

## Contact

[www.linkedin.com/in/blaustone](http://www.linkedin.com/in/blaustone)  
(LinkedIn)  
[JeffBlaustone.com](http://JeffBlaustone.com) (Portfolio)  
[jeffblaustone.com/lib/Blaustone-Resume.pdf](http://jeffblaustone.com/lib/Blaustone-Resume.pdf) (Other)

## Top Skills

Creative Writing  
Marketing Communications  
Editing

# Jeff Blaustone

Content Design Strategy  
Spokane

## Summary

PROFILE ► Experience in all environments (corporate, freelance, agency, academic). Teaching history in rhetoric and composition, professional and technical communication, new media and interactive design. Extensive industry background in digital content strategy, integrated brand communication, web project management, user experience design, copywriting and technical communication.

Specialties: TECHNOLOGIES ► HTML/CSS/JavaScript/jQuery/JSON | responsive design | Adobe Creative Suite | Microsoft Office/SharePoint | WordPress

PROJECT MANAGEMENT ► Internet strategy | user experience | business process reengineering | enterprise content management | content strategy

CREATIVE SERVICES ► branding | messaging | copywriting | advertisements and email | collateral | software UIs | websites | portals and intranets

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## Experience

(see resume)  
9 years 8 months

Web Consultant  
2017 - Present (4 years)  
Spokane, Washington Area

PROJECT SUMMARY: Client is a nonprofit organization that provides employment and representative payee services for adults with disabilities. I provide creative and technical services.

Web Design and Development  
January 2012 - Present (9 years 8 months)

PROJECT SUMMARY: Client is a full-service general contracting firm whose illustrious client list includes P.F. Chang's, Hillstone Restaurants, Paul Martin's, Claim Jumper, Islands, BJ's Restaurants, and Fleming's (to name just a few). I rebuilt its corporate website and managed its online presence.

(multiple)

Teaching Experience

1992 - Present (29 years)

Instructor: Management Information Systems, Digital Marketing, Tech of Web/  
Mobile-Based Business

(Gonzaga University • 2018-Present)

Interactive Design Instructor

(Westwood College • 2010)

Professor of Technical Communication

(University of Montana • 2002-2003)

Professor of English Composition

(Roosevelt University • 1993-1994)

Teacher, ESL

(Diósjenő, Republic of Hungary • 1992-1993)

(see resume)

Creative Consultant

March 2010 - January 2011 (11 months)

PROJECT SUMMARY: Client creates custom millwork features for luxury homes, yachts and private jets. Duties include marketing research, automation, and strategy; copywriting and messaging; design and development.

(see resume)

6 years

Web Content Strategy

2008 - 2009 (1 year)

PROJECT SUMMARY: A leading boutique Internet media and branding agency asked me to develop a new e-strategy for one of its principal clients. I provided marketing and advertising strategy, site implementation plan, and eCRM formula.

## Creative Services

2003 - 2009 (6 years)

PROJECT SUMMARY: The West Coast's most influential architectural millwork firm (Disney Concert Hall, Ahmanson Theater, Conga Room) needed a more elegant online presence for its portfolio (P.F. Chang's, Maggiano's, Flemings, and more). I provided:

- ▶ web design and development
- ▶ marketing collateral and direct mail advertising, copywriting and editing

## Strategic Planning, Internet Advertising

2007 - 2008 (1 year)

PROJECT SUMMARY: The fashion industry's favorite diamond jewelry e-tailer (and Kiplinger's Lord of the Online Rings) asked me for a turnkey e-marketing solution. I provided:

- ▶ business requirements, project scope and schedule, market analysis
- ▶ strategic plan, messaging, ad campaigns, Salesforce administration

## Web Presence

2007 - 2007 (less than a year)

PROJECT SUMMARY: This global business development company brokers deals for US manufacturers and customers in the EU. It asked me to punctuate its role as savvy ambassador. I provided:

- ▶ web design and development, site content, brochure, advertising
- ▶ messaging, slogans, copywriting and editing, email marketing

## Branding/Re-Positioning

2003 - 2007 (4 years)

PROJECT SUMMARY: America's largest private financial services firm needed a warmer ethos to capture more of the customer care market. Its target clientele included Fortune 100 (telecom, banks, credit cards, and energy) as well as large government entities (IRS, Dept. of Education). I provided:

- ▶ web presence (design, development, SEO, analytics), software branding
- ▶ marketing collateral, exhibits and advertising (print, email, web)
- ▶ enterprise portal design (SharePoint, PeopleSoft)

## Web/Interactive

2003 - 2003 (less than a year)

PROJECT SUMMARY: Montana-based ecotourism company needed a website to capture the imagination of vacation-planning city slickers. I provided branding, web design, and interactive advertisements.

(see resume)

Executive Officer

1999 - 2002 (3 years)

SASE, Inc. provided the publishing industry with an on-demand, application for managing the lifecycle of intellectual property. As its founder, I provided:

- ▶ business model, corporate strategy, marketing and pricing strategy
- ▶ budgets, supply chain management and enterprise resource planning

(see resume)

2 years

Director of Information Design

1997 - 1998 (1 year)

At this Fortune 500 company, I directed projects involving cross-functional teams of multimedia engineers, writers and designers. Deliverables included e-content management systems, training and documentation.

Interactive Development Manager

1996 - 1997 (1 year)

I was responsible for a pioneering re-design of rich media courseware to complement this company's award-winning project management software suite.

(see resume)

Technical Documentation Manager

1994 - 1995 (1 year)

CCI developed software to support agile development. My department provided manuals, product guides, online help and sales support materials.

(multiple)

Media History

1986 - 1990 (4 years)

INDEPENDENT PRODUCER/WRITER ▶ news magazine features, health and education programs, music videos

ABC PRODUCTION STAFF (KEYT) ▶ news, public affairs programming,  
childrens television, advertisements, PSAs

KNBC INTERN ▶ public affairs programming

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## Education

Eastern Washington University  
MFA, Creative Writing · (1990 - 1992)

California State University-Fullerton  
BA, Television Production · (1983 - 1986)

## Contact

tom@tombuck.net

[www.linkedin.com/in/tombuck-1323083a](http://www.linkedin.com/in/tombuck-1323083a) (LinkedIn)  
[www.tombuck.net](http://www.tombuck.net) (Personal)

## Top Skills

Citrix  
Microsoft Office  
Storage

# Tom Buck

Infrastructure Architect/Adjunct Professor at Gonzaga University  
Spokane-Coeur d'Alene Area

## Summary

Experienced Infrastructure Architect with a demonstrated history of working in many IT roles in the higher education industry. Skilled in Team Building, Servers, Storage, Cloud, IAM, and IT Security. Strong information technology background with a Masters in Business Administration and a Ph.D. in Organizational Leadership from Gonzaga University.

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## Experience

### Gonzaga University

14 years 4 months

#### Infrastructure Architect/Adjunct Professor

May 2018 - Present (3 years 4 months)

Spokane, Washington Area

Plan and design technical solutions to meet business objectives.

Plan and design work on implementation and integrate on premise and cloud services with a sole source SSO/SAML service, as well as deployment of MFA.

Work with IT security in analysis of current security posture as well as design and implementation of security improvements.

Implementation and continual improvement and integration of IAM solution on campus.

Teaching MIS related courses ranging from general computer usage such as excel and access, to IT Management topics involving security, cloud computing, ITIL and BI at the undergraduate and graduate levels.

#### Assistant Director of System Administration

June 2013 - Present (8 years 3 months)

Manage System Administration and Asset Management staff. Responsible for enterprise computing infrastructure including storage and storage network,

servers, virtualization, authentication, and disaster recovery. Oversee Management of SCCM for desktop and server management as well as critical applications such as Citrix and Exchange.

### Senior System Administrator

May 2007 - Present (14 years 4 months)

Spokane Washington

Manage system administrator staff and enterprise server environment. Responsible for hardware (including virtualization environment), OS, E-mail, Remote Access (Citrix) Storage, DR, and future planning.

### Gonzaga University School of Law

#### Computer Support Analyst

2000 - 2007 (7 years)

Spokane, WA

Supported and performed maintenance for 200 computers. Planned and performed OS upgrades. Performed general maintenance and updates to law school web page. Performed bi-annual training sessions for employees and students.

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## Education

### Gonzaga University

Doctor of Philosophy - PhD, Leadership Studies

### Gonzaga University

Masters, Business Administration · (2000 - 2003)

### Franciscan University of Steubenville

BS, Computer Information Science · (1996 - 2000)

# Daniel Burgess, MBA

2603 S Tekoa St, Spokane, WA 99203 ♦ burgessjunction@msn.com ♦ 509-435-8576  
♦ <https://www.linkedin.com/in/dan-burgess-a4243a6/>

## Professional Senior Business Analyst ~ Data Science

### PROFILE SUMMARY

Conceptual and results-driven Senior Business Analyst with 10+ years of broad-based business experience in business operations, business analysis, profit and loss (P&L), complemented with expertise in new business plan development. Recognized as a visionary and creative thinker with strong analytical skills adept at conceptualizing solutions that align advance analytics with business strategy to meet business objectives within acceptable levels of risk. Expertly demonstrates outstanding analytic skills, good judgment, critical thinking, innovation, time management, organizational skills, and decision-making ability. Organized and creative-thinker with excellent problem-solving skills to conduct research analytics, analyze consumer trends data and deliver detailed results or insights to achieve common goals and help businesses make informed decisions. Well-versed in ensuring follow-through on critical company programs and providing immediate process resolution by communicating directly with personnel on the status of ongoing campaigns. Equipped with excellent communication skills, work ethics, and possesses a strong sense of leadership with a commendable record of accomplishment.

### CORE COMPETENCIES

- Data Gathering & Analysis
- Business Process Improvement
- Business Plan Creation
- Advanced Statistical Modeling
- Strategic and Business Planning
- Risk Analysis & Decision Making
- Economic Development & Strategy
- Customer Experience Analysis
- Quantitative & Qualitative Research

### PROFESSIONAL EXPERIENCE

#### Senior Business Analyst, *Avista Corporation* ♦ *Spokane, WA*

September 2009-Present

*Conducts business process analysis and identify critical issues, gaps, and needs for an established organizational process. Developed a roadmap for short and long-term work, manage prioritization and monitor the work to meet the objectives.*

- Investigated and developed a detailed business plan for the largest single capital project at Avista.
- Work with stakeholders to design the roadmap to deliver benefits such as minimize the duration on detecting an outage, reduce meter reading costs, distribution efficiency, and faster meter reconnection.
- Designs, develops, and refers business requirements and resolutions on Advanced Analytics for Energy Delivery.
- Work with subject matter experts and managers to design advanced analytics that supports energy delivery and applying the appropriate statistical modeling techniques utilizing various platforms and applications to store data.
- Establishes advanced analytics to measure the impacts of various drivers on existing systems such as electric vehicle impact on transformers and increased loads to determine the substations ability to deliver the required performance.
- Apply statistical modeling at scale such as logistic regression or forecast modeling to identify risks, clustering for data reduction, and K Nearest neighbors for predicting how homes use energy.
- Develops a roadmap that allows managers to make SMART action plans to support the desired service levels and creates an integrated system of dashboards for performance management that roll up to the VP level.
- Performs root cause analysis and utilize VBA on the transformation of complex data and develop reports on "data in action vs. actionable data" analysis that requires the manager to perform additional work on data preparation.

#### Business Analyst, *Engie Insight* ♦ *Spokane, WA*

August 2000- August 2009

*Associate with upper-level decision makers, providing comprehensive insights on portfolio properties to drive results.*

- Develop business plans, determine Key Performance Indicators (KPI) and coordinate the measurement result.
- Managed the API based interface for loading energy data into Energy Star Automated Benchmarking Services resulting in winning the Partner of the Year - Service and Product Provider 5 years in a row.
- Utilized strategic methodologies for capital and energy performance management reporting.
- Gathered information, analyzed new products and services, and allocated relevant data to different departments.

**Research Analyst, Pentzer Corp ♦ Spokane, WA**

January 1998- July 2000

*Prepared and conducted energy analysis and developed a decision-making roadmap to effectively execute plans.*

- Gathered and analyzed prospected private companies for potential acquisition in the \$1-\$40 million range.
- Utilized Competitive Intelligence in defining, gathering, analyzing, and distributing information needed to support executives and managers in strategic decision making and planning for an organization and portfolio companies.
- Gathered and analyzed business data for accurate and confident decision-making in determining market opportunity.
- Improved Marketing Intelligence to collect and analyze data to gain valuable insight into a specific market.

**Real Estate Broker ♦ Dan Burgess Properties ♦ Spokane, WA**

June 1988- June 1996

*Performed and executed sales management functions such as real estate listing, property selling, negotiation, business development, and enhance marketing strategies for several home development companies.*

- Work, coordinate, and collaborate with the clients to analyze, evaluate and discuss client's property marketability, proposed budgets, projected revenue, negotiate listing or acquisition agreements and close management contracts.
- Organized contact information, manage transactions, provide outstanding customer service and excellent negotiation skills when meeting with all clients, referrals and property owners to ensure to develop and build client relationships.
- Worked as the lead broker, executed prospecting strategies, and designed marketing campaigns, strategies, and presentations using various tools or channels to provide information about the products and services to the clients and customers.

## EDUCATION

**Master of Business Administration ♦ Eastern Washington University**

June 1998

**Bachelor of Arts in Economics ♦ University of Washington**

June 1991

## COMPUTER SKILLS/TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint, Outlook, Access), Tableau, Cognos, SQL Developer, Cassandra, R, SAS, Advanced Excel Modeling, Python

## Professional Memberships & Affiliations

International Institute of Forecasting (IIF)

Beta Gamma Sigma

## Contact

tysenf@gmail.com

[www.linkedin.com/in/tysenf](http://www.linkedin.com/in/tysenf)  
(LinkedIn)

## Top Skills

Team Building

Project Management

Strategic Planning

# Tysen Ficklin

Behavioral and Population Health Manager at MultiCare Health System  
Spokane-Coeur d'Alene Area

## Summary

I am an experienced operations director and project manager with a history of success while working in the industries of healthcare and higher education. Skilled in operational analysis, financial analysis, statistical analysis, team building, and Microsoft Excel. A strong administrative professional who graduated from Gonzaga University's Graduate School of Business with a Masters in Business Administration with an emphasis in finance.

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## Experience

### MultiCare Health System

Behavioral and Population Health Manager  
March 2019 - Present (2 years 6 months)  
Spokane, Washington Area

### Gonzaga University - School of Business Administration

Faculty Lecturer of Business Computing  
August 2018 - Present (3 years 1 month)  
Spokane, Washington Area

### Gonzaga University - School of Business Administration

Graduate Assistant to the Dean  
May 2017 - May 2018 (1 year 1 month)  
Spokane, Washington Area

- Manage and maintain all relevant faculty and school information for Sedona Database and the Association to Advance Collegiate Schools of Business International accreditation.
- Responsible for the management of projects crucial to the furthering of the School of Business's mission and purpose.
- Design and reorganize processes for college accreditation and onboarding of new hires.

### Brigham Young University - Idaho

## Business Operations Director/Project Manager

January 2014 - December 2016 (3 years)

BYU-I Student Health Center

- Responsible for creating, monitoring, and reporting of budgets in excess of \$550,000 and reconciling accounts monthly for expenses totaling more than \$1.6 million.
- Managed, mentored, and performed all human resources functions and tasks for 50-70 employees in 11 different departments.
- Facilitated Health Insurance Portability and Accountability Act (HIPAA) compliance training with all employees and departments and ensured compliance at all levels of the facility.
- Designed and monitored systems to track and report statistics related to department and provider performance, as well as patient satisfaction.
- Oversaw the use and coordination of all marketing systems to assist brand development.

## Heater Craft

Manufacturing Team Member

August 2012 - April 2013 (9 months)

6672 Boekel Road Rathdrum, Idaho 83858

- Manufactured and assembled a large variety of products

## Dr. Toby Ficklin Chiropractic & Sports Therapy

Chiropractic Assistant

December 2009 - September 2012 (2 years 10 months)

Post Falls, Idaho

- Created and implemented Excel workbooks for business statistic gathering.
- Installed and managed all technology and computer systems.
- Managed and operated all marketing systems and social media.
- Coordinated and managed implementation of the company website.
- Worked directly with patients and assisted the Doctor with patient therapy.
- Prepared HCFA forms and explained insurance benefits and billing.

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## Education

Gonzaga University Graduate School of Business

Master of Business Administration (MBA), Finance, General · (2017 - 2018)

Brigham Young University - Idaho

Bachelor's Degree, Health Care Administration · (2012 - 2016)

Post Falls High School

· (2009)

## Contact

[www.linkedin.com/in/ryan-hershey-86a91a2b](http://www.linkedin.com/in/ryan-hershey-86a91a2b) (LinkedIn)

## Top Skills

Sports Management

Sports

Public Speaking

## Certifications

Microsoft Office Specialist

# Ryan Hershey

Annual Campaign Program Manager at Gonzaga University  
Pullman

## Experience

Gonzaga University

8 years 8 months

Assistant Director of Annual Campaign  
August 2014 - Present (7 years 1 month)

Annual Campaign Program Manager  
January 2013 - July 2014 (1 year 7 months)  
Spokane, Washington Area

Washington State University  
Compliance Coordinator  
August 2011 - January 2013 (1 year 6 months)  
Pullman, WA

Gonzaga University  
Compliance Intern  
September 2009 - May 2011 (1 year 9 months)  
Spokane, Washington

Oklahoma City Thunder  
Intern  
July 2010 - September 2010 (3 months)

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## Education

Gonzaga University  
Master of Arts, Sport and Athletic Administration · (2009 - 2011)

Gonzaga University  
Bachelor of Science, Exercise Science · (2004 - 2008)

## Contact

[www.linkedin.com/in/wmorris](http://www.linkedin.com/in/wmorris)  
(LinkedIn)

## Top Skills

Cisco Technologies  
VoIP  
Virtualization

# Wes Morris

Contractor-for-hire at Network Contracting LLC  
Spokane

## Experience

### Network Contracting LLC

President

January 2015 - Present (6 years 8 months)

Spokane, WA

I am currently an independent contractor and a one-man business. I (hope to) supply services across the lifecycle of networking technology, from design and planning to operating and optimizing. I am a Cisco CCIE (#10880) and also maintain certifications with Juniper, VMware, and others.

Much of my recent work experience involves design & deployment of Cisco ISE. Other work involves Cisco Unified Communication Manager, and lots of routing and switching.

### Right! Systems Inc

Network Engineer

April 2007 - January 2015 (7 years 10 months)

### Cerium Networks

Manager, Network Engineering

2001 - 2007 (6 years)

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## Education

Gonzaga University - School of Business Administration

Master of Business Administration (M.B.A.) · (2011 - 2014)

Eastern Washington University

Bachelor of Arts (BA), "Interdisciplinary Studies"

## Contact

robr@idicdesigns.com

[www.linkedin.com/in/robertruder](http://www.linkedin.com/in/robertruder)  
(LinkedIn)

[www.robertruder.com](http://www.robertruder.com) (Personal)

## Top Skills

SQL Server

.NET

T-SQL

# Robert Ruder

Digital Services Agency  
Spokane

## Summary

I serve clients who are seeking to improve their ROI on digital service investments. I work with each to find their core value and influence in the world. Then, I help them take that message into global Internet space to find their customer base that trusts them to deliver world class service.

My skills are numerous in this space. I'm particularly pleased to be able to offer vision and service in Networks and Technology, Data Driven applications, Web Presence Management and Marketing, CyberSecurity, and Remote IT Management Services.

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## Experience

### IDIC Designs

President/Owner

January 2001 - Present (20 years 8 months)

Software/IT Consulting and support. Custom Web Content Management software using SQL Server data to generate website and application hosting.

### New Horizons Computer Learning Center of Spokane

Senior Technical Trainer

February 1996 - December 2000 (4 years 11 months)

Worked my way from basic apps through Training Manager and finally into MCT status. I now work on a contract basis as I have my own software development to work on.

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## Education

### Eastern Washington University

None, Rhetoric and Technical Writing · (1989 - 1991)

### Walla Walla University

BA, English, Broadcast Media · (1984 - 1988)



## Contact

5097208692 (Mobile)  
mtxsat@gmail.com

[www.linkedin.com/in/sshrestha](http://www.linkedin.com/in/sshrestha)  
(LinkedIn)

## Top Skills

SQL  
PL/SQL  
Database Design

## Languages

Nepali  
English  
Old Newari

## Certifications

Dell Boomi Professional Developer  
Certification  
IT Information Library Foundations  
Certification (ITIL)  
Dell Boomi Associate Developer  
Certification  
Programming Foundations: Version  
Control with Git  
Dell Boomi Associate Master Data  
Hub Certification

# Satish Shrestha

Senior Consultant at Strata Information Group/Adjunct Professor at  
Gonzaga University  
Spokane

## Experience

Strata Information Group  
Senior Consultant  
April 2021 - Present (5 months)  
San Diego, California, United States

Gonzaga University Graduate School of Business  
Adjunct Professor  
January 2021 - Present (8 months)  
Spokane, Washington, United States

BMIS 444 - Information Systems Analysis & Design

Gonzaga University  
7 years 7 months

Enterprise Application Developer  
January 2017 - April 2021 (4 years 4 months)  
Spokane, Washington Area

I work closely with innovative colleagues in Information Technology Services department and stakeholders across campus to help the university achieve its strategic goals. With business process optimization and continuous improvement as guiding principles, I have accomplished following projects in collaboration with my team:

- Upgraded Ellucian Banner ERP system from version 8 to version 9 and migrated the system to Oracle Cloud Infrastructure (OCI).
- Integrated Concur Invoice Solution with Ellucian Banner Finance.
- Integrated T2 Parking Solutions with Ellucian Banner Finance.
- Integrated US Bank reward program with Ellucian Banner Finance.
- Integrated Paciolan (ticketing, fundraising, and marketing solutions) with Ellucian Banner ERP system.

Enterprise Application Analyst  
October 2013 - January 2017 (3 years 4 months)  
Spokane, Washington Area

Provided comprehensive technical support to Student Development, Student Accounts, and Finance users by:

- Discovering and analyzing user and department goals to develop business processes and applications
- Designing and developing applications to enhance user experience and business process efficiency
- Developing APIs to integrate third party software with Ellucian Banner ERP system

Primary Focus: Ellucian Banner Finance Module and Student Accounts Module

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## Education

Gonzaga University - School of Business Administration  
Master of Business Administration (MBA), Business/Commerce,  
General · (2015 - 2017)

Gonzaga University  
Master of Arts (M.A.), Organizational Leadership · (2011 - 2013)

Gonzaga University  
BS, Physics · (2008 - 2010)

## Contact

[www.linkedin.com/in/graham-smith-pmp-95649a51](http://www.linkedin.com/in/graham-smith-pmp-95649a51) (LinkedIn)

## Top Skills

Business Analysis  
Integration  
MS Project

# Graham Smith, PMP

Delivering complex project to maximize business value.  
Medical Lake

## Summary

I have spent the last 22 years working in various aspects of the technology landscape. Everything from Telecommunication network design and build to Customer Information System replacements. Through these experiences I have continued to improve my knowledge and skills to help make significant projects successful. Through out my life and career I have always been a 'Maker' at heart. Attempting to find new ways to fix old problems.

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## Experience

### Avista

19 years 11 months

#### Manager of Application Delivery

September 2015 - Present (6 years)

Spokane, Washington Area

In my current role I share the role Chief Product Owner as well as lead multiple agile teams that provide development capabilities for the following technical areas:

Oracle E-Business Suite and supporting financial systems

Customer facing website based on Sitecore Experience Platform (<http://myavista.com>)

Oracle Customer Care and Billing system

Numerous small client server applications

#### Project Manager for CIS Implementation

January 2013 - August 2015 (2 years 8 months)

United States

I worked as one of a core team of project mangers that successfully implemented Oracle Customer Care and Billing (CC&B) and IBM's Maximo for Utilities. This was to replace a legacy Customer Information System and Work Management System.

The project was awarded CS Week's Best CIS Implementation for 2016.

## Manager of IT Delivery

January 2010 - December 2012 (3 years)

In this role I build a Project Management Office in our Enterprise Technology department. The PMO started with 2-4 project managers and 4 technical implementations resources with little formal structure. When I left the role there were 20+ project managers and 50+ technical implementation resources. I lead a team of 5 program managers and together as a group we created the formalized process for the planning and execution of projects. We also implemented Computer Associates (CA) Clarity Project and Portfolio management solution. Throughout this work we created appropriate key performance indicators to insure the processes that had been in place continued to work as designed.

## System Engineer

October 2001 - December 2009 (8 years 3 months)

Spokane, Washington Area

In this role at Avista I was the system engineer for all of the back office communication systems. This included email, telephone, voicemail, cell phones and faxing systems. During my time in this role I replaced the entire telephone system for company with new Avaya telephone system. This upgrade effected all 1500+ employees across our 28 office locations. This upgrade also included replacement of all of the technology supporting our 100 seat customer facing call center. I implemented a new Interactive Voice Response (IVR) system and implemented a Rightfax digital fax solution that was integrated into our Microsoft Exchange email system. I managed our telecommunication contracts for both local and long distance services for the entire company.

## The Windstar Group

Technical Consultant

August 1998 - October 2001 (3 years 3 months)

Spokane, Washington Area

As a technical Consultant at the Windstar Group I was the primary resource on numerous projects throughout the pacific northwest. My area of specifically was in the design and implementation of enterprise email systems. I install both Microsoft Exchange and Lotus Notes email systems. I also did work in designing and implementing Microsoft Active Directory Domains.

I achieved both my Certified Lotus Professional and Microsoft Certified System Engineer certifications.

## XO Communications

## GIS and IT Specilist

November 1996 - August 1998 (1 year 10 months)

Spokane, Washington

I was originally hired to use my Geographic Information Systems (GIS) skills to do fiber route planning for a new fiber optic cable route that would provide competitive telecommunications services to the Spokane market. I then took on the role of primary technical support/administration for the Spokane office as well as provided Lotus Notes administration services for the entire company, nation wide.

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## Education

### Webster University

Master of Business Administration (MBA) · (2008 - 2010)

### Central Washington University

Bachelor of Business Administration (BBA) · (1990 - 1994)

### Spokane Falls Community College

Associate of Arts and Sciences - AAS, Aviation Mechanics · (1988 - 1990)

## Contact

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[www.aoipro.com](http://www.aoipro.com) (Company)

## Top Skills

Acumatica  
Business Analysis  
Crystal Reports

# Greg Staples

Business Consultant at Altara for Acumatica and Microsoft Dynamics SL/GP and Systems Analyst at Automated Options, Inc  
Spokane

## Summary

I am passionate about helping businesses streamline business processes and harvest valuable information from mountains of data.

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## Experience

### Altara

Business Consultant

August 2013 - Present (8 years 1 month)

Maximizing the potential of Microsoft Dynamics

### Gonzaga University

Faculty

January 2011 - Present (10 years 8 months)

Teaching business majors how technology works.

### Automated Options, Inc

Systems Analyst

May 1994 - Present (27 years 4 months)

Help people get the maximum benefits from technology

### United States Air Force

instructor pilot

January 1974 - January 1994 (20 years 1 month)

Worldwide power projection multiplier with the "flying gas station" KC-135

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## Education

### University of Southern California

MSSM, Systems Management · (1985 - 1987)

### Washington State University

BA, Math/Computer Science · (1968 - 1971)



## Contact

[www.linkedin.com/in/michael-garrison-stuber-52a7bb1](http://www.linkedin.com/in/michael-garrison-stuber-52a7bb1) (LinkedIn)

## Top Skills

Proposal Writing  
Smart Grid  
Fundraising

## Languages

English

## Patents

Secure remote meter access  
Home area networking (HAN) with handheld for diagnostics  
Distributing metering responses for load balancing an AMR network  
Firmware download  
Authentication using DHCP services in mesh networks

# Michael Garrison Stuber

Managing Director at Selkirk Insights, LLC  
Spokane-Coeur d'Alene Area

## Experience

### Selkirk Insights, LLC

Managing Director

July 2015 - Present (6 years 2 months)

Newman Lake, WA

Selkirk Insights, LLC is a consulting firm, specializing in providing system architecture, security, technology, and management guidance to companies in the energy and Internet of Things industries.

### Gonzaga University Graduate School of Business

Adjunct Instructor

January 2017 - Present (4 years 8 months)

Spokane, Washington Area

### Spokane Smart City Accelerator

Core Team Member

2015 - 2016 (1 year)

### Itron, Inc

5 years 7 months

Director R&D for Systems Engineering & Product Security

November 2014 - July 2015 (9 months)

Spokane, WA

Director of Global Product Security under Office of the CTO &

Director of Systems Engineering and Platforms under Electricity Product Engineering

Engineering Advisor for Product Security & Standards

January 2010 - November 2014 (4 years 11 months)

Spokane, WA

### ZigBee Alliance

Member / Volunteer

2006 - 2011 (5 years)

Itron

9 years 6 months

Engineering Manager

October 2000 - December 2006 (6 years 3 months)

Raleigh, NC

Senior Systems Engineer, Principal Engineer, Product Strategist

July 1997 - September 2000 (3 years 3 months)

Raleigh, NC

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## Education

Gonzaga University Graduate School of Business

Master of Business Administration (M.B.A.) · (2013 - 2016)

Houghton College

Bachelor of Arts (B.A.) · (1992 - 1994)