

Curriculum Vitae - Charlie Bluehawk

Background

Charlie has 35 years of experience in the IT industry, in a variety technical and management roles. He has worked in a variety of industries, including wholesale, aerospace, automotive, telecommunications, entertainment, government, and management consultancy. His roles have covered both development and operational aspects of the business, and have latterly been focused strongly on the Business integration of IT, driving value into and from IT, through developing strong IT alignment of IT with Business, while providing Management with a comprehensive overview of IT.

Charlie has operated in several technology roles covering most facets of infrastructure, management, and security auditing. Charlie held roles as ITIL Consultant, System Administrator, SOX Auditor, Hardware Technician, Printer Technician, Software development (SDLC), Site Manager, Senior Technical Writer, Quality Assurance, Documentation Specialist, Change Manager, Asset Management, Manager of Technical Services.

Initially he was on the "A" list with the three major temporary worker agencies in the Los Angeles metropolitan area, when in 1985 he was given the assignment of working with a 4th Dimension database on a Macintosh SE at the Raleigh Studios in Hollywood. From that point forward, Charlie was "the computer guy." On each new assignment, he taught himself how to use the newly installed computer systems, from Macintosh, to Windows, to mainframes, including HP and Wang.

His last role was as the ITIL Master and Senior Project Manager for NSPIRE Technologies, where he successfully provided strategic guidance and advice to deliver to a period of technology revitalization.

Charlie has received commendations and awards from NASA, Raytheon, Caltech, and JPL for his proven record of excellence and service quality.

He has built this credibility on a strong belief in the "hands on" approach, directly working with people, vendors, and the computers they need in order to get their jobs done.

Email: moneyeurope@mail.ru

Key Engagements and Experience

Project Directorship / Programme Management

Charlie is a certified Project Management Professional (CSMP) and a member of the Service Management Society (ITSM); IT Service Management Forum (ITIL) Information Systems Audit and Control Association (COBIT).

He has managed many projects and programmes throughout his career and is experienced in all phases of a project lifecycle, infrastructure management, and the resource skills required to deliver to these.

An example of this was a recent engagement involving Programme Management of several large deployment projects for On Track (Kiwirail) and ESR. Both projects were successfully delivered on time.

Management

Charlie has operated at various management levels ranging from Site manager, Project Manager, Senior Project Manager, CEO level. He has managed significant numbers of staff (250 to 50,000) and is as comfortable dealing with a small team leader as he is with a Board of Directors.

Infrastructure

Charlie has worked for Toyota, Nissan, and NASA where he had responsibility for operational integrity and development of ITIL based systems, including Change, Release, Asset management. He has also audited financial systems in accordance with both SOX (USA standard) and JSOX (Japan standard)

Business Development

Throughout his various roles, Charlie has assisted organisations manage not only technical change and benefit realisation, but also undertaken various business related strategic components to deliver sustainable value. As a pivotal component of his Practice management role, he is responsible for the financial success of both the Strategic Management and Programme Delivery business lines.

Security

Charlie has dealt with all phases of security applications, including: auditing, physical, data, and procedural.

He has created documentation based on financial audits and created remediation procedures.

Documentation includes security termination procedures for employees, and security awareness for both employee and management.

Specialist Skills

Asset Management
Business Analysis
Change Management
Problem Management
Incident Management
Security: Financial Auditing (SOX / JSOX)
Security: Physical
Security: Data
Security: Procedural (COBIT)
Project Management
Documentation
ITSM Master
Service Improvement
Policy and Procedures Development
Corporate Communications

Qualifications and Professional Affiliations

Service Management Society - ITSM

IT Service Management Forum - ITIL

Information Systems Audit and Control Association - COBIT

ITIL v2 foundation Accreditation

ITIL v2 foundation Instructor Accreditation

ITSM Master's Accreditation

Senior Project Manager - CSMP

ITIL LEAN SME (Subject Matter Expert)

Business: Orange Coast College, Costa Mesa, California, USA

Music: Orange Coast College, Costa Mesa, California, USA

ITIL v2 Foundation: Service Management Society, San Diego, California, USA

ITIL Masters: Service Management Society, San Diego, California, USA

CSMP, Service Management Society, San Diego, California, USA

Consulting Experience

On Track	Disaster Recovery
NSPIRE	ITIL Implementation for Service Management (Customer based)
ESR	Switch Deployment Project (Teleco)
On Track	Switch Deployment Project (Teleco)
Dept. of Corrections	Service Improvement Project; Business As Usual
Telecom	Financial Control Project
Telecom	Work Force Improvement
Ministry of Justice	Disaster Recovery
Contact Energy	Voice over IP
Department of Corrections	Quality Assurance Reviewer
The FarStar Company	Advising companies on how to implement ITIL standards on behalf of their customers
Nissan Motors	Change Management Project / Acting Change Manager / Vendor Relations
99 Cent Only Stores	Manager - Technical Services
Toyota	IBM Project: ITIL audit and updating of Documentation Library
Curriculum Advantage	Documentation Project
NASA	Project Manager / System Administrator
MTV	Project Manager / Desktop Rollout
Amgen Pharmaceuticals	Site Manager / Desktop Rollout
Disney Studios	Site Manager / Documentation

Charlie Bluehawk • moneyeurope@mail.ru • skype: charliebluehawk

Hughes Aircraft **Site Manager / Maintenance**

Meridian Southwest **IT Consulting / Security**

Career Roles

**NSPIRE
Technologies
New Zealand**

**May 2008 - January
2009**

❖ **Senior ITIL Consultant / Security Auditor / Project Manager**

- Designing extensive Service Desk and Projects Lifecycle Management system
- Created CMDB (Configuration Management Database)
- Asset Management for On Track (projects: Kiwirail Switch Deployment), ESR (projects: National DNA Database; NCBID Switch Install; LAN Switch Install; etc)
- Project Manager for Switch Deployment project (WAN / LAN) project for Kiwirail
- Consulting on various ITIL implementation projects for customers

Results

- Created customer based Service Management Programme that uses ITIL based policies and procedures
- Designing extensive Service Desk and Projects Lifecycle Management system, including CMDB, CRM, Financial Oversight, Network Architecture, Network Monitoring, Segregation of Duties, Change Control, Incident Management, Problem Management in one centralized database.
- Created security awareness documentation for both employees and management.
- Created security procedures for termination of employees
- Created customer database security policies and procedure
- Created and maintained Asset Management database for major projects at On Track and ESR.
- Consulting on various ITIL implementation projects for customers
- Created standardized Service Catalogue format
- Created standardized ITIL policies and procedures for NSPIRE and Customer implementation

**Gen-i / Telecom
New Zealand**

**November 2007 -
April 2008**

❖ **Senior Project Manager / ITIL Consultant / Security Auditor**

- Define, control and manage NZX security policies;
- Overseeing multiple projects, including SAN Disaster recovery projects for both the New Zealand Ministry of Justice and On Track (New Zealand National Railway).
- Leading three major SIP (Service Improvement Programme) projects: two within Gen-i, one with the Department of Corrections.
- Leading BAU (Business as Usual) project at Department of Corrections, including implementation of ITIL.
- Also lead on internal projects for company wide improvement plans, including finance, ITIL instruction (Foundation), ITIL implementation, work force, health and safety.
- Reviewed and identified security issues involved with data transfers between Gen-I and Corrections, which involved highly confidential documentation issues, as well as breeches in security in both production environments.
- Identified major issues with third party EDS control of key servers.

Results

- Standardized Business as Usual policies at Dept. of Corrections
- Identified financial billing errors at Telecom to senior management
- Created standardized procedure for project management, complete with financial oversight
- Created security policies for dealing with data transfers between production environments

**The FarStar
Company
New Zealand**

**August 2007 -
October 2007**

❖ **ITIL Consultant / Business Analyst / Pre-Sales**

- Manage Consulting with various FarStar Company clients on the maturity of their ITIL projects
- Analysis of various processes; review of their internal procedures
- Executive overviews on implementing Change, Problem, Asset, and Incident Management
- Making presentations to CEO and board of directors on their ITIL deployment projects
- Review Service Desk procedures
- Review CMDB designs and deployment

Results

- Developed centralized process for implementing ITIL procedures into the client's environment without impacting daily production operations

**Nissan Motors
USA**

**February 2007 -
August 2007**

❖ **Acting Change Manger and I/S Consultant Services Management Analyst**

- Review controls, policies, and procedures for Change Management, Problem Management, Incident Management, Multi-vendor Management (Satyam - Smyrna, IBM - Colorado), and Service Desk. Advisor to Nissan Executive Change Manager on policies, processes, procedures, and end user training.
- Worked on Remedy rollout, implementation, and end-user training.
- Creating and presenting Executive Overviews to Nissan Senior Management on Change Management Audit Remediation (Corporate Communications Specialist)
- Consulted on, and audited security remediation on all Financial Applications, including SAP.
- Reviewed and consulted on outside code developer (Satyam) processes and procedures for their internal Change Management (code promotion policies) within the Nissan contract.
- Consulted on international integration of training (including creation of training materials for cross department education), policies, and processes for global resource connectivity for support services (including Change Management, SOX, J-SOX) linking Nissan USA (NNA) with Nissan Mexico (NMEX), and Nissan Brazil (NBA).

Results

- Development resolution programme to correct external auditor security issues with mainframe User accounts (over 17,000 user accounts linked to processes of manufacturing worldwide)
- Remediated security issues with financial controls
- Created long term ITIL remediation programme (projected for two year period)
- Remediated vendor issues between Nissan and IBM

**Far East
Technologies
USA**

**August 2006 -
current**

ITIL Instruction

- Teaching three day seminars on ITIL / ITSM process implementation.
- Security remediation on client's production environment

Results

- Prepared students for taking ITIL v2 Foundation test
- Created security procedures including physical security, data security, procedural security (COBIT)

99 Cent Only Stores

❖ **Manager: Technical Services**

USA

- Manage 15+ consultancy staff across ANZ;
- SOX Pre-Audit; Gathering and formatting key documentation (Security (including Lawson) / Operations / Governance / Development / Change Management / Applications) for internal and external auditors. ITSM Auditing of server room hardware, creation and auditing of DSL library.
- Completed successful SOX (Sarbanes Oxley), ITIL, and COBIT (Framework 3) compliance project.
- Senior ITSM. Created complete ITIL - DSL compliant library of operations procedures (including detailed install / admin / maintenance / and user procedures on Voxware, Highjump, Unidata, Lawson, Foy, BSI, Express Options, Dell SAN, etc.)
- Manager - Technical Services: created data model specs for the creation of a CMDB; managed evidence collection and evidence creation teams. Created taxonomy standards for policies and procedures.

**October 2005 -
November 2006**

Results

- Mapped and wrote trouble-shooting procedures for warehouse wireless networks. Wrote numerous Requests for Proposals (RFP) and Statements of Work (SOW) while managing policies and procedures documentation teams.
- Created stand-alone documents for the installation, maintenance, and user guides for both the Voxware system, and the Dell SAN
- Identified and created remediation on security issues involved with handling of financial records (US \$400 million).
- Identified and created remediation on the inappropriate conversion of financial records from old Main Frame database into Windows format for use with Lawson.
- Identified major discrepancies of hundreds of millions of dollars when database was converted to work with Lawson, in violation of US Government laws.

IBM at Toyota

❖ **Senior ITSM / Documentation / Taxonomy**

USA

- Support Manager
- Quality Assurance
- Security Manager
- Using Visio Pro to create visuals DFD (data flow diagrams) of servers and networks. IT auditing of local network servers, devices.

**May 2005 - October
2005**

Results

- Working with Toyota SMEs to create new taxonomy standards for documentation, policies, and procedures, writing Requests for Proposals (RFP), Statements of Work (SOW), while ensuring accuracy and quality of information and adherence to company standards.

**Curriculum
Advantage**

❖ **Lead Technical Writer / Taxonomy**

USA

- Print Production Manager
- Quality Assurance
- Taxonomy

**January 2005 - May
2005**

Results

- Re-creating and updating Reference Manual for Classworks Educational Product Line. Managed documentation team that developed the taxonomy standards used to re-create the 657 page User's Guide with PageMaker and Visio Pro.

Meridian Southwest ❖ **ITSM Consultant / Project Manager**

USA

July 1980 - August 2006

- Technical writer
- Business Analyst
- Taxonomy
- Budgets and investor proposals (samples available)
- Press releases
- Public relations
- Requests for proposals (RFP)
- Statements of Work (SOW)
- Security Consultant

Results

- IT Security Consultant documenting DFD (data flow diagrams).
- Configuration Management.
- Tracked metadata on web based streaming video products for several entertainment clients to track user stats for marketing and cost allocation. Corporate Communications Specialist - creating executive overviews for Senior Management review and inter-department training.
- Created motion picture tracking system that tracked what film print was used to create pirate videos

NASA, JPL, Caltech

USA

January 1999 - January 2004

❖ **Database Designer / Technical Writer / Trade Shows**

- Technical writer
- Taxonomy for User's Guide for the Spitzer Space Telescope
- Public Relations
- Education and Public Outreach
- System Administrator
- ITSM Auditing
- IT Security for Mac, PC, and wireless network.
- Manager of Trade Shows
- Manager of Audio / Video department
- Video production

Results

- Managed Education and Public Outreach projects.
- Wrote Requests for Proposals (RFP), and Statements of Work (SOW).
- Managed trade shows and workshops nationwide.
- CMDB (data model) and Asset Management for SIRTf project.
- Production of award winning educational video series "Ask an Astronomer" series for children
- Edwin P. Hubble Commemorative Stamp collection for release by the US Postal Service. Finished graphics job that was abandoned, and prepared for digital pre-press (Carnegie Observatories)
- Created original artwork, maps, and graphics for 900 page travel guide. (Publisher: MacMillan Press). Publish date: 2004 (Volcano Adventures Guide)

MTV

USA

**April 1998 -
November 1998**

❖ **Training and User Support / Desktop Rollout**

- Windows 95 (Microsoft Office, Email, etc.) upgrades
- Managed installation team installing Dell GXA, GXPro replacing the IBM 70s.
- IT Auditing of infrastructure using Visio to document server hardware

Results

- Upgraded 350 IBM 70's to Dell GXA and GXPros, taking users from DOS 6.5 to Windows NT and then down to Windows 95.
- Used PageMaker to create User's Guide. CMDB (data model) and Asset Management at MTV and Nickelodeon.

**Amgen
Pharmaceutical
[MicroAge of
Cerritos]**

USA

**November 1996 -
April 1998**

❖ **Site Manager: ITSM Auditing / Desktop Rollout**

- Site Manager
- Used Visio to create DFD (data flow diagrams) documenting the network, drops, hubs, switches, hubs, and servers.
- Managed installation team of several thousand new Macintoshes, which were then replaced with Compaq's. Configuration Management of wide format printers.

Results

- Originally installed 5000 Apple Macintoshes, that the company then had replaced with 5000 Compaq Pros. It was necessary to first install, do data transfer on all the Mac's, and then repeat the process when the new Mac's were removed and replaced by Compaqs.

**Disney Studios
[MicroAge of
Cerritos]**

USA

**November 1996 -
April 1998**

❖ **Site Manager: Maintenance**

- Site Manager
- Macintosh and Printer repairs
- Asset Management for Hollywood Records

Results

- Managed on-site maintenance of Macintosh Apple computers and printers, Used Visio to create DFD (data flow diagrams) documenting the network, drops, hubs, switches, hubs, and servers.
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**Hughes Aircraft
USA**

**March 1996 -
November 1996**

❖ **Site Manager: Maintenance**

- Site Manager: El Segundo / Fullerton, California
- Managed Fullerton IT printer and PC techs.
- CMDB (data model) and Asset Management (printers and Macintosh systems).

Results

- IT Auditing and documenting of network drops, hubs, switches, routers, and servers. Created data flow diagrams. Wrote Requests for Proposals (RFP) for new project