

Objective

To contribute to an organization or business unit working at the intersection of technology, ethics and law by applying my knowledge and expertise in data ethics, information governance and enterprise information management.

Professional Capabilities

- Ability to design enterprise software solutions that incorporate information governance, compliance, records management and data ethics objectives.
- Ability to write diverse types of materials, including training, technical, sales, marketing, and academic.
- Ability to develop and deliver original educational content for multiple delivery modalities (classroom, online)
- Ability to speak to and write for diverse audiences on ethical/legal, technical, and sales/business topics.
- Ability to perform ethics assessments of technical solutions and information practices.
- Ability to lead technical teams (developers, solution engineers, project managers) in implementing solutions.

Positions Summary

Author, *Ethics for Records and Information Management*
The American Library Association, 2018

Sr. Solutions Engagement Consultant
Enterprise Content Management, BIS
Konica Minolta Business Solutions, USA
May 2013 – Present

Vice President Information Management and Compliance
CookArthur Inc.
January 1996 - May 2013

Assistant Professor
University of Puerto Rico, Mayaguez
September 1994 – December 1995

Lecturer in Records Management Ethics
San Jose State University, School of Information
May 2017 - Present

Lecturer in Business Ethics
CSU Pomona
September 2005 – December 2009

Education Summary

Ph.D. / Philosophy
The Ohio State University


M.A. / Philosophy
The Ohio State University

B.A. / Honors in Philosophy
Pitzer College, Member of the Claremont Colleges

Work Experience & Accomplishments

Author, Ethics for Records and Information Management
American Library Association

Summer 2018

	<ul style="list-style-type: none"> • Wrote and published first book of its kind to provide an applied / professional ethics to records and information management. • Highlights of the book include: <ul style="list-style-type: none"> • Description of the structure of ethics, outlining principles, moral rules, judgements, and exceptions; • Instruction in ethical reasoning, from meaning and logic to dilemmas and decision methods; • Explication of the ethical core of RIM, discussing key topics such as organizational context, the positive value of accountability, conflicts of interest, and confidentiality; • Explanation of important ethical concerns like copyright and intellectual property, whistleblowing, information leaks, disclosure, and privacy; and the relationship between RIM ethics and information governance
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Lecturer in Records and Archive Ethics
San Jose State University, School of Information

May 2017 - Present

- Created and delivered graduate level course on ethics for information professionals in records management, archives, and library sciences.
- Course was the first of its kind to bring applied ethics into the records field.
- Course was delivered fully online using leading learning management platform and tools.

Sr. Solutions Consultant
Enterprise Content Management, BIS
Konica Minolta Business Solutions, USA

May 2013 - Present

Disciplines and Roles

<ul style="list-style-type: none"> • IT Business Analysis • Information Architecture / Taxonomy Development • Instructional design and training materials development; training delivery • Technical Documentation 	<ul style="list-style-type: none"> • System Configuration and Implementation • Local Government SME • Information Governance • Sales and Marketing Support • Project Management
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Selected Accomplishments

- **Product Development:** Took lead role in product development program for point solutions; defined requirements for repeatable legislative management solution; configured prototype / base solution; created training documentation and sales demonstration script; assisted with marketing and pricing strategy; directly supported sales through sales cycle;

- **Educational Services:** Led training strategy and created training materials for custom solutions encompassing information management and business process automation components. Created custom UAT and end user manuals for client solutions; created administrative training materials; creating training plans for internal and client facing uses;
- **Business Analysis Program Development:** Was member of national solution consultants team, playing key role in the creation of standardized documentation and professional methodology for U.S. ECM team; created or participated in creation of templates for sales and implementation discovery; scopes of work; technical documentation; played key role in creating knowledge repository for standard templates and project documents;
- **Government Vertical SME:** Took lead role in developing local government vertical market as SME; developed requirements for point solutions; applied experience in local government market to software solution stack; developed marketing materials, technical documentation and training content around local government solutions
- **Client Business Development:** Successfully transitioned client base to KMBS ECM organization, leading outreach efforts, contract development, account management, and technical support. Successfully migrated clients to new ECM platform, playing a critical role at all stages including sales, project management, business requirements development, system development and implementation, data migration, and training,

Vice President Information Management
and Compliance
CookArthur Inc.

January 1996 - May 2013

- Created ECM division to provide software solutions using best of class products.
- Developed ECM solutions for a large local government client base.
- Incorporated records management capabilities and practices in ECM solutions.
- Developed training methods and materials and delivered training to client base. Training included system administrator training and end user training.
- Established best practices for solution design including taxonomic structures, security models, and automation methods.
- Created CookArthur GRC strategy and point compliance solutions.
- Led effort to migrate LibertyNET client base to the OnBase ECM platform. Developed migration methodologies including system design methods, process steps, quality control procedures, and data mapping strategies.
- Managed help desk and support/maintenance contracts.
- Developed product strategy and managed supplier relations.

Lecturer in Business Ethics
CSU Pomona

September 2005 – December 2009

Taught classes on business and professional ethics for students in diverse fields such as business, information technology, communications, entertainment industry, and restaurant/hotel industry.

Assistant Professor
University of Puerto Rico, Mayaguez

September 1994 – December 1995

Taught classes in ethics, history of ideas, and conceptual analysis

Teaching Assistant/Doctoral Student
The Ohio State University

September 1986 – December 1992

Thought Leadership in Data Ethics and Information Governance

Selected Publications: Books/Articles

Ethics for Records and Information Management (August, The American Library Association).

"Closing the Gap between Policy and ECM Implementation Using Privacy by Design", *Information Management Magazine* (September/October 2014)

"The Importance of Privacy' Revisited", *Ethics and Information Technology* (September 2009).

"Keys for Securing Private Information in an EDMS," *Information Management Journal* (March/April 2008).

"Ethical and Philosophical Dimensions of Knowledge Management", published in the proceedings of the CEPE (Computer Ethics Philosophical Enquiry Conference July 2007).

"Tacit Knowledge: Philosophic Roots and Role in KM," *Journal of Knowledge Management* (November/December 2005).

"E-Records and the Technological Imperative," *Journal of Information Ethics* (Spring 2005).

Selected Published Book Reviews

Building Trustworthy Digital Repositories: Theory and Implementation. Ed. Philip Bantin. *The Information Management Journal* (November/December, 2016).

Ethics, Accountability, and Recordkeeping in a Dangerous World. Richard J. Cox. *The Information Management Journal* (January/February, 2010).

Creating Knowledge Based Organizations, Eds. Gupta and Sharma, *The Information Management Journal* (July/August 2004).

Education

The Ohio State University

Ph.D. in Philosophy

M.A. in Philosophy

Knowledge areas include:

- Ethical theory
- Political theory
- Theories of knowledge
- Theories of mind
- Mathematical logic
- Theories of language

University of Illinois, Springfield

Classes taken though Masters in Legal Studies Program

- Introduction to Legal Studies
- Health Law and Patient Privacy
- Legal Research and Citation
- Legal Writing and Analysis

Pitzer College, Member of the Claremont Colleges
B.A. Honors in Philosophy

Service to the Profession

AIIM

- Ask an Expert Webinar Series – Presenter (November 2018)
- Achieved AIIM Specialist certification
- Achieved CDIA Certification; participated as SME and contributor to second CDIA Certification
- Contributing member to the C27 committee. The committee created the AIIM/ANSI standard: ANSI/AIIM 25: 2012: Assessing Trusted Systems for Compliance with Industry Standards and Best Practices

ARMA International

- Board Member/Education and Programs Director, SCIE ARMA
- Received chapter member of the year award 2013.
- Presenter at multiple ARMA chapter meetings

ECM Standards Organization - PDF Consortium

Contributing member to multiple Trusted Systems working groups:

- WG1 – Trustworthy Storage
- WG1 – Trustworthy Storage\Blockchain group
- WG2 – Trustworthy ECM
- WG11 – Trustworthy Guidelines

International Association of Privacy Professionals

- Member

Society for Business Ethics

- Member
- Presenter at annual conference
- Peer reviewer