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| **MEG AKINS****Solutions Architect** |  | 4376 Lakeview TRL, Traverse City, MI 49696231-360-3338 | meg.akins@csammi.com |

I have over 20 years of experience working with customers to understand their business activities, workflows, and needs; determining how technology can help meet those needs, and formulating and implementing cost-effective solutions.

**CORE COMPETENCIES**

* Website development - Joomla, Gantry 4 & 5, DNN, WordPress, Dreamweaver, HTML5, CSS
* Design and development using Acrobat DC, Dreamweaver, Fireworks, Illustrator CC, Photoshop CC
* Manage multiple I.T System and Enterprise Software Implementations from Discovery through Go-Live
* Data Modeling and User Interface Design specification development
* Business requirements analysis; Proposal, Charter and SOW development
* Systems integration analysis; develop migration and integration specifications
* Business Process Improvement (BPI) and Change Management Consulting
* Pre-sales demonstrations and post sales design
* Ability to communicate with a variety of cross-functional stakeholders and obtain organizational buy-in
* Experience using and interpreting Web Analytics
* Develop training material, including training videos using Adobe Captivate
* Strong facilitation, organizational and analytical skills

**TECHNICAL SKILLS**

**Development & Product Management:** MS Visual Studio 2008/2015; HP ALM Quality Center; Visual Studio Team Foundation Server; SharePoint; CSS, HTML5, Moodle, DotNetNuke, WordPress, Joomla.

**Adobe Software:** Acrobat DC, Captivate, Dreamweaver, Fireworks, Illustrator CC, Muse CC, Photoshop CC

**Microsoft Software:** MS Access, MS Excel, MS Outlook, MS PowerPoint, MS Project, MS Visio, MS Word;

**Social Media:** Facebook, Twitter, LinkedIn

**Business Tools & Misc.:** Crystal Reports, SmartSheet, Zendesk, Google Apps; MindMap; Basecamp, Slack, Asana

**Servers & Infrastructure:** MS Windows Server NT to 2012; MS SQL Server 6.5 to 2012; VMWare, MS Exchange Server

**Business Enterprise & Healthcare:** SAGE 100 ERP (MAS90); Infor Service Management (SM-Plus); ServiceXtreme for SAGE 500 ERP; Salesforce, Versus Advantages™ and Visibility™ Suites; NextGen™ 5.6-KBM 8.0

**WORK EXPERIENCE**

Computing Solutions and More **(MI) – Senior Business Consultant / Partner – 11/2015 to CURRENT**

* **Sygnifi Networks** – Website Developer – Joomla, WordPress, Gantry 4 & 5
* **I.T. services sub-contractor** for OnForce, Field Nation, Computer Assistant, WorkMarket, providing I.T. services to their customers, including: AT&T Connect, Chase Bank, Ingram Micro, McKesson Care, NCR, Pitney Bowes, Randstad Technologies, Sedona, Target, Chase Bank and more. I.T. Services include: Computer and Server installation; troubleshooting and repair/parts replacement; Software upgrades; Application development.

Single Source Systems, Inc. (SSS) **– Business Consultant – 12/2013 to 11/2015**

* Project Management Department Startup:
	+ Provide Business Consulting, BPI, Workflow and Implementation Services to SSS customers
	+ Developed Consultant and Implementation Specialist training material, including Implementation Training Videos, Manuals and PowerPoints

Versus Technology, Inc. **– Workflow Automation Consultant – 12/2011 to 12/2013**

* Project Implementation of Versus Real Time Locating Systems (RTLS) in Hospitals and Clinics.
* Responsible for all aspects of project delivery from Discovery through Go-Live
* Gather and clarify hospital and clinic requirements through group & SME interviews
* Define patient and staff workflow and create and submit technical specs to design and programming teams.
* SharePoint Administrator & Tier 1 Developer
* Electronic White Board UI: UX Design including
	+ Wireframe design and presentation to client;
	+ Develop persona based on results of interviews, surveys, user testing and other activities.
	+ Create Scenarios & Storyboards for User Simulation Testing, and end-user engagement and training.

Inforth Technologies, LLC **– Director of Implementation Services – 9/2010 to 12/2011**

Manage NextGen KBM 8.x UI EHR Development Team. Review, assess and manage project time, SOW and budget and execute per contract agreement. Create and maintain project plan using MS Project. Assign tasks and monitor progress of U.S. and offshore developers. Manage software enhancements and defects using HP ALM Quality Center. Visual Studio Team Foundation Server utilized for Application Lifecycle Management.

Computing Solutions and More **(KY) – CEO/Senior Business Consultant & Partner – 4/2004 to 9/2010**

Business Process Improvement Consulting; Website Development and Maintenance; ERP system implementations; custom application development; system integrations.

Esterline Technologies Corp. Memtron Division **– Systems Analyst/Programmer – 6/1999 to 4/2004**

I developed Custom Applications for this Input Device Manufacturer, over an 18-month period; with release of new modules every 2 to 3 months. UI/UX Design requirements gathered and clarified through group and individual SME interviews. Provided ongoing support and enhancements until 2004.

* *CRM and Quotation Module* for: Product Design; MBOM, RFQ’s, P.O.’s
* *Manufacturing/Production Module*: Schedule Resources/processes; track WIP; Inspections
* *Quality Assurance Module:* Vendor Management; Manufactured Item QC
* *Customer Service Module*: Call Center, Work Orders; RMA management
* *Help Desk/Call Center Module*: Support Ticket system; integration with Outlook/Exchange.
* I used this module track and/or provide services to 80+ users: computer and hardware installation, troubleshooting, maintenance, upgrade, training services, Help Desk Support, PCs, servers, printers, operating systems, and approximately 30 different software program.

Lewis & Knopf, CPA’s PC **– Management Advisory Services Department Manager** **– 7/1992 to 11/1997**

Schneider & Company, Inc. – **Business Office Manager – 7/1987 to 3/1991**

**Education and Military Service**

**Education:** LCC – Computer Science: (12 CR short of Associates). **Continuing Education:** Diploma in Project Management; MS SQL Server System Admin Certificate; Advanced MS Access; Leadership and Supervision; Performance Evaluations; Sage 100 ERP Technical Support; Sage Time & Billing; Advanced PC Technical Troubleshooting & Repair; Intuit QuickBase; Asana; SmartSheet. **Current Studies:** PMP Prep Course. **Military:** U.S. Navy Reserves - SK2 Storekeeper Petty Officer 2nd Class (E-5)

**Membership/Affiliations**

• MSPA North America Independent Contractor Member • American Legion Member • Freelancer Union Member