hosting reporting systems, their URLs, and characteristic web queries. • Gained acceptance of a compliant, strategic, fit-for-purpose solution in a complex environment crossing group / customer-sector boundaries. • The solution provided a strategy for integrated content lifecycle management facilitating planned transitions as GSAP reports are replaced by 1SAP reporting.

Client:	Edition Technology (New Era), Melbourne Victoria	Fixed-term Employee
Role:	Project Manager	Jul 2009 – Feb 2010
Overview	<p>Provided project management of Stargate/Huxley project producing the My Personal Learning Space (myPLS, mySuite) for the education market space. This was an enterprise portal integrating LAMS based eLearning, web filtering, reporting, email, and calendar. Also managed development of Identity management system integrated through JBOSS Enterprise Service Bus with XML-based business process management (workflow), and Reporting Service based on open source Jasper Reports.</p> <p>Overall Responsibilities:</p> <ul style="list-style-type: none"> • Developed project initiation documents, managed scope, schedule, quality, issues and risk using formal PRINCE2 methodology. • Presented executive level reports to the Project Governance Board. • Developed product breakdown structures and supervised completion of work packages using MS Project. • Managed and mentored business analysts in development of detailed requirements, use cases and UML workflows (Visio). • Managed internal development teams of 12 (Waterfall) and an out-sourced vendor team of three overseas (Agile) developers. • Managed development of test cases and mentored the Quality Control testing team. • Lead brainstorming with developers and workshops with Service Delivery and Professional Service to refine technical requirements and identify solutions. • Interviewed and hired consultants and new 	<p>Stargate Project:</p> <p>Developed an education portal based on customised Liferay Enterprise portal deployed to the JBOSS Enterprise platform. This AGILE project extended Liferay for the education market space, providing association of communities with organisational hierarchies and custom moderation of collaboration features.</p> <p>Budget: \$600,000</p> <p>Team: 15 core members, 3 outsourced developers</p> <p>Identity Project:</p> <p>Developed an identity management (OpenLDAP) with Single Sign On (CAS) solution integrated through the JBOSS Enterprise Service Bus (ESB) with XML-based business process management (BPM).</p> <p>Budget: \$220,000</p> <p>Team: 15 core team members</p> <p>Reporting Project:</p> <p>This project developed a Reporting Service integrated with the application suite including web filter and portlet usage reports. Data was aggregated to a reporting server (Jasper) and stored in a central MySQL data warehouse.</p> <p>Budget: \$60,000</p> <p>Team: 5 core team members</p> <p>Outstanding Achievements:</p> <ul style="list-style-type: none"> • Managed a hybrid project of Agile and Waterfall development streams within a traditional Prince2 project management framework. • Pioneered DevOps approach to Agile development releases with the System Engineering team.

- employees.
- Maintained issues and risk registers (Jira).
- Managed change requests and managed configuration management documents.
- Organised application packaging and setup of UAT/pilot environment, security configuration, and deployment.
- Negotiated with Liferay to agree a service level agreement for the customised end product.
- Customised an upstream open-source portal whilst minimising changes to core code resulting in a product easily upgraded and tested through future upgrades.
- Met the requirements of various tenders through a single software build that could be configured to integrate with a variety of external Identity management technologies.
- Delivered a Service Oriented Architecture integrated through an Enterprise Service Bus.
- Met the objective to produce portal activity reports with no reduction of portal performance.

Client: Nurses Board of Victoria, Melbourne Victoria

Role: Information Systems Project Manager

Overview Managed development of business processes, software applications, databases, network architectures, and disaster recovery plans for the Nurses Board of Victoria, a self-funded statutory body responsible for registration, case management, investigation and accreditation for over 80,000 registered nurses, midwives, and health practitioners in Victoria.

Overall Responsibilities:

- Project manager for internal software development group.
- Lead SCRUM sessions with developers and testers.
- Gathered requirements, managed change control and configuration management for the Rex system.
- Mentored departmental programs to assist them in documenting their business processes, risk factors, and recovery objectives; and also to plan assessment criteria and recovery priorities.
- Maintained issues register (Jira) and documented configuration management.
- Setup and managed MS Project Server and SharePoint 2007
- Managed User Acceptance tests, gained sign-off closed projects. Disseminated lessons learned.
- Lead internal user workshops and organised nurse (external) focus groups to refine requirements and validate design.

Outstanding Achievements:

- Generalised the Rex system to comply with new legislation (HPRA 2005, NRAIP 20007) suitable for AHPRA tender by implementing business process management.
- Implemented enterprise portal with role-based access for nurses, employers and educators.

Permanent Employee

Aug 2007 – May 2009

Rex II Nurse Registration & Case Management Project:

Budget: \$340,000

Team: 5 core team members, 6 extended members

- Reviewed internal 'as is' business flows and responded to RFC on proposed 'to be' NRAIP flows for nationalisation of health practitioner registration.
- Developed project management *plan* for code / database refactoring and implementation of business process control to accommodate new registration schemes and legislative changes.
- Enhanced online renewal and online multiple registration check.
- Implemented online course accreditation auditing.

Public Portal Project:

Budget: \$100,000

Team: 9 core team members, 5 extended

- Developed project management plan for Liferay portal content, custom Java portlet development and XHTML/CSS based design with Web 2.0 features.
- Completed development, implementation and deployment of customer-facing Liferay web portal.
- Interfaced with Department of Human Services for de-referenced online surveys and data extractions.

Business Continuity/Disaster Recovery Project:

Budget: \$250,000

Team: 9 core team members, 4 outsourced engineers

- Updated Business Impact Analysis and Risk Schedule for Business Continuity Planning/Disaster Recovery.
- Documented BCP/DR plan for IT systems including migration to HDR / VMware ESX virtual environment.
- Managed vendor implementation of nightly backups and server images to offsite DR environment.
- Tested and validated the recovery environment.
- Implemented and rehearsed a DR /BCP plan for the entire organisation.

Client: Nurses Board of Victoria, Melbourne VIC

Role: Project Manager, Business Analyst

Overview Provided advice on best practices and developed processes, procedures, and documentation for system migrations, improving the currency and capability of IT infrastructure. Became client-side project manager for troubled outsourced development project (REX). This was bespoke ASP .Net project running six months late.

Subcontract: Entity Solutions

Aug 2005 - Jul 2007

Rex I Nurse Registration and Case Management System:

Budget: \$ 750,000

Team: 7 core, 8 outsourced developers, 45 UAT testers

- Provided client-side project management of external software development, internal UAT, software issues and user training.

Overall Responsibilities:

- Wrote system-level procedures for migration to new network server environment.
- Project manager, business analyst and requirements writer for web-based REX Victorian nurse registration system.
- Managed formal project initiation (PRINCE2) for project to implement an Electronic Document Management System (EDRMS).
- Interviewed subject matter experts and conducted workshops to fully gather the requirements and determine business rules.
- Introduced change register for version control, configuration and integrated change management.

Outstanding Achievements:

- Saved a troubled project, remediating over 3000 priority UAT issues to completion.
- Implemented web service-based registration renewal application reducing paper handling, generating half of Board's yearly revenue.
- Brought development and testing teams in-house as a quality assurance measure resulting in completion of critical modules on schedule.
- Released frequent enhancement versions through strict change management and quality control.

- Managed gap analysis after the first UAT.
- Managed the vendor contract through remediation.
- Completed revised requirements specification.
- Obtained CEO sign-off for change in scope to deliver a satisfactory solution by critical milestones.
- Managed builds, tests, acceptance, and deployment of fully integrated mission-critical modules.
- Configured and deployed an Umbraco .NET based CMS supporting an online Registration Renewal.
- Updated requirements required by the Victorian Health Practitioner Registration Act 2005.

Electronic Record and Document Management System:**Budget:** \$ 800,000**Team:** 7 core team members, 2 external consultants

- Wrote Start-up & Project Initiation documents.
- Developed scheme for integrating EDRMS with the organisation's primary application/database (REX).
- Interfaced with the Public Record Office Victoria.
- Completed the EDRMS implementation plan and specification suitable as a request for tender.

Network Migration Project:

- Wrote procedures for migrating from outdated Lotus/Windows 2000 to MS Active Directory/Exchange , including VMware, DB2 v9, SAN, Cisco switch and firewall.

EARLY EMPLOYMENT HISTORY**Prior to Aug 2005**

- | | |
|----------------------|--|
| Telecom/SCM/CRM/BI | • Project Manager for Eventra Vendorsite SCM, Charles River Consultants, New York |
| Supercomputing | • Senior Technical Writer for Powerllet / ASPEED Corporation, New York |
| SCADA/XML/XSLT | • Business Analyst, Senior Technical Writer for Cimplicity HMI, GE Industrial Systems, Albany, NY |
| J2EE/SCM/Workflow | • Business Analyst, Web Developer for Ubiquity Corporation, Danbury, Connecticut |
| CAD/C++/COM | • Senior Technical Writing Consultant for Applied 3D Science, Merrimack, New Hampshire |
| J2EE/Oracle/BCPDR | • Senior Technical Writing Consultant for Republic Bank, New York |
| ESCON/Fibrechannel | • Senior Technical Writing Consultant for Connecticut Technology Products, Woodbury, Connecticut |
| Finance/ERDBMS | • Technical Writing and Robohelp Consultant for FlexiInternational Software, Trumbull, Connecticut |
| CAM/POST | • Senior Technical Writing Consultant for MasterCam, CNC Software, Tolland, Connecticut |
| ERP/CAD/CIM/Optics | • MS Office Solution & Technical Writing Consultant for Gerber Optical, South Windsor, Connecticut |
| 2Opto-electric/Servo | • Technical Writing / CAD Consultant for CMX Systems, Wallingford Connecticut |
| CAD/CAM/CAE/C++ | • Technical Writing Consultant for CADKEY, Windsor, Connecticut |