DISASTER RECOVERY BUSINESS CONTINUITY SENIOR PROJECT MANAGER

PROFILE

Ms. Anderson provides project management services for top notch Disaster Recovery and Business Continuity product development and deployment. Ms. Anderson is certified Project Manager, valued as a strong team leader of cross-cultural teams, who leads a tight ship in deadline-driven & rapidly changing environments, delivering quality results on schedule.

**The State of California and American Red Cross both honored
Jean Anderson's Emergency Services leadership and project management**
with the *California State Senate Certificate of Recognition* and the *American Red Cross Volunteer of the Year* award for the SFO/ARC Air Crash Disaster response program and team training development with the San Mateo County Red Cross.

DISASTER RECOVERY / BUSINESS CONTINUITY PROJECTS

*▪ Best Practices ▪ Disaster Recovery ▪ Business Continuity ▪ Operations ▪ Audit Compliance
▪Data Center Operations ▪ Disaster Prevention/Mitigation ▪ Data Center Backup and Restore Policies and Procedures
▪ Policies ▪ Procedures ▪ Web Content ▪ Knowledgebase ▪ Presentations ▪ DR/BC Plan Deployment*

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Adify Corporation – San Bruno, CA   **2009- Present**

SENIOR PROJECT MANAGER
Promoted to Senior Project Manager, responsible for platform Data Center Disaster Recovery and Business Continuity and operations projects in redundant data centers that process millions of ad clicks and impressions. Provides leadership and management for the multi-disciplinary technology teams working with the Operations, Engineering, QA, and Product Management teams. Defines project scope, technical, operational, and business requirements, and risk to project stakeholders and executive management. Implements best practices processes to lead projects to successful outcomes. Key contact for project team members to resolve project resource conflicts.

Selected value-add contributions:

- Designed, developed, and implemented Data Center Platform Operations Disaster Recovery/Business Continuity plan and program
- Managed successful corporate team who passed the Internet Advertizing Bureau Impressions and Clicks audit compliance and attained the Media Rating Council Accreditation.

Adify Corporation – San Bruno, CA   **2008- 2009**

DISASTER RECOVERY BUSINESS CONTINUITY WRITER AND TECHNICAL BUSINESS ANALYST
Contracted to design, develop, document, and implement Disaster Recovery and Business Continuity and Daily Operations best practices policies and procedures for vertical ad management company Data Centers that process millions of clicks & impressions.

Selected value-add contributions:

- Developed first Data Center Platform Operations Disaster Recovery/Business Continuity plan
- Developed central Data Center product platform OPS Twiki portal and wrote content.
- Developed OPS Disaster Recovery/Business Continuity portal and wrote policies and procedures with SMEs
- Developed standard company branded templates with standard content requirements for all OPS reports, documents
- Transformed verbal tribal knowledge into standard policies and procedures for Data Center operations.
- Developed, updated, and maintained operations Twiki portal established as a key corporate resource.

Community Action Board of Santa Cruz County Inc. – Santa Cruz, CA   2007- 2008
DISASTER RECOVERY BUSINESS CONTINUITY PROJECT MANAGER
Developed Disaster Recover and Business Continuity system for the Community Action Board of Santa Cruz County, Inc., including a customized corporate disaster plan, further customized for each of seven diverse agencies. DR/BC system included Employee Disaster Survival Planning Workshop, Management staff Incident Command System Job Titles, and a corporate Community Emergency Response Team (CERT). Established Business Continuity policies and procedures for corporate and all seven agencies including asset inventory, emergency contacts, assessment and reporting forms, and community outreach.

SHOP•COM – Monterey, CA   2006 to 2008
PROJECT MANAGER
Project Manager for Online Shopping Mall corporate standardization policies and procedures project including: finance and billing input and reporting analysis and standardization of data fields and reports. Developed Payment Card Industry (PCI) Data Security compliance policies and procedures. Defined and managed all project deliverables. Primary deliverables included:

- Engineering, Merchant Operations, Sales, Payment Card Industry (PCI) Compliance, Project Management, Engineering Billing Software, and Finance reports and systems documentation.
- Merchant Operations reports and documents describing Order Processing Integration, Order Status Integration, Product Data Integration, Best Practices for Content Optimization, Cost-Per-Click, and Content Guidelines documents

Selected value-add contributions:

- Established company intranet portal for Engineering, Finance, Audit, and Merchant OPs critical reports and documents.
- Standardized look and content requirements for corporate templates across all departments
- Established and deployed standard billable items data field definitions across multiple internal applications, improving invoicing and revenue reporting, and reducing processing time by staff.
- Defined and deployed standard development and operations procedures for Engineering, Finance, Billing and Revenue Reporting, improving productivity and report accuracy.

Aptos Chamber of Commerce
DISASTER RECOVERY BUSINESS CONTINUITY PROJECT LEAD
Developed Disaster Recovery and Business Continuity system for the Aptos Chamber of Commerce, including a customized chamber disaster plan. DR/BC system included Employee Disaster Survival Planning Workshop, and Management staff Incident Command System Job Titles. Established Business Continuity policies and procedures including asset inventory, emergency contacts, assessment and reporting forms, and community outreach.

Microsoft TV (MSTV) – Mountain View, CA   5/2005 to 5/2006

PROJECT LEAD
Documentation Project Manager for Foundation Project MSTV publications team. Developed MSTV/Comcast Data Center Operations policies and procedures for Planning, Backup/Restore, Monitoring/Troubleshooting, Operations Reference, Deployment Configurations, and Security. Responsible for Disaster Recovery and Business Continuity backup, recover, and restore procedures.

Selected value-add contributions:

- Developed Disaster Recovery and Business Continuity procedures.
- Developed, launched, and updated Project Publications Share Point

American Red Cross, San Mateo, CA
EMERGENCY SERVICES CHAIRPERSON
Responsible for leadership, budget, programs, training, and response. Regional Board of Directors.
- Negotiated and developed mutual aid agreement for SFO Airport Air Crash Response Plan.
- Developed and managed training for the Red Cross Air Crash Response Team, Disaster Action Team (DAT).
- SFO Airport ARC Disaster Response Leader

Emergency Management Council Coordinating Committee (EMC3), Santa Cruz, CA
BUSINESS REPRESENTATIVE
The Emergency Management Council Coordinating Committee (EMC3) is responsible for strategizing the development and organization of Santa Cruz countywide disaster preparedness efforts. Committee members represent a broad cross section of local emergency service, health care, education, infrastructure, Engineering, business, and volunteer coordination services.

Seascape Community Emergency Response Team (CERT)
BOARD PRESIDENT, PROJECT MANAGER, RESPONDER, AND WRITER
Board president for Seascape CERT team, who won the CERT muster competition for Santa Cruz County twice. Developed cohesive team and innovative training for local team. Launched Seascape CERT website to provide free resources to other CERT teams. Developed local Disaster Recovery and Business/Community Continuity PowerPoint that Jean presents to companies and people interested in developing teams and plans.

CA Special Olympics Food Chairperson
FOOD CHAIRPERSON
Mass Feeding Project Director - Planned, coordinated food donations, and managed staff and meal preparation, packaging, and distribution of 10,000 lunches for athletes, staff, & volunteers.

DISASTER SURVIVAL AND RESPONSE PLANS, TRAINING, AND SUPPORT

- Designed and developed content for Disaster Recovery and Business Continuity web sites including: www.seascapecert.org and www.santacruzready.com
- Developed the following Disaster Survival, Response, Recover, and Restore Services training and response materials:
- Santa Cruz County Disaster Survival PowerPoint
- Household, street, office, and neighborhood disaster surveys vetted and approved for disaster reporting
- Disaster Survival planning, response, recovery, and restoration of services documents.
- Designed www.seascapecert.org web site, managed development of web site, and wrote all content on the site.
- San Mateo County American Red Cross Disaster Response Plan
- San Mateo American Red Cross Disaster Action Team Response Training
- San Mateo American Red Cross Disaster Action Team Response Handbook
- San Mateo American Red Cross Air Crash Disaster Training and Air Crash Disaster Handbook
- San Mateo American Red Cross Disaster Shelter Manager Guide update.

AMERICAN RED CROSS DISASTER RESPONSE LEADERSHIP EXPERIENCE

- *Santa Cruz Floods – 1982- Red Cross Disaster Services Administration, Damage Assessment, Mass Care*
- *Alviso Floods - Mobile Canteen - 1983*
- *Civil Air Patrol Search and Rescue - Mass Care for Drills - Alturas, 1983*
- *Lexington Fires Los Gatos High School - Shelter Manager - 1985*
- *SFO Airport Disaster Drills - 1987, 1988, 1989, 1990*
- *Loma Prieta Earthquake - Santa Cruz Civic Center Shelter Manager – 1989*
- *Silicon Valley Team Project Manager: American Red Cross Disaster Reporting Database*

MULTI-AGENCY DISASTER RESPONSE LEADERSHIP TRAINING

- *American Red Cross (ARC) Disaster Services Mass Care Workshop*
- *ARC 3066 Introduction to Disaster Services*
- *ARC 3067 How to Conduct Disaster Damage Assessment*
- *ARC 3068 Disaster Feeding Operation*
- *ARC Shelter Operations*
- *ARC Disaster Action Team Training*
- *ARC 3081 Administering a Small Disaster*
- *ARC Disaster Volunteer Management*
- *ARC Crisis Intervention*
- *ARC Safety and Survival in an Earthquake - Instructor's Course*
- *ARC Multi-Media First Aid*
- *ARC Incident Command System*
- *ARC 3080 Public Affairs in Disaster*
- *ARC International Committee Red Cross Training Symposiums - 1986, 1988*
- *California Emergency Services State Training Institute*
- *Air Crash Disaster 3-Day Emergency Management Program - 1988, 1989*
- *San Francisco Airport Annual Air Crash Mutual Aid Response Drills: SFO 1987, 1988, 1989, 1990*
- *DAT Leader for the San Mateo Red Cross Disaster Action Team - 32 mutual aid agencies responding to SFO Airport.*
- *California Citizens Corps/CERT Conference – October 2006*
- *Disaster Business Summit San Francisco –2007, 2009*
- *Community Emergency Response Team (CERT) Training – US-Certified Disaster Service Worker*
- *CERT Triage Update 2007*
- *Seascape CERT Search and Rescue Muster- Team won 1st Place at Cabrillo College CERT Fair, 2007, 2009*
- *"Introduction to the Incident Command System, (ICS 100)" - IS-00100.*
- *Electrical and Utility Hazards in Disaster 2009*

PROFESSIONAL ASSOCIATIONS AND COMMUNITY SERVICE

Member: Project Management Institute
Speaker: Disaster Survival in Your Community – Professional Project Management Institute, Community Neighborhoods
Seascape Community Emergency Response Team (CERT) Board President
Leadership Santa Cruz County President's Council   Member: American Association for University Women
Santa Cruz County Emergency Management Coordinating Committee Business Representative
Member, Society for Technical Communication - Judge, Society for Technical Communications
Speaker: Technical Writing as a Career – Cabrillo College, Santa Cruz Library, UCSC Career Center

PROFESSIONAL TOOLS

Extensive skills working with professional writing tools, including Microsoft Word, Excel, Visio, Outlook, PowerPoint,
Adobe Distiller, Photoshop, Share Point, Windows CLI, Wikis, Twikis, Knowledgebases, and many other applications.
Enjoys learning tools and applications. Quick study for tools, process, and corporate style guide/formatting/output requirements.
Develops structured files that are often published to multiple outputs in a variety of environments.

EDUCATION

St. Mary's College of California, Moraga, CA   B.A. Management
Advanced Project Management Post-Graduate Coursework, UCSC - Business Leadership and Team Building Courses
Leadership Santa Cruz County Graduate   Project Management Business Courses- Cabrillo College
Project Management Professional Certification Program   Video Production Program UCSC Extension