

David A. Baldwin

4325 N. Oval St.
Dublin, OH 43017
614-789-0806
dave@davebaldwinconsulting.com

Summary

Results-oriented business/technology process and communications professional with an established record of leadership in executing business process engineering, process improvement, and quality management projects. Consistently design and deliver high quality work products to meet project needs. Demonstrated expert skills include:

- Business/technical process analysis, process design, and process modeling
- Standards-based process strategy, development, and auditing (ISO 9000, CMMI, Six Sigma, ITIL)
- Information research, collection, and analysis
- Extensive understanding of business and technology systems, processes, and interactions
- Business and technical information design, development, and management
- Project management, coordination, and solution execution
- Organizational analysis, planning, resource allocation, and goal development
- IT governance processes and disciplines

Project Experience

Nationwide Insurance

4/08 – Present

Columbus, OH

- Collaborate with enterprise IT production assurance teams to develop and implement a configuration management strategy and development plan across lines of business.
- Contribute to the design and development of a line-of-business configuration management capability, including integrating required processes, tools, and technology to realize the capability.
- Develop in-depth documentation of configuration management concepts, processes, and capabilities for diverse business and technical audiences.
- Maintain an ongoing review and regularly report to the organization on topics relating to industry trends and best practices in the fields of configuration management, IT governance, process improvement, and knowledge management.

Nationwide Insurance

12/07 – 4/08

Columbus, OH

- Collaborated with development team in the detailed analysis and improvement of IT resiliency risk assessment process.
- Developed and published IT resiliency risk assessment process model, definition, description, and application documentation
- Managed process team content and collaboration in a Microsoft SharePoint environment.

Nationwide Insurance

8/07 – 12/07

Columbus, OH

- Co-managed Production Readiness Project to successfully deliver Change Management solution to meet CIO objective.
- Acted as solution lead in the design and development of project deliverables to meet business requirements. Facilitated project team meetings and collaboration to define requirements for solution.
- Developed Production Readiness Process tailored to meet the requirements of the enterprise solution delivery methodology.
- Developed process documentation for integration into the enterprise solution delivery methodology.
- Collaborated with team to develop a Production Readiness Job Aid to help users

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meet production readiness requirements using the standard request for change (RFC) tool.

- Collaborated with team to develop a new Production Readiness Policy.

Alliance Data Systems

7/07 – 8/07

Columbus, OH

- Conducted process discovery and analysis in support of Six Sigma process improvement effort. Created Six Sigma analysis work products.
- Developed new product development process manual to be used for training, management reference, and stakeholder reference.
- Facilitated business process discovery sessions to map new product development process.
- Developed new business acquisition process manual to be used for training, management reference, and stakeholder reference.

Nationwide Insurance

8/06 – 3/07

Columbus, OH

- Conducted detailed discovery investigation of current IT resiliency-based compliance process in preparation for process improvement.
- Prepared report for senior management describing the current state of the process and providing recommendations for improvement needed to reach the desired future state.
- Redesigned compliance process to optimize effectiveness, increase integration with related processes, and improve support of ITIL best practices. Developed and published detailed compliance process manual.
- Created and published work plan that aligned enterprise strategy and priorities with ITIL best practices and IT team work effort and task accomplishment to achieve sustainable levels of improved performance in support of an enhanced customer experience.
- Designed manual to document proprietary IT infrastructure resiliency risk assessment methodology.

Applied Virtual Vision

3/06 – 8/06

Westerville, OH

- Created a requirements development process to capture business and functional requirements of Web-based sales lead and customer relationship management application.
- Developed templates, forms, process maps, functional maps, and use cases to support the requirements specification process.
- Led the requirements specification process using SME interviews, document review, “reverse engineering,” and functional analysis.
- Conducted research to support competitive analysis and market strategy decision making.

American Electric Power

8/05 – 10/05

Columbus, Ohio

- Conducted project needs assessment and collaborated with subject matter experts to define project technical requirements.
- Developed project proposals based on needs analyses and identified technical requirements.
- Created IT application documentation to meet compliance requirements of Sarbanes-Oxley.

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State of Ohio, Office of Information Technology

3/05 – 6/05

Columbus, Ohio

- Created processes and procedures to support the Statewide Enterprise Desktop Hardware Standardization Initiative.
- Designed/mapped business processes for operations and training in support of the Statewide Desktop Standardization Initiative.
- Conducted market and technical research to support statewide IT acquisition and development policy decisions. Reported findings to management. Reviewed technical requirements for EDMS, CMS, CRM, BI and other enterprise applications in an evaluation of a state agency RFP.

Sterling Commerce

9/04 – 12/04

Dublin, Ohio

- Developed support documents for hosted e-commerce implementations, including communications protocols, data processing environments and platforms, transaction flows including data translation and monitoring, archiving, reporting, and billing functions.
- Created detailed composite data flow models of e-commerce implementations for the use of support personnel.

State of Ohio, Dept. of Job and Family Services

6/04 – 9/04

Columbus, Ohio

- Developed processes for software development project management, including issue management, peer review, and risk management in accordance with state RFP requirements.
- Created and edited project technical documentation in support of software development for the Ohio Statewide Automated Child Welfare Information system (SACWIS) project.
- Managed technical documentation in conformance with CMMI requirements using *processMax* workflow management and document repository system.

Northrop Grumman Corporation

4/01 – 5/04

Columbus, Ohio

- Served as Operations Manager for project providing direct customer relationship support over a range of user issues.
- Developed operations documentation for State of Ohio Multi-Agency Radio Communications System (MARCS). System included 800 MHz voice and data radio, computer-aided dispatch (CAD), automated vehicle location using GPS, and local area network/wide area network components, including full system and network administration functionality. Document included installation, configuration, and operations step-by-step procedures.
- Developed project technical process documentation. Personally secured customer acceptance saving the company substantial costs by eliminating the need for further development.
- Edited and maintained project system documentation to provide technical details of system architecture and configuration.
- Authored a series of service bulletins aimed at maximizing customer system utilization and enhancing satisfaction with system features.
- Developed processes, procedures, and workflow coordinating public service activities across multiple state agencies accessing the communications system.
- Transformed functional tasks into user workflow.
- Served as Training Manager coordinating customer train-the-trainer session

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schedules; conducted audience and task analysis for course development; resolved training issues; supervised training course development and classroom instruction.

- Authored training content and reference material for classroom presentation. Acted as part of instructor team delivering course content in a classroom environment.
- Six Sigma Team Leader for project creating a proposal toolset for acquiring contracts for long-term operations and maintenance (O&M) services for complex, computer-based systems.

Motorola, Inc.

9/00 – 12/00

Schaumburg, Illinois

- Developed training content for a variety of two-way radio systems. Deliverables included Instructor Guides, User Guides, and Quick Reference Guides.
- Collaborated with client to meet compliance requirements of the TL 9000 quality management system standard.
- Developed organization-wide quality policies and procedures to comply with TL 9000 quality management system requirements.
- Collaborated with client to develop and deliver quality system process documentation.

Emerson Electric (PC&E)

3/00 – 6/00

St. Louis, Missouri

- Collaborated with Engineering/QA Project Manager to design an ISO 9000 Quality Management System for a custom electronic equipment manufacturer.
- Designed and documented business processes to support and comply with ISO 9000 quality management system requirements.
- Developed documentation for ISO 9000 quality system. Created ISO 9000-compliant quality manual, quality plan, management procedures, and work instructions.

Solutia, Inc. (Formerly Monsanto)

6/92 – 4/99

St. Louis, Missouri

- Developed policies and procedures for compliance with OSHA Process Safety Management (PSM) of Highly Hazardous Chemicals in a manufacturing environment.
- Collaborated with QA Manager in the creation and development of ISO 9000 quality management system. Wrote and edited ISO 9000-compliant procedures and step-by-step work instructions.
- Created business process diagrams and quality system forms. Supported ISO 9002 certification of four chemical manufacturing product lines of business.
- Audited business processes to meet ISO 9000 quality management requirements.
- Analyzed and documented business processes while participating in enterprise process redesign efforts.
- Developed chemical manufacturing process technical documentation for the introduction of a new product.
- Developed and maintained technical reference manuals, operating instructions, and maintenance procedures. Managed document change control process.

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Education

- Bachelor of Science, Journalism and Liberal Arts, Southern Illinois University, Carbondale, Illinois. Staff writer for *The Daily Egyptian*.
 - Graduate Program, Journalism, Southern Illinois University, Carbondale, Illinois.
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Certifications

- ITIL Foundation
 - ISO 9000 Lead Auditor
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Training

- U.S. Air Force, Electronic Technology (2-Year Degree Equivalent)
- Six Sigma Green Belt
- Peer Review Leader