

Gartner

October 30, 2015

Dear Gartner Representative,

As an experienced senior professional, Certified Fraud Examiner, and MBA I have filled numerous roles at senior organizational levels working in various functional areas. This experience brings a richness that is the ideal foundation for risk management and complex problem solving. This work required both tactical as well as strategic impact considerations. I am excited to put to work the full diversity of my experience and Gartner is a great match for that.

As a UC Davis Leadership Fellow, experienced military leader, and graduate of a prestigious General Electric leadership program I have a long list of accomplishments that have impacted organizations as well as individuals. I have been highly decorated in my career and always rated Top Talent. I am curious by nature and a lifelong learner. I appreciate the complexity faced by today's global environment.

My values align with a globally oriented culture. Solving complex problems across industries and functional barriers fuels my curiosity to learn and ultimately drives me to work toward long term organizational improvements. My reputation as a military officer was as a "fire fighter" assigned to fix tough problems. Choosing an organization that values the characteristics we veterans bring to the table is a deliberate decision as the best fit for my long term career.

I have operated at a level directly coordinating with White House Staff, foreign offices including Heads of State, Ministers of Defense, Chiefs of Defense, and Ambassadors. Specific accomplishments include: leading my Navy SUPSHIP Business Planning Group improving organizational effectiveness by 31%, negotiating and winning \$198M power equipment deals, functional SME leading 2 large scale GE IT integrations, improving carrier configuration accuracy to 98% (from 56%), being awarded a Navy ILS internship, and being chosen as logistics leader for the USS Cole memorial service with less than 48 hours' notice (<http://www.c-span.org/video/?159861-1/uss-cole-crew-memorial-service>).

I am deeply passionate about organizational effectiveness and finding opportunities to contribute to organizations. A role that impacts the organization across functional areas is the perfect fit for my skills and passion. Belonging to a global organization that will allow me to grow as well as continue to mentor others is extremely important to me. I am globally deployable for the tough assignments no one else wants to take.

I am certain that my past experience in IT, Logistics, Commercial Operations, Finance as well as my MBA focus on Risk Management and Fraud, is in direct alignment with what you are seeking in a candidate. I held Top Secret - Special Background Investigation (TS SBI) clearance while in the military. I look forward to discussing how my qualifications can best be utilized at Gartner. Please feel free to call me at 916.822.1865, or email me at SueOliver@UCDavis.edu.

Thank you for your time and consideration.

Respectfully,

Susan Oliver, CFE

# SUSAN OLIVER, CFE

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## PROFILE

**Top Level Executive & Seasoned Professional** seeking consulting opportunities to fully utilize and merge extensive experience in organizational leadership, project management, process improvement, & finance. Globally mobile.

**Specialties:** Strategy, Finance & IT Analytics, Crisis Management, Fraud.

**Leadership:** Organizational Change, Process Improvement, Interpersonal Communications, Collaboration.

## EDUCATION & CERTIFICATION

**Master of Business Administration**, Emphases: **Finance | Risk Management**, Expected June 2016  
University of California, Davis, Graduate School of Management (GPA 3.5).

**Bachelor of Science, Management**, Emphases: **Organization Behavior**, Linfield College (GPA 3.8).

**Bachelor of Science, Human Development**, Warner Pacific College (GPA 3.66).

**Associate of Science, Information Systems Technology**, Community College of the Air Force.

**Certifications:** Fraud Examiner, Project Manager, Agile methodology ScrumMaster, Six Sigma Green Belt.

**Other:** General Electric Leadership Program graduate, Defense Acquisition Workforce Improvement Act Intern.

## CONSULTING, PROJECT MANAGEMENT, & LEADERSHIP EXPERIENCE

**Trinity Technology Group**, Sacramento, CA (2015 – present)

**Project Manager, Business Analyst, Trainer**

- Project Manager consulting at CA Department of Social Services CRM build and deployment.
- Trained 24 Trainers on new CRM deployment, wrote all training materials delivered to client.

**California State Health Benefit Exchange (Covered California)**, Sacramento, CA (2013 – 2015)

**PMO Leader - Project Manager, Information Systems | Staff Services Manager, Plan Management**

- Project Management Office Leader establishing PMO process & documentation requirements.
- Conducted 22 3-hour webinars average 75 attendees – focused on technical interface design requirements.
- Resolved 100% contract issues, 1,049 technical issues and State analytics lead for over 3 million records.
- Learned STATA coding within 2 week period when data extracts for reporting exceeded MS Access file limitations.
- PM for Agile mobile application enhancements, Agile cycle 30 days recurring development and deployment.
- Primary editor for California Health Benefit Exchange initial contract between State and health insurance providers.
- Primary drafter for the data transaction Service Level Agreement between State and health insurance providers.
- Directed team validation for 70 rate and service area contract attachments with 100% issue resolution.

**General Electric Power and Water (GE)**, Schenectady, NY (2007 – 2011)

**Thermal Commercial Manager | Wind Services Commercial Support Leader | Leadership Program**

- Negotiated \$350M gas & steam turbine extended scope and \$35M steam turbine power equipment deals.
- Led technical development of 37 thermal power generation extended scope and equipment proposals \$1.5Bn value (frequently 2,000 page technical documents).
- Led matrixed technical engineering teams for proposal development and turnover to project execution team, 5 project wins (\$198M value).
- Functional Project Manager for 2 IT integration projects (Siebel to Oracle, Siebel to Salesforce.Com). These were blended Waterfall/Agile methodology projects.
- Graduated from 2 year Competitive Leadership Program (JOLP) within the GE business. Served as the Air Force service lead recruiter for JOLP. Leadership Program rotational assignments included:
  - **Finance Analyst** – GE Power and Water Headquarters Accounting Operations.
    - Improved efficiency 600% for global internal interest and expense reporting by implementing a new account structure for quarter close.
    - Resolved \$10M billing disputes from an aged unreconciled account.
    - Reconciled over 150 accounts on a quarterly basis and drafted journal entries. Managed Power & Water reporting to Corporate for internal interest and expense data quarter & year-end close.
  - **Corporate Audit Staff pilot program** – Intensive 4 week assignment at GE Treasury auditing process for managing foreign exchange derivative risk management. I learned to trade futures & options as a result.

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- **Commercial Manager** – Led technical proposal generation process for new unit power plant projects. Managed proposals valued at \$1.30Bn for projects in Greece, Korea, Thailand, Nevada, and Georgia.
- **Project Management Center of Excellence** – Project Manager for skills assessment and career progression mapping project. Analyzed and reported out to leadership data to assess GE Infrastructure project management process maturity.
- **Marketing State Stimulus Program Manager Southern Region** –
  - Developed tool which identified over 600 project opportunities for bid.
  - Coordinated & executed meetings with State Energy Leaders & GE Energy product leaders regarding State Stimulus funding opportunities.
  - Assisted development of government relations management program.

## UNITED STATES MILITARY EXPERIENCE (SELECT ACHIEVEMENTS THROUGH 2008)

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**Fuels Commander, Westover Air Reserve Base, Chicopee, MA**

**Logistics Readiness Officer (Commanding General's staff), Joint Forces Command (JFCOM), Norfolk, VA**

**WMD and Arms Control Officer, Strategic Plans & Analysis Directorate, JFCOM, Norfolk, VA**

**ILS Department Head, Supervisor of Shipbuilding Conversion and Repair, Newport News, VA**

**Cargo and Stock Control Officer, USS Dwight D Eisenhower (CVN69), USN, Norfolk, VA**

**ILS Intern, Puget Sound Naval Shipyard, Bremerton, WA / USS Sacramento (AOE1), Bremerton, WA**

**Quality Assurance, Stock Control, Data Processing Officer, USNS San Jose (T-AFS7), Apra Harbor, Guam**

**Air Force Active Duty & Air National Guard Information Systems Non-Commissioned Officer, Global locations**

- Hand-picked to be the Personal Protocol Officer for 4-Star Commanding General US Joint Forces Command and NATO Allied Command Transformation. Responsibilities included engagement management for 16 NATO country visits with Heads of State, Ministers of Defense, and Chiefs of Defense.
- Achieved 31% Command effectiveness improvement resulting from my business plan rewrite.
- Managed \$243 million (110,000 line items) value and 13,000 nuclear repair parts.
- Saved \$360K/year storage costs. My root cause analysis documentation and video used as Navy case study.
- Oversaw over \$100M+ new construction submarine delivered with 100% configuration accuracy; and \$70M+ new construction aircraft carrier delivered with 100% configuration accuracy.
- Improved aircraft carrier configuration accuracy from 56% to 98% during 3 year nuclear refueling. Managed \$1.3Bn government property inventory for use by Northrup Grumman.
- Identified \$250K/year savings for shipyard material handling costs.
- Trained Inspector General (IG) process auditor for Naval Sea System's command. Conducted 2 Navy command inspections as audit area leader.
- Directed personnel in post deployment stock offload of 9,104 line items valued at \$4M.
- Led evaluation of 68 top level Integrated Priority Lists for Secretary of Defense budget consideration.
- Led directorate evaluation of JFCOM FY06-11 Combatant Command project priority memorandum.
- Directed 36 Distinguished Visitor programs and led a department with over 50 employees.
- Team builder led the integration and operation of 3 competing carrier divisions into one for shipyard period.

## AWARDS & VOLUNTEER WORK

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- Covered California Extra Mile Award 2013, GE leadership and management awards (2007 – 2011)
- Joint Service Commendation Medal (2 awards)
- Navy and Marine Corps Commendation Medal
- Joint Service Achievement Medal
- Joint Meritorious Unit Award
- Air Force Good Conduct Medal
- Air Reserve Force Meritorious Service Medal
- National Defense Service Medal (2 awards)
- Armed Forces Expeditionary Medal (2 awards)
- Global War on Terrorism Service Medal
- Humanitarian Service Medal
- President UC Davis GSM Healthcare and Business group (2015)
- UC Davis National Labs Entrepreneurship Academy Mentor (2015)
- UC Davis Big Bang! Business Plan/Pitch competition judge (2013/14, 2014/15)
- FIRST LEGO League competition judge - robotics design and core values (2008, 2014, 2015)
- Sacramento Sheriff's Department High-Tech crimes (2012)