

Charlie Bluehawk

35-years Global Corporate Management and Consulting

Business As Usual (Run The Business)
Business Process Change
Change Management (Service Desk; Release; Risk; SOD)
Chief Technology Officer (CTO)
Configuration Management Database (CMDB)
Data Warehousing
DevOps
Hacking Detection and Prevention (Malware-Spyware-Virus)
Headhunting (reporting directly to Corporate Management)
ITIL Master (ISO 27001)(Agile)(Scum)
Pharmaceutical (GAMP, GxP)
Procurement
Program / Project Manager: SDLC (ISO Compliant)
Quality Assurance and Risk Assessment
Security
Senior Business Analyst
Vendor Management
Warranty Management
Windows Administration (Windows 96, Windows NT, Windows 7)

Personal Details

- Passport: USA
- Language: English
- Age: 62 years
- Availability: Europe, Russia, Ukraine, United Kingdom
- Education: BA: Business Management: Orange Coast College, Costa Mesa, California, USA 1979
- EU Blue Card: <https://www.apply.eu/> (ID 95806)
- LinkedIn: <http://www.linkedin.com/in/charliebluehawk>
- Security Clearance: USA "Confidential" (NASA: 1999-2004)

Skill Sets

- Blockchain: Cryptocurrencies and AI applications (12 years)
- Business As Usual (BAU) (30 years)
- Business Process Change (23 years)
- CMDB (13 years)
- Communications (23 years)
- Configuration Management (23 years)
- Corporate Governance Consultant (23 years)
- Corporate Training Class Instructor: IT, ITIL, Security, Change Management
- Data Warehousing Best Practices (23 years)
- DevOps methodology (25 years)
- Discovery – Process – Policy – Procedure – Documentation (13 years)
- Excellent communication and stakeholder management skills - all levels (32 years)
- Financial Services Analysis (12 years)
- GAMP Good Automated Manufacturing Practice (1, 3, 4, 5)(6 years)
- GxP Good “x” Practices (6 years)
- Hacking Prevention: Malware, Spyware, Virus detection and remediation (12 years)
- Headhunting (12 years)
- IGM Policy Framework (35 years)
- IGM Standards and IGM Procedures (35 years)
- Information Governance Management (35 years)
- ITIL Master (Prince 2, Six SIGMA, COBIT) (13 years)
- Organizational Change Management (25 years)
- Outsourcing (25 years)
- Penetration (Pen) Testing (25 years)
- Pharmaceutical (6 years)
- Procurement (25 years)
- Project and Program Manager (30 years)
- Quality and Risk Assessment (30 years)
- Remedy Tool Implementation (13 years)
- Security (data, physical, documentation, workshops) (23 years)
- Senior Business Analyst (BA) (30 years)
- Service Desk (13 years)
- Service Improvement Program (SIP) (13 years)
- SOX (JSOX)(12 years)
- Vendor Management (25 years)
- Warranty Management (25 years)
- Windows Administration (25 years)

Specific knowledge and experience

- Business Process Improvement (BPI)
- Change Management
- Configuration Management
- Corporate Communications and Executive Overviews
- Corporate Customer Relations
- DevOps methodology
- Disaster Planning and Recovery
- GAMP 1-5
- GxP
- IGM
- IT and Financial Auditing (internal and external): SOX, JSOX
- IT Service Management (ITSM)
- JSOX
- Pharma
- Quality Assurance
- Software Delivery Life Cycle (SDLC)
- SOX
- Trade Show Organizer (Expo, Workshops)
- Vendor Management
- Windows 95, Windows NT, Windows 7 Administrator

Mission Statement

I am a Senior Project Manager, Managing Director (CEO, CTO), Organizational Change Management, CMDB, Configuration Management, Business Process Change, ITIL Master (ITIL Master and Instructor), with extensive international corporate and business experience, discovery (quality assurance, maturity assessment of documentation, policy, process, and procedure), IT Maturity auditing, with more than 35-years in global corporate management, data warehousing, big data, quality assessment, risk / release management, and control maturity assessment. Windows 95, Windows NT, and Windows 7 System Administrator.

My clients have include (but are not limited to) Telecom New Zealand (Gen-i), Nissan North America, Disney, IBM, Toyota, NASA, Caltech, JPL, Hughes Aircraft, Raytheon, MTV-Viacom, and Novartis.

Key specialties include Project Management, Corporate Governance, Organizational Change Management, Configuration Management (CMDB), Business Process Change, ITIL Master, Financial Auditing (SOX, JSOX), GAMP (1, 3, 4, 5), Procurement (sourcing, availability, support, return policies, shipping coordination, pricing levels, testing), Quality Assurance, Risk Assessment, Maturity Assessment, Security Risk Assessment (Penetration Testing), ITIL-based Training, Documentation, Change and Release Management, Vendor Management (response/resolution, common technical language), Warranty Management (licensing, support levels, upgrades, renewals).

Key areas of expertise include Information DevOps methodology, Security, Records Management, Information and IT Risk Management, IT Compliance, Data Warehouse architecture, Database Design, MSV (malware-spyware-virus) detection and prevention (software and hardware),

Headhunting on behalf of CEO-level management: identifying qualified IT and corporate professionals (in cases where internal HR departments have consistently failed to deliver).

Having worked my way up from the very bottom of the corporate ladder, and having worked at every level of IT and corporate environments, I am ideally suited to finding the very best employees for the task at hand. I also have extensive experience in Security Consulting, Training classes in ITIL and IT; designing and running Change Management, Problem Management, and Incident Management discovery, documentation, workshops.

Experience

The FarStar Company, s.r.o.

02.2016-current

Location: Prague, Czech Republic

Duties:

Managing Director: Product Management: Consulting:

- Big Data
- Blockchain: Cryptocurrencies and AI applications and project management
- Business Process Change
- CMDB
- Configuration Management
- Database design, consulting (SQL; SAP)
- Database warehousing (rebuild of server room: SQL)
- DevOps methodology
- GAMP
- GxP
- Global IT and Security Assessment
- Hacking detection and remediation (spyware, malware, virus)(Penetration Testing)
- Headhunting: Locating correct contractors matching specific job requirements as per Corporate Management
- IGM
- ITIL Master
- Lecturer, Author: Consulting Professor on Native American Mythology and Global Politics and Business
- Organizational Change Management
- Procurement (Chinese manufacturing contracts, quality testing, pricing, shipping)
- Product Management: Bitcoin Champagne Anonymous Currency Exchange
- Product Management: Floating BioSpheres
- Product Management: JusticeCaps.com
- Project Management
- SOX
- Windows 95, Windows 7 System Administrator
- Direct reports (staff): 10

Accomplishments:

- Client Relations
- Communications (corporate, client, vendor)
- Designed Project Plans; Business Plans; Financial Services (budgets, projections)
- Vendor Relations
- Updating Bitcoin client protocols to match global banking standards
- System Administration: Windows 7, Windows 95
- Email Administration: Outlook corrupted files blocking "send" queue); 3rd party Vendor relations for client
- Vendor Relations: email services, hardware sales, replacement equipment
- Technical Language issues: Creating a common technical language internally for company, vendors
- SLA issues: creating documentation and graphics to explain problems (response, resolution, responsibilities)
- Change management: ITIL processes, policies, and procedures: repeat ticket issues
- Anti-virus issues: malware, spyware, adware - embedded EM issues
- Windows 7 Active Directory: cleaning up old files being used to pirate bandwidth for illegal websites
- Windows 7 System restores: new client laptops with no backup, no common approved "image"
- Rebuilt entire server room: Windows 7, Windows 95: new client: cascade failure - Complete restore
- Registry restore and recovery: Windows 7: no backups, no original install discs – out of date software
- Hardware issues: Windows 7, Windows 95, Mac OSX: dead laptop monitors, dead DVD drives, data recovery
- Data migrations: Mac to Windows 7; Windows 7 to Mac

Novartis

11.2015-02.2016

Locations: Prague, Czech Republic; Basel, Switzerland; Ljubljana, Slovenia

Duties:

IT Maturity Auditor: Quality Assurance: Risk Management

- Agile
- Big Data
- Business Process Change
- CFR: Federal regulation (CFR) and or EMEA (cGxP) guidelines
- CMDB
- Configuration Management
- Control Maturity Assessments
- CSV (Excel-Sharepoint database)
- Database warehousing (SAP conversion to Sharepoint)
- DevOps methodology
- GAMP
- GxP
- Global Assessment
- ICFR: Internal Controls Financial Reporting
- IGM
- International consulting and Outsourcing: BPM, Security, ITIL
- JSOX
- NFCM Classified
- NFCM: Novartis Financial Controls Manual
- Organizational Change Management
- Project Management
- Project Quality Assessments
- Quality Assurance and Risk Management (IGM)
- Security Risk Assessments
- SOX (US Sarbanes-Oxley Act)(EU 8th Directive)(Swiss OR 728)
- Vendor Risk Assessment
- Windows 8 Trouble-shooting and configuration

Accomplishments:

- Conformation of conformity to established Novartis standards (communications between divisions, departments, and vendors).
- Creation of a Common Technical Language Dictionary across the 11-divisions that make up Novartis.
- Data modeling and analysis.
- Data warehousing: Novartis has seven-dedicated SAP networks (one for each major division; two for SAP to SAP communications. All being converted to Sharepoint.
- Created Common Language Dictionary to "standardize" procedures, processes, and policies and data warehouse architecture review and projections.
- Standardization of data warehouse best practices.

Charlie Bluehawk • 35-years in Global Corporate Management and Consulting: Big Data, Change, Data Warehousing, DevOps, GAMP
IT Maturity Management, ITIL, MacOS, Project, Quality and Risk Assessment, Release, Risk, Security, SOX, Windows 7, 95, NT

The FarStar Company, s.r.o.

01/2011 – 08/2014

Location: Prague, Czech Republic

Duties:

Managing Director: Consultant:

- Agile
- Big Data
- Business Analyst
- Business Process Change
- CMDB
- Communications (client, customer, vendor)
- Configuration Management
- Consultant: Business Process Management (BPM)
- CSV: Excel – Sharepoint Database
- International Business Development, Outsourcing
- ITIL Master
- Organizational Change Management
- Penetration Testing
- Project Management
- Project Planning
- Quality and Risk Assessment, Consulting, and Training
- Windows 7 System Administrator
- Windows 95 System Administrator
- Direct reports (staff): 10

Accomplishments:

- Business analysis of existing projects and projections for future growth.
- Creation of international network of consultants.
- Data warehousing: new and existing projects.
- Designed Project Proposal for ESA business plan in Prague.
- Financial projections on various high-end projects.
- Headhunting: Locating contractors matching specific job requirements set by CEO.
- Rebuild and restore entire Windows 7, Windows 95 Server Room (DC1)

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Global Company Consults, s.r.o.

07/2010 – 01/2011

Location: Prague, Czech Republic

Duties:

International SEO Marketing Director:

- Business Analyst
- Business Process Change
- Business Process Improvement: discovery, documentation, process, policy
- CMDB
- Configuration Management
- Creation of CMDB
- Design of Marketing Campaigns
- ISO 20000 compliance
- ITIL Master
- Organizational Change Management
- Project Planning
- Senior Business Analyst
- Direct reports (staff): 6

Accomplishments:

- Standardization of procedures, processes, and internal company policies in accordance with ISO 27001 compliance.

Meridian Southwest, Inc.

01/2009 – 04/2010

Location: Wellington, New Zealand • Las Vegas, Nevada, USA

Duties:

Senior ICT Consulting: IT Outsourcing: Sales, Pre-Sales, Marketing:

- Business Process Change
- Clients in Canada, Germany, USA. Contractors in Hong Kong, Singapore, India
- CMDB
- Configuration Management
- Data Warehouse Architect (Remedy, Primavera, SAP, Artemis, Vantive, SQL, Peregrine)
- Data Warehousing Best Practices
- Financial Services
- HR Consulting: Locating correct contractors HR matching specific job requirements set by CEO
- ITIL Master (Agile, Scrum, Waterfalls)
- Organizational Change Management
- Procurement (contracts, quality testing, pricing, shipping, returns, credits)
- Product Management: IVBC (Internet Video Broadcasting Corporation)
- Project Management
- Responsible for handling pre-sale, sale, contracts, and accounting for software development projects internationally
- Senior Business Analyst
- SOX
- Direct reports (staff): 5

Accomplishments:

- After speaking with all parties concerned, I managed to get the business contracts in order, get the correct developers assigned to the project, conducted User Testing, got final approval of the finished software package, and closed the contract successfully.
- Business Analysis of existing Organizational Change Management and mapping improvement schedule.
- Created FileMaker Pro database to manage projects, and Customer Relationship Management (CRM and CMDB).
- Data modeling.
- Established vendor relations for corporate sponsorship (TV Commercials in multiple languages, depending on IP).
- Excellent communication and stakeholder management skills to work at all levels.
- Held Workshops in ITIL-based security practices (documentation, policy, process, procedure).
- I was brought in on a short term assignment after negotiations for a software development contract and Business Process Change had already begun and the project was falling apart.
- No one at any of the companies involved had any real experience in international business contracts, banking procedures, and no one had correctly determined the required skills for the software development (the software developers assigned to the project did not have the correct skill sets to actually develop the software and Configuration Management to the clients specifications).
- Headhunting: Locating and identifying qualified professional staff: following requests from senior corporate management (CEO, CTO, President, Directors) whose internal HR Departments have consistently failed to locate qualified staff.

NSPIRE

05/2008 – 01/2009

Location: Wellington, New Zealand

Duties:

ITIL Master: Senior Project Manager: Security Auditor:

- Consulting on various ITIL implementation projects for customers
- Created and maintained Asset Management database for major projects at On Track and ESR
- Created customer database security policies and procedure
- Created security awareness documentation for both employees and management
- Created security procedures for termination of employees.
- Created operational library covering IT Governance
- Created taxonomy standards for policies and procedures (common technical language)
- Data modeling
- Designing extensive Service Desk and Projects Lifecycle Management system, including CMDB, CRM, Financial Oversight, Network Architecture, Network Monitoring, Segregation of Duties, Organizational Change Management, Configuration Management, Incident Management, Problem Management in one centralized database
- Implementation of data warehousing and Business Process Change best practices
- Penetration Testing
- System Administration: Windows 95
- Project Manager
- Senior Business Analysis of policies, processes, and procedures
- Senior Business Analyst
- SOX and JSOX implementation (Financial Services)
- Direct reports (staff): 12

Accomplishments:

- Created a full suite of ITIL documents to support the ITIL compliance project.
- Recommended to NSPIRE senior management that if they created their own ITIL compliant CMDB and then sold that as a service to their customers, then their customers (by default) would become ITIL compliant. This recommendation was approved, and I was tasked with the project.
- Successfully completed various projects for NSPIRE Clients.
- Excellent communication and stakeholder management skills to work at all levels.

Gen-i / Telecom

11/2007 – 04/2008

Location: Wellington, New Zealand

Duties:

Senior Project Manager: ITIL Master:

- Also lead on internal projects for company wide improvement plans, including finance (SAP), ITIL instruction (Foundation), ITIL implementation, work force, health and safety
- Business Analyst: overseeing multiple projects, including SAN Disaster Recovery projects for both the New Zealand Ministry of Justice and ONTRACK (New Zealand National Railway)
- Created Organizational Change Management covering IT Governance
- Created Project Plans for Department of Corrections for Business As Usual and Service Improvement projects
- Data Warehouse Architect (CMDB)
- Data warehousing between Remedy, Primavera, SAP, Artemis, Vantive, SQL, Peregrine-HP, CSV
- Financial Services and tracking between 11-different databases
- Held Workshops in Database consolidation (data conversions, requirements, standards)
- Held Workshops in ITIL based policies, processes, procedures, segregation-of-duties
- Project and Program Manager: BAU (Business as Usual) and SIP (Service Improvement Program) at Department of Corrections, including implementation of ITIL (Staff of 21, supporting 250 end users) and Configuration Management
- Reviewed and created consolidation Project Plan for major ticketing systems within the production environment to interface with each other (Remedy, Primavera, SAP, Artemis, Vantive, SQL, Peregrine-HP, etc.)
- Supervised the activation of the various key SAP modules for: project management, finance, asset management, and Business Process Change
- Direct reports (staff): 28

Accomplishments:

- I acted as Senior Project Manager and ITIL Master for an average of 12 to 19 projects at any one time, each with an average budget of NZ\$ 500,000.

Internal Financial Project:

- All that was required was to activate all the SAP modules, and then to pay a yearly licensing fee of \$500,000 to give all staff access to SAP. This would also give financial overview of each project, as well as a standardized template for project management, while saving the company \$35 million dollars a year.
- Determined that of the 11-totally separate ticketing systems currently in use at Telecom (none of which communicated with each other, and that no employee had access to all of them) that the SAP system was the best candidate to control not just billing, but project management as well, since all the necessary modules had been paid for and installed.
- I also put a stop to adding addendum to contracts with email notifications (as these always got lost, or were deleted when a staff member quit –at a turnover loss of 70% of staff per year company wide).
- I determined that no one on the project had a clear concept of what the contracted obligations were to the customer because the contracts had been misplaced. I assigned one of my Business Analysts to do nothing but locate and codify the missing contracts.
- Was tasked by the Gen-i Vice President to do Business Analysis to solve their monthly billing problems (losses of \$2.5 - \$3.0 million per month in billing mistakes).
- Was tasked to do a Service Improvement Program (SIP) and Penetration Testing with the client: Department of Corrections (a Ministry of the New Zealand government).

Nissan North America

02/2007 – 08/2007

Location: Nissan, Smyrna, Tennessee (NNA), and Nissan, Mexico (NMEX) USA

Duties:

ITIL Master: Project Manager: Acting Nissan Change Manager: Nissan North America (Canada, USA, Mexico, Argentina, Brazil, India):

- Acting Change Manager representing Nissan (Staff of 210, supporting 50,000 end users) to IBM controlled Change Management process
- Adviser to Nissan Executive Change Manager on policies, processes, procedures, end user training and creation of CMDB
- Consulted on international integration of training (including creation of training materials for cross department Management, SOX, JSOX) linking Nissan USA (NNA) with Nissan Mexico (NMEX), and Nissan Brazil (NBA)
- Consulted on, and audited remediation on all Financial Applications, including SAP to satisfy external auditor points of concern (Deloitte) and Configuration Management
- Created operational library covering IT Governance
- Created Organizational Change Management Plan to resolve conflicts of response and resolution times for external Vendors (Satyam and IBM)
- Creating and presenting Executive Overviews to Nissan Senior Management on Change Management Audit Remediation (Corporate Communications Specialist), creating a “common technical language”
- Held Workshops in Common Technical Languages usage between departments, and vendors
- I/S Consultant Service Management (Business Analyst)
- ITIL Consultant: Analysis, Policies and Processes
- Review controls, policies, and procedures for Change Management, Problem Management, Incident Management, Multi-vendor Management (Satyam - Smyrna, IBM - Colorado), Service Desk, Business Process Change
- Reviewed and consulted on outside code developer (Satyam) processes and procedures for their internal Change Management (code promotion policies) within the Nissan contract
- Worked on IBM based Remedy roll-out, implementation, and end-user training. I needed to make the Remedy Tool ITIL compliant (ISO)
- Direct reports (staff): 210

Accomplishments:

- As part of my primary task, I reviewed all pre-existing documentation (vendor contracts, SLA, SLO, procedures, etc.)
- As part of my primary task: I attended all international telephone conferences between Nissan departments, as well as vendors (principal vendors: Satyam, IBM), and the external Auditors (Deloitte).
- As part of my primary task: I was required to response to, and design ITIL compliant solutions to various Deloitte audit points: which included 17,000 “unknown user accounts” on the Nissan Mainframe (Data warehousing issues) – in Mainframe environments a User Account can be tied directly to specific manufacturing process – so you could not delete 17,000 unknown users account because you would then shut down all manufacturing processes worldwide.
- Deloitte also wanted documented proof of “segregation of duties” in relation to how secure the company’s financials.

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IT Maturity Management, ITIL, MacOS, Project, Quality and Risk Assessment, Release, Risk, Security, SOX, Windows 7, 95, NT

Far East Technologies

08.2006 – 02.2007

Location: Las Vegas, Nevada, USA / Auckland, New Zealand

Duties:

ITIL Foundation Instructor (version 2.0):

- CMDB
- CSV Sharepoint database
- Designing project plans with complete Financials
- Product Management: CodeBlue (video streaming technology)
- Senior Business Analyst
- Teaching on-going series of three-day seminars on ITIL (ITSM) Business Process Change
- Direct reports (staff): 0

Accomplishments:

- Developed working relationships with clients (video processing for online streaming of content) complete with project plans, budgets, financials, KPI, milestones.
- I successfully held classes of IT professionals to take their ITIL Foundation exams (success rate: 85%).

99¢ Only Stores (Corporate Headquarters)

10.2005 – 11.2006

Location: City of Commerce, California USA

Duties:

Senior Project Manager: Manager Technical Services (CTO): ITIL Consultant: SOX Pre-Audit:

- Analysis of Financials of Lawson System (Data warehousing audit: \$ 400 million dollars of missing receipts)
- Business Analysis of 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: Windows 7 System Administration
- Business Process Change
- Completed successful Financial Services: SOX (Sarbanes Oxley), ITIL, and COBIT (Framework 3) compliance project
- Created Disaster Recovery Procedure CMDB
- Created operational procedures covering IT Governance
- Created stand-alone Organizational Change Management for the installation, maintenance, and user-guides for both the Voxware system, and the Dell SAN
- Created taxonomy standards for policies and procedures for Configuration Management (common technical language)
- Windows 7 Data Warehousing architecture: editing project overview of Unidata to Windows conversion.
- Complete rebuild of Windows-based server room; UPS; Backup power supply, fail-over to DC2
- ITIL Consultant: 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 (Staff of 21, supporting 10,000 end-users; Windows 95): created data model specs for the creation of a CMDB; managed evidence collection and evidence creation teams
- 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
- Direct reports (staff): 21

Accomplishments:

- Employees in many cases did not speak English or Spanish, but instead spoke Mexican Indian tribal languages that no one within the company spoke – I implemented a Visio based teaching system that was completely non-verbal, as many of these people were tasked to drive fork lifts and loaders in the warehouse with no understanding of their tasks or of any safety procedures.
- I was originally hired as an independent consultant to upgrade the hardware / software of a US\$ 1 billion dollars a year retailer (330 retail outlets in four states, plus seven warehouses).
- I was Project Manager for the conversion of Unidata database to AIX and Oracle databases.
- Implemented a Change Management process, complete with both TAB and CAB meetings.
- Implemented a policy of documentation of all procedures, processes, and procedures.
- Implemented a policy of purchasing new hardware that was specifically designed to run specific “off the shelf” software that was then configured by seasoned professional software technicians.
- Point of Sale (POS) Windows 95 registers were actually desktop PCs that were pieced together from third-hand vendors (no new equipment was ever purchased) - running virus infected “legacy” software that averaged a 70% downtime.
- Procurement, contract negotiations, contracts, quality testing, pricing, delivery dates
Established set standards for vendor negotiations and requirements.

Toyota Corporate

05.2005 – 10.2005

Location: Torrance, California, USA

Duties:

ITIL Consultant: Project Manager: Quality Assurance: Security Manager:

- Also assisting 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 for Organizational Change Management
- Business Analyst: reviewing existing documentation vs. actual processes for Business Process Change
- IT auditing of local network servers, devices, IT Governance
- Project Manager: ITIL Documentation project (Staff of 21, supporting 20,000 end-users) (Configuration Management)
- Direct reports (staff): 21

Accomplishments:

- I was brought in as the ITIL compliance documentation lead and Consultant, along with two IBM permanent employees who were rotated on a weekly basis.
- IBM would not allow Toyota SME (Subject Matter Experts) to speak directly to us, so I came up with a method to interview Toyota management, getting critical data third hand, assuring accuracy of updated documentation.
- My job was to provide continuity to the project, as well as ITIL based project management.
- Toyota had tasked IBM to update their 1,000 document library to current ITIL standards.

Curriculum Advantage

01.2005 – 05.2005

Location: El Segundo, California, USA

Duties:

Project Manager: Lead Technical Writer: Print Production Manager: Quality Assurance: Taxonomy:

- Project Manager: documentation team (Staff of 10, supporting 25,000 end users) that developed the taxonomy standards used to re-create the 657 page User's Guide with PageMaker and Visio Pro for Business Process Change
- Re-creating and updating Reference Manual for Classworks Educational Product Line
- Direct reports (staff): 10

Accomplishments:

- Business Analyst I was brought in as a Documentation Consultant and Technical Writer with experience in education.
- The interactive video based software programs had to be re-engineered for new education standards without the original source files (which had been lost or deleted years earlier), and so new software patches were installed, software operation were then tested, and then documented.
- User Testing was then conducted, and the software and documentation updated.

Meridian Southwest

01.2004 – 01.2005

Location: Las Vegas, Nevada USA

Duties:

IT Service Management (ITSM): Senior Project Manager:

- Business Analyst and Technical writer: business plans, sales, marketing, taxonomy, budgets and investor proposals (samples available); press releases; public relations, Requests for proposals (RFP); Statements of Work (SOW)
- Corporate Communications Specialist: creating executive overviews for Senior Management review and inter-department training
- IT Security Consultant documenting DFD (data flow diagrams) for Configuration Management
- Organizational Change Management
- Sales and Marketing
- Tracked metadata on web-based streaming video products for several entertainment clients to track user stats for marketing and cost allocation for Business Process Change
- Direct reports (staff): 3

NASA: JPL: Caltech (Raytheon Contract)

01.1999 – 01.2004

Location: Pasadena, California USA

Duties:

IT Service Management (ITSM): Database design and management: Technical Writer and Taxonomy for User's Guide for the Spitzer Space Telescope: Public Relations: ITSM Auditing:

- Business Analyst: Created operational procedures covering IT Governance and Organizational Change Management
- Held Workshops in SIRTf - SPOT (remote programming of SPITZER Infrared Observatory)
- IT Security for Mac, PC, and wireless network (Special Agent)
- Procurement: printing houses (posters, brochures, books), paper stock, collectibles (giveaway items at trade shows)
- Project Manager: Staff of five, supporting 250 end users: Trade Shows and workshops nationwide
- Project Manager: Staff of six, supporting external projects worldwide: Education and Public Outreach projects
- Wrote Requests for Proposals (RFP), and Statements of Work (SOW); Financial Services (budgeting); Configuration Management
- Vendor Management: trade show venues; printers; booth design and manufacture, shipping (yellow-dog)
- Direct reports (staff): 5

Accomplishments:

- I took over the project, got the AV center functioning.
- I was brought in by Raytheon to work as a back up System Administrator.
- The job expanded into working for Education and Public Outreach, doing high-end education documentation, publicity, creating website, and managing Trade Shows.
- Was the tasked to be the Trade Show Coordinator for the AAS (American Astronomical Society)
- Was then tasked to help create a video based educational training series called "Ask and Astronomer" (CoolCosmos), an award winning services of video on astronomy for children.
- Was then tasked to step in and take over an abandoned audio video installation project of a major AV conferencing center at Caltech that the vendor had walked away from.
- Was then tasked to work on the Galactic-ExtraGalactic Database, and manage MSC Workshops.
- Was then tasked to work on the SIRTf (renamed after launch: SPITZER) infrared observatory satellite, and serve as the Event Planner and workshop coordinator where for scientists learned on how to operate and program the satellite from their desktop PCs. (Estes Park, Colorado).

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Carnegie Observatories

01.2000 – 03.2000

Location: Pasadena, California USA

Duties:

- 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.
- Direct reports (staff): 0

Accomplishments:

- I was brought in when the graphics designer originally tasked for this job quit. I recreated from scratch the work that had been previously done, and completed the project on schedule.

The Volcano Adventure Guide

01.2002 – 01.2004

Location: Pasadena, California USA

Duties:

- Created original artwork, maps, and graphics for 900-page travel guide. (Publisher: MacMillan Press).
Publish date: 2004
- Created and maintain website: <http://www.volcanoventures.com>
- Direct reports (staff): 0

Accomplishments:

- I was brought in to assist a Senior NASA Scientist complete the graphics for her latest book, as well as the graphics for her website.

MTV

04.1998 – 11.1998

Locations: MTV offices (Santa Monica, CA); Nickelodeon (Burbank, CA); Viacom Corporate (Westwood, CA)
USA

Duties:

Project Manager: Training and User Support for Windows 95 (Microsoft Office, Email, etc.).

- Managed installation teams (Staff of 10, supporting 230 end users) installing Dell GXA, GXPro replacing the IBM 70s. IT Auditing of infrastructure using Visio to document server hardware; used PageMaker to create User's Guide.
- CMDB and Asset Management at MTV and Nickelodeon.
- Direct reports (staff): 10

Accomplishments:

- I was brought in as a contractor to upgrade the MTV office staff to the latest PC technology.
- I was tasked to identify individual user needs, determine upgrade paths, and order equipment suitable for the end user.
- I was tasked to handle all networking issues.
- I was tasked to handle all data transfers.
- I was tasked to handle the upgrade path of data from the old IBM 70s' to the new Dell GXA and GX pros into a Windows NT environment.
- After completing my tasks, senior management decided that they did not like Windows NT, and tasked me to repeat the entire process, replacing Windows NT with Windows 95.
- I was then assigned to Asset Management at Nickelodeon in Burbank.
- I was then assigned to PC repairs at the Viacom main offices in Westwood.

Amgen (MicroAge of Cerritos site contract)

11.1996 – 04.1998

Location: Thousand Oaks, CA USA

Duties:

IT Service Management (ITSM); Project Manager; Auditing using Visio to create DFD (data flow diagrams) documenting the network, drops, hubs, switches, hubs, and servers:

- Managed installation teams (Data warehousing with Staff of 21, supporting 15,000 users) of several thousand new Macintosh computers, which were then replaced with Compaq's.
- Configuration Management of wide format printers.
- CFR Federal regulation (CFR) and or EMEA (cGxP) guidelines
- GxP
- Direct reports (staff): 21

Accomplishments:

- I was brought in as the Site Manager, Senior Macintosh and wide format printer Tech.
- I was then tasked to upgrade all 15,000 on site users from Windows 95 machines with brand new Macintosh computers.
My staff of 20 and I (all of which rotated contentiously with our other major contract at the Disney Studios) were responsible for data transfers, installation of new software, networking, troubleshooting, and end user training.
- Senior management then decided (based on a statement from Apple Corporate that they would no longer support end user level computers) to replace all the new Macintosh computers with Compaq Windows computers
- I was tasked to manage the data warehousing, replacement, installation, troubleshooting, end user training from a Macintosh production environment to a Windows production environment.
- Since Compaq could not provide us with the same make, model, and configuration of hardware, I needed to ghost PCs in the warehouse with Windows images, while my staff did the data transfers and installation based on my written documentation, while making custom software configurations for non-standard Compaq Windows hardware.

Disney Studios (MicroAge of Cerritos site contract)

11.1996 – 04.1998

Locations: Disney Studios (Burbank, CA); Hollywood Records (Burbank Studio Lot);
Disney Animation (North Hollywood, CA); Disney Channel (Burbank, CA) USA

Duties:

IT Service Management (ITSM); Project Manager; Used Visio to document networks, drops, hubs, switches, routers, and servers:

- Project Manager: Network installation teams (Staff of 30, supporting 2,000 end users).
- Asset Management (CMDB) for Hollywood Records.
- Direct reports (staff): 30

Accomplishments:

- I was brought in as the Senior Macintosh Tech, as almost all Studios and Production Companies in Hollywood are Mac based.
- For Hollywood Records I updated older Macs for use of the new OS while having no new parts (old Mac hardware components were stored in the basement hallways)
- I did on site Macintosh installations for the production offices of Sean Connery, Wesley Snipes, James Cameron, Henry Winkler, etc – all of whom had development deals with Disney.
- I documented all my jobs for future reference.
- I was tasked to do troubleshooting and end user training at the new Disney Studios Administration building, where they forget to install 10BT cable, and thus all computers in the building were networked by PhoneTalk cables running through the hallways, and up the staircases.

Hughes Aircraft

03.1996 – 11.1996

Locations: Hughes Aircraft (El Segundo, CA); Hughes Aircraft (Fullerton, CA) USA

Duties:

IT Service Management (ITSM); Site Manager: documenting network drops, hubs, switches, routers, and servers using Visio – data flow diagrams:

- Managed Fullerton IT printer and PC teams (Staff of 127, supporting 3,500 end users).
- CMDB and Asset Management.
- Wrote Requests for Proposals (RFP) for new projects.
- Direct reports (staff): 127

Accomplishments:

- I was brought in as the Senior Macintosh and Printer technician.
- I was tasked to run as the Assistant Site manager at the El Segundo site when my direct manager was himself tasked to work on high security operations.
- I was tasked to be the Senior Site manager at the El Segundo site when my direct manager quit after his experiences with high security operations.
- I was then reassigned and tasked to be the Senior Site Manager at the Fullerton site as that site was being re-commissioned and brought back on line.
- When I arrived there were less than a few hundred people in a building designed for tens of thousands.
- Our job was to get the building infrastructure up to current specs, while supporting the existing staff.

White Light Skin Care

11.91 - 03.1996

Location: Riverside, California

All Natural Pharmaceutical Grade Health Care products

Duties:

Project Manager: Lead Technical Writer: Print Production Manager: Quality Assurance; Order Fulfillment;
Sales and Marketing

- Created all original sales and marketing text using word, PageMaker.
- International Sales; US Chamber of Commerce; created marketing materials for international clients
- Negotiated with off shore clients for bulk purchases
- Procurement: sourcing all natural compounds; pricing; replacement issues; returns; shipping
- Vendor Relations (manufacturing; packaging; display standees; printing)
- Direct reports (staff): 2

Accomplishments:

- I was brought in as Project Manager, and became Head Sales and Marketing
- User Testing: blind testing to determine product validity, aiming for FDA approvals.

CERTIFICATIONS

ITIL Foundation: ITSMI, San Diego, CA: August 2006

ITSM Master: ITSMI, San Diego, CA: August 2006

ITIL Instructor, San Diego, CA: August 2006

PMP (CSMP): Certified Service Management Professional San Diego, CA 2007

SDLC: PMP – Certificate of Completion – Nissan (NNA), Smyrna, TN April, 2007

Project Leadership, Management & Communications, Wellington, New Zealand Jan, 2008

Avid Marquee, Video Symphony

Avid Media Composer, Video Symphony

Compaq (Server), Hughes Aircraft

Flash, Raytheon

Lexmark (Printers), Amgen

Lightwave 3D, Raytheon

Sonic DVD Creator, Video Symphony

Tektronix (Printers), Amgen

North Hollywood, CA, Nov 1998

North Hollywood, CA, Nov 1999

El Segundo, CA, 1996

Pasadena, CA, 2003

Thousand Oaks, CA, 1998

Pasadena, CA, 2002

North Hollywood, CA, 2000

Thousand Oaks, CA, 1998

PROFESSIONAL MEMBERSHIPS

ITIL – IT Service Management Forum	itsmfusa.org
ITIL - Service Management Society	sm101-support.com
COBIT – Information Systems Audit and Control Assn	isaca.org

AWARDS / COMMENDATIONS

Caltech – SIRTf (Spitzer) project – IPAC	2000
NASA – Certificate of Appreciation – IPAC	2000
NASA – Legacy proposal Call – IPAC	2001
SIRTf – Peer Award	2002
SIRTf – Space Infrared Telescope Facility Team Award	2002
Telly Award – Ask an Astronomer video series	2003
Aegis Award – Ask an Astronomer video series	2003
Aegis Award – Ask an Astronomer video series	2004
NASA – Group Achievement Award – SPITZER	2004

TECHNICAL KNOWLEDGE

Applications

Adobe Illustrator; Adobe Photoshop; CFR; CSV; FileMaker Pro; Flash MX; GAMP; GxP; HTML; JavaScript; Director; Dreamweaver MX; Microsoft Office XP; Quark Xpress; Final Cut Pro; PowerPoint; Lotus Notes; Rational ClearCase; Quality Manager; Knowledgebase: FrameMaker; PageMaker; Adobe Distiller; Visio Professional; Microsoft Project Web Access

Operating Systems

DOS 6.5; FreeBSD; Mac 6.5 through OSX; Windows 95 through Windows XP; Windows Server 2000 – 2003.

Computer Hardware

Dell; Compaq; HP; IBM; Macintosh; Toshiba

Printer Hardware

Apple; Epson; HP; Lexmark; Tektronix

Networking

System Administration; Novell; Mac OS; Windows

Websites

<http://cz.linkedin.com/in/charliebluehawk>

References are available on request to qualified clients

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