

CLIFFORD R. KETTEMBOROUGH

Ph.D., D.B.A., PMP, CSM/P, IT/IL SM, CISM/A

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SUMMARY/OBJECTIVE

A comprehensive five-dimensional professional: Technically savvy, Managerial expert, Leadership guru, Business acumen and an accomplished and awarded Knowledge Lender (Educator/Teacher, Mentor, Coach, Counselor, Organization/Personal Development): Comprehensive Servant Leadership & Managerial, Superior Communications, Teamwork-oriented, People Skills, Strong Analytical and Critical Thinking, Out-of-Box Thinking, Decisive, Sense of Urgency, Ethical, Honest, Fair Judgment, Visionary, Entrepreneurial, Multi-cultural, Global View, Hard Worker, Making History, Self-Starter, Enthusiastic, Passionate, Corporate Values, Social Responsibility, Accountability, Business Political Maturity, Customer Voice, Drive for Results, Highly Motivated, High Energy, Continuous Learning, Knowledge Sharing, Organizational Excellence, Creativity, Innovation & Improvement Champion, Highest Quality, Trust; Loyalty, Span Organizational Boundaries. ([Details available upon request](#))

PROFESSIONAL ACCOMPLISHMENTS/CAREER HISTORY

Johnson & Johnson, Biosense Webster Int'l, Diamond Bar, CA

12/2013 – present

Sr. Program Manager (consulting/contract), IT Dept.

Responsibilities: Budget management up to \$10M.

PROJECT, PROGRAM, PMO

- **Managed – Project Owner/Program Manager role** (the IT side) of a **very large systems integration** of various CRMs belonging to close to 20 companies - part of (BWI) Biosense Webster Int'l BWI (medical devices division of J&J). This is a multi-year, \$170 million project meant to replace various proprietary CRM systems, including BWI's FOCuS and CSI (see below) into what is called Patient First corporate, global system. Worked closely with Deloitte consultants..
- **Managed (PM role) IT projects** (enhancements/production stage) supporting the Business Relationship Management (FOCuS) – based on Siebel, Data Warehouse, Business Intelligence (OBI) – based on Oracle and Web Analytics as driven by the Corporate Business Functions/Groups' needs. Dashboard reporting (PMO), nCube data analysis.
- **Managed FOCuS (CRM), OBI (Oracle Business Intelligence) and CSI (Complaints Management System)** and integration/interfaces between them and with JD Edwards and corporate SAP. Included Corporate Compliance and Security. Involved in various Report/Analytics generation: Clients, Physicians, Regulatory Agencies, and Complaints trending. Heavily involved in Corporate Compliance and Security matters.

Technologies

Scrum/Agile/XP (waterfall), B2C, B2B, e-Commerce, Data Warehousing/BI/Analytics, Oracle EBS, JD Edwards, Siebel, SAP. OSs/App.Dev.: MS Windows 7, SQL Server 2K/2K8, Office 2010/13, IE 11, Systems Architect/Visio, Adobe Pro (various products). Data Warehouse/BI/Analytics: Endeca, Cognos, Tableau, SmartTouch, iCoach, ETL, SSRS, SSIS, T-SQL, Data Marts, Cubes, Reporting. Infrastructure: Windows 7 Pro/Enterprise, Sharepoint, Kronos. PM: MS Project 2010, Clarity. Web 2.0 technologies: n-tier, CMS (design wireframes), CSS, JavaScript/jQuery, HTML 5, Mobility.

Los Angeles County – Public Health, Commerce, CA

11/2011 – 11/2013

Sr. Program Manager (acting Director) (consulting/contract), IT Dept.

Responsibilities: Budget management up to \$3M.

PROJECT, PROGRAM, PRODUCT MANAGEMENT, PMO, DIRECTING

- **Managed the IT-PH Enterprise and Data/Information Architecture, Application Development & QA Groups.**
- **Managed a portfolio (EAI) of 10-12 major and several minor IT projects and a team of 20+ staff members/contractors** (BAs, architects, software engineers, DBAs, testers/QA, CM). **Increased IT efficiency and lowered the organization cost!**
- Supported ERP - Oracle eBusiness Suite, Data Warehousing/ETL, BI, CRM – MS Dynamics 2010/13, Web Analytics (MicroStrategy), QNXT, ECM/CMS (Enterprise Content Management) applications. Used SAS, SPSS.
- **Initiated and managed the QA and Automated Testing environment, planning, methodology** (functional, regression, and performance testing), **planning, analysis (nCover), processes, templates, tools (HP Center, QTP, LoadRunner),**

scripting, reporting, and UAT/UX/UI, software factory concept. Implemented Six Sigma techniques (CPI) with remarkable results!

INFRASTRUCTURE, OPERATIONS

- Led key projects in the areas of Utilization Management, Compliance, BI, Business Re-engineering and Infrastructure.
- Managed the Infrastructure Services using ITSM (ITIL) lifecycle.
- Employed the SaaS model ("on-demand software"). In this business model we used software as a service (SaaS) concept whereas users were provided access to application software and databases through the Cloud Computing. Our Cloud Providers managed the infrastructure and platforms that ran the applications, priced on a pay-per-use basis and applications on a subscription fee.
- Managed the Infrastructure Services using ITSM lifecycle: infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS) – a.k.a., the application.

COMPLIANCE, SECURITY, QA

- Initiated and ran the SDL (Microsoft Security Life-cycle, IS/IT Security) process and embedding the Security Analysis tools (Static and Dynamic) within the SDLC, following Microsoft SDL and OWASP models).
- Worked closely with the PMO (PMBOK) and Compliance offices (HIPAA, HEDIS, COBIT, FISMA, GLBA, PCI) in producing status report, prioritization and initiation, employing RAID (Risks, Assumptions, Issues, and Decisions).
- Set up the SDLC process based on ITIL Service Management (ITSM)/Catalog – Incident/Problem/Change (Control)/Release Mngt., (Business Analysis) IIBA's BABOK, CoBIT-based Governance Framework) with documentation templates and Agile/Scrum methodology using JIRA.

Technologies

- Scrum/Agile/XP (waterfall) JIRA, Zachman, TOGAF, RUP/UML, S#arp/MVC Architecture, B2C, B2B, e-Commerce, Oracle EBS, MS Dynamics 2010/13. OSs/App.Dev.: MS Windows 200x/7/Exchange, SQLServer 2008/LINQ, Office 2010/13, IE 9, .NET/C#, ASP.NET MVC, SVN, TFS, VS2010, Systems Architect, Adobe (various products). Infrastructure: WindowsServer 2008, Sharepoint (SSIS, SSRS, SSAS), Novell GroupWise, HP's Fortify/Cenzic (app. security scanners). PM: MS Project 2010, On-Time. Web 2.0 technologies: n-tier, CMS (design wireframes), WCF/WPF, ASP/JSP, AJAX, CSS, JavaScript/jQuery, HTML 5.

The Walt Disney Company, Burbank, CA

11/2007 – 08/2011

IT Director, the Studio.

Responsibilities: Budget management \$5 - \$20M.

PROJECT, PROGRAM, PRODUCT MANAGEMENT, PMO, DIRECTING

- Functioned as an IT Director with responsibilities in the area of Systems Architecture, EPMO, Applications Portfolio Management (EAI) (over 120 apps), Compliance, Technology/Infrastructure R&D, and Training for the Studio IT. Extensive use of MS Project (Server) and Clarity. Supported various products life-cycle.
- Provided Systems/Applications/Information/Data Architecture directions and guidelines for Studio Technology, in all aspects, including TOGAF, Zachman, SOA, S#arp, SaaS, CAVRE (Completeness, Accuracy, Validity, Restricted Access, Error Handling). Worked on the integration of new technologies and improvement of business processes/models. Served as SME (subject matter expert), facilitating Kaizen, Kanban, Agile techniques (JIRA). Supported anti-piracy/intellectual property group.
- Managed the all phases (scoping, planning, vendors selection, reporting, implementation, risk management, documentation (RFI, RFP, RFQ, SOW, SLA) of several Technology Migration Project. Included the management of Microsoft, HP, Xerox and IBM Premier contracts or vendors like Infosys, Cognizant Tata, WiPro, CapGemini and related SLAs (outsourcing, off-shoring). Partnered in R&D with Gartner, Forrester and other major organizations.
- Led the PMO (SRLs, metrics, scorecards, dashboards) and Studio Application Portfolio Management effort (surveys, data collection, systems architecture, integration, technology research, communication and implementation, risk management, KPI, BRM) and its transformation into Technology Portfolio - HP PPMC (Project and Portfolio Management Center). Supported the Budgeting (5YP, AOP) through Cognos and Technology Landscape related activities. Implemented Six Sigma (CPI) techniques with remarkable results!
- Supported Salesforce apps, Cognos, Clarity implementation and ITDM – a Global Distribution Management System based on Web 2.0 technologies and social networking integration.
- Considerable involvement in Data/Information Architecture and ECM (Enterprise Content Management). Worked closely with Enterprise Data Warehouse/ETL/BI/Data Mining/Data Marts group, SAP BW/BI and SAP implementations (FI, CO, MM, PP, SRM, CRM, SCM, HR, BI).

INFRASTRUCTURE, OPERATIONS

- **Managed/Evaluated/Recommended the Infrastructure Architecture following ITSM principles:** *Cloud (apps, storage), Virtualization, Dynamic Hosting, Mobile Computing, Security/Privacy, Business Continuity (DR), Performance Monitoring (HA), Analytics, Capacity Planning. Cloud tools technology (EMC, HP, BMC v9, Microsoft, VMware, CA) and Service Management tools technology (BMC Remedy, HP Service Manager. Championed the 'Best Practices.'* **Aligned Business and IT needs, goals, visions and costs!**
- **Developed and managed the Cloud Computing**, a.k.a. distributed computing environment working with several vendors (**Microsoft, Salesforce**). The **Architectural model** was developed: **Cloud Platform, Cloud Infrastructure, Cloud Storage, and Cloud Services**. The systems architecture of the software systems (SaaS) was involved in the delivery of cloud computing.
- **Developed the Cloud Deployment Model: Private/Internal, Public/External, and the Cloud itself (through outsourced products and services)**. Employed the security, safety and privacy measures.
- **Developed/Implemented ITIL Service Management Catalog and CoBIT-based IT Governance Framework** processes and procedures and adapted them to organization's environment. Developed **KPIs for IT (Availability/Uptime, Mean Time Between Failure, Mean Time to Repair, Unplanned Availability)** through **CSF (Critical Success Factors)** and **Balanced Scorecard** following **SMART** criteria. **Organized training** for the Studio IT employees on **latest technologies**.

COMPLIANCE, SECURITY, QA

- **Heavy involvement in QA activities** and **Testing automation**.
- **Responsible for the entire Disney's Studio IT applications portfolio and infrastructure compliance.** (**SOX 404, CoBIT, COSO, PCI, PII, EU Safe Harbor, COFA**).
- **Represented Studio IT at corporate quarterly audits and prepared reports to corporate and executive management.**
- **Also strong proponent for IT Security:** MS SDL, code-scanning tools and Certifications/Compliance.

Technologies

- **Scrum/Agile (waterfall) JIRA, RUP/UML. OSs/App. Dev.:** Windows XP/Vista/200x, SQLServer 2005/2008, Oracle, Office 2007/2010, IE 7-9, .NET, SilverLight, TFS, VS2010. Adobe (various products), iOS, Google (Chrome and apps), OpenOffice, Apple/Mac (various products), Java/J2EE, Linux RedHat, UNIX, SAP, Cognos, HP Center, QTP, LoadRunner. **Infrastructure:** WindowsServer 2003/8, Sharepoint (SSIS,SSRS,SSAS), Citrix, RedHat. **PM:** MS Project, PPMC, Planview, Clarity/NIKU Workbench. **Data Warehousing/BI** ETLT-Informatica, EAI/CRM, ERP packages (SAP PI/XI/BW, PeopleSoft HRIS, Oracle Financials, Salesforce). **Web technologies:** n-tier, CMS (design wireframes) Silverlight, ASP/JSP, PERL, DOM/AJAX, Flash, CSS, Ruby on Rails, JavaScript, (D/X)HTML, LAMP/WAMP (Linux/Windows, Apache, MySQL & PHP), Mobile devices.

Ingram Micro, Santa Ana, CA

05/2006 – 11/2007

Sr. IT Program Manager (consulting/contract), IT Dept.

Responsibilities: Budget management up to \$2M.

PROJECT, PROGRAM, PRODUCT MANAGEMENT, PMO

- **As part of the Enterprise Project Portfolio (EAI) and Program Management Office (EPMO)/IT Governance Structure.**
- **Managed or directed** large, complex development projects, programs - **migration of a legacy centralized applications portfolio to SAP (ERP) R/3 Modules (FI, CO, MM, PP, SRM, CRM, SCM, HR, BI) and related Web-based applications**, or multiple smaller projects or business analysis activities adhering to standardized **Project Management Processes (PMBOK)** and within time, budget and staff constraints. **Prepared presentations and memos** communicating projects progress (**via dashboard**), findings, and recommendations to senior management. Coordinated **outsourcing** activities. **Managed project's scope, schedule, cost, quality, stakeholder's expectations, capacity planning, and risk mitigation.**
- **Effective delivery of large scale, high risk, projects and programs** to business units, including responsibility for **budget, forecasting, cost visibility, TCO/ROI calculation, and financial analysis** – worked with **Deloitte**.

DEVELOPMENT, SYSTEMS ARCHITECTURE, SDLC, DATA WAREHOUSING

- **Participated and managed the entire PLC (Project Life Cycle)** including the transition of projects from Project Delivery to Production Support after designated Post Implementation Review/Support period.
- **Facilitated teams and business users** in the process of identifying requirements and defining scope for assigned development projects. **Facilitated team building, communication, and staff development** within resources assigned to project teams. **Direct responsibility for P & L. Prepared RGI/RFP/RFQ, SOW and SLA.**
- **Managed, developed and supported Enterprise Data Warehousing (EDW), Data Marts, and Web-based (portal and collaborative) projects** using **database modeling, ERP, BI and Web** related technologies.

Technologies

- **RUP/UML, Spiral, OOAD, SEI-CMMI (level 4/5), Agile/Scrum (waterfall). OSs/App. Dev.:** SOA/TIBCO, .NET (VB, C#, ADO); Java/J2EE, JBoss, Linux Suse, DCOM/CORBA, Mercury Interactive. **PM:** Clarity/Niku Workbench, MS Project

Pro/Server, Planview. **Data Modeling/Database Development:** CA's AllFusion, Oracle-PL/SQL, Access, SQL2000-TransactSQL, MySQL, DB2, Data Warehousing/BI (ETTL-Informatica), ERP/CRM packages (SAP PI/XI/BW, PeopleSoft HRIS, Oracle Financials), SAS/SPSS, FileNet, Siebel. **Web Services Development/eCommerce** (FrontPage, ColdFusion, JavaScript, VBScript, XML, ASP, JSP/JavaBeans, PERL, PHP, WebSphere Application Server, BEA WebLogic).

The Boeing Corp., Huntington Beach, CA

12/2004 – 04/2006

Sr. Project Engineer (Technical Project Manager), FCS Program.

Responsibilities: Budget management \$2-10M.

PROJECT, PROGRAM, PRODUCT MANAGEMENT, PMO

- **Worked on a highly classified project FCS (Future Combat Systems)** that involved very large scale battle simulations and CAE. Heavily involved in developing "Center of Excellence/Best Practices" – through AMA/BALC.
- **Managed entire S/W development life-cycle (SDLC); responsible for creating and maintaining project artifacts** including RFI/RFP/RFQ, SOW, SLA, Project Charter, Risk List, Business Requirements Specifications, System Requirements Specifications, Design, Testing, Training, Documentation (**MIL/DoD Standards**), Communications Plan, Issues List, Project Plan, **using modern methodologies such as RUP, Agile. Defined WBS with Niku Workbench. Managed the EVMS. Increased IT efficiency and lowered the organization cost (raised CMM by 1 full point)!**
- **Developed project plans** specifying goals, strategy, staffing needs, scheduling, and identification of risks, contingency plans, capacity planning and allocation of available resources. **Conducted** Risk Assessment, Cost Benefit Analysis, Feasibility Study, Implementation Strategies of technical, financial, and business factors facing the project.

INFRASTRUCTURE, OPERATIONS, COMPLIANCE, QA

- **Coordinated all project matters**, monitored activities, identified internal and external factors jeopardizing the project, recommended solutions, escalated issues, and provided status reports to involved parties, as appropriate.
- **Co-managed the IT infrastructure using ITIL/ITSM Standards and MS SharePoint for the FCS project.**
- **Co-managed and performed the Testing, V&V and QA functions (heavy on automation - Mercury Interactive).**

Technologies

- **RUP/UML, Spiral, RAD, SEI-CMMI (level 4/5), Agile/Scrum (waterfall). OSs/App.Dev.** Win/Linux, .NET (VB, C#, ADO); VBA, C++, Java/J2EE technologies. **PM:** MS Project Pro/Server, Planview. **Infrastructure:** Security, CISCO, OSI, ITIL; **Web Services Development/eCommerce:** FrontPage, ColdFusion, JavaScript, VBScript, XML, ASP, JSP/JavaBeans, PERL, PHP.

AIU and PWU, Los Angeles, CA

02/2003 - 11/2004

Dean and Professor of Computer Science and Dept. Chair of Business Administration and Management.

NASA-Jet Propulsion Laboratory, Pasadena, CA

07/1996 – 01/2002

Technology/Project Manager; Chief Software Systems Architect, Navigation & Mission Control.

Senior Systems/Software Engineer, Mission Assurance (S/W QA) and DSN.

02/1988 - 09/1989

Responsibilities: Budget management \$1 - 5M.

DEVELOPMENT, ARCHITECTURE, SDLC, S/W ENGINEERING, PROJECT MANAGEMENT

- Directed the efforts of **Re-engineering** and **Architecture** development (**BPR**) an over 30 years old "legacy" environment and bringing it at a more state-of-the-art technological level, using **Zachman** and **RUP/UML**. Represented my section to Enterprise-wide architectural meetings for the development of multi-mission, multi-capability highly complex systems architectures. Developed the **infra- and info-structure**.
- Developed **web sites** and **repositories** for **Knowledge Management Systems, ECM/CMS (Enterprise Content Management)** and performed **usability testing**.

COMPLIANCE, SECURITY, QA, PROJECT MANAGEMENT

- Managed the **Year 2000 Compliance, mission critical project**, and received **"Nova Award for Leadership."**
- Managed **ISO 9001 Certification mission critical project**, at the program element level and have been awarded the **"NASA Group Achievement Award."** Developed "Center of Excellence."
- Managed the **IT Security project**, the info- and infra-structure, **a top-level JPL-NASA requirement.**
- Performed **QA activities** on couple of key projects using 'Fagan Inspections.' Developed **quality metrics** databases.

INFRASTRUCTURE

- Participated in the **SEI's CMM(I)** assessment. Developed and conducted related training material.
- Led the **Six Sigma (black belt), Kaizen (CPI)** activities for the section. **Raised CMM by 1.5 points!**
- Made **Systems/Software Architecture presentations** at national-level conferences.
- Contributed to the development and deployment of internal **Software/Systems Development Standards.**

Technologies

- **CMM(I), TickIT, S/W Metrics, RUP/UML, QA, OOAD S/W Engineering Methodologies/Spiral, XP (eXtreme Programming), ISO 9001, KM, OSs/App. Dev.:** Win/Unix, Rational Rose, i-Logix Rapsody, Visio, DOORS, C/C++, Automated Testing (Mercury Suite), CM Tools (ClearCase, CCC Harvest), GUI tools (BXPro), CORBA, PERL, Python, FORTRAN 90/77, MathLab, VxWorks, Excelerator, GIS, SAS, SPSS. **PM:** PlanView, Primavera, Project WorkBench, MS Project Pro/Server, FasTrak.

Maxicare Health Plans, Inc., Los Angeles, CA

02/1994 – 06/1996

Director of MIS/Assistant CIO.

Responsibilities; Budget management up to \$5M

PROJECT, PROGRAM, PRODUCT MANAGEMENT, PMO, DIRECTING

- Directed the **Corporate MIS department**, performing **strategic and tactical planning (BPR)** – working with **PriceWaterhouse** and **Ernst & Young** - supporting Maxicare's managed health care business nation-wide. This department consisted of several managers and other 50 reporting personnel of various levels of skills and seniority.
- Led the **IS benchmarking** and **valuation** studies. **Directed:** Application Development, Data Center, HelpDesk operations and Strategic Planning (legacy applications re-engineering) and all (local and remote) client business units.
- Supported all Maxicare's business specific, general and financial systems functions, as well as other specialized products, as a **liaison between business and technology**. Applications covered the **entire pyramid, from transaction processing systems, to reporting, office automation, decision-support and executive support systems**.
- Supported specific HMO applications: **Membership, Claims, Adjudication, Providers, Encounters, Compliance, Utilization Management using EDI technology.**

INFRASTRUCTURE, COMPLIANCE

- **Developed RFP/RFQs for state/nation –wide programs: Medicaid and Medicare.**
- **Built and maintained close relationships** with all corporate/enterprise businesses (Finance, Accounting, Marketing, HR).
- **Ran the Data Center (Operations) – a centralized system.**
- Performed **IT Auditing and Security (COBIT). Governmental compliance data reporting (HEDIS).**

Technologies

- IT/IS Valuation, HCFA, Zachman Framework, Oracle, Rdb, System Architect, TPS/DSS/ESS/EIS/ES, EDI, COBOL 85.

Transamerica Financial Services, Corp., Los Angeles, CA

03/1992 – 02/1994

Group/Project Manager, Emerging Technology Group. (details available)

Software Analysis & Management, Inc. (RCM Technologies), Orange, CA

11/1991 – 02/1992

Senior Consultant; clients: Fisher Scientific, Sierra Cybernetics/Hughes Com. - DoD (Army). (details available)

Rockwell International, Corp., Canoga Park, CA

09/1989 – 10/1991

Task Manager/Technical Group Leader, (I)V&V, NASA/Space Station Program. (details available)

Xerox Corporation, El Segundo, CA

08/1983 – 02/1988

Team Leader/Senior Software Engineer, Centralized and Decentralized Printing Systems. (details available)

ACADEMIC CREDENTIALS/FORMAL EDUCATION

Doctor of Philosophy in Business Administration (includes the master's), Specialty: Technology Management

University of Santa Barbara, California, 12/1996, GPA=4.0. (professional degree) – includes an MBA degree.

Doctor of Philosophy in Computer & Information Sciences (includes 2 masters), Specialty: S/W Engineering

Pacific Western University, 12/1988, GPA=4.0. (professional degree) – includes MSCS and MMIS degrees.

Master of Arts, Specialty: (Org) Leadership, Azusa Pacific University, 07/2006, GPA=3.9 – includes ABD in Technology.

Master of Science in Applied Mathematics, Western Governors University, 09/2009; GPA=3.9 - includes BS in Math/CIS.

OTHER TRAINING/CERTIFICATIONS

HIMS (Healthcare Info. & Mngt. Systems), CPHIM (Certified Professional Healthcare Information Management); 2013.

Certified Business Analysis Professional (CBAP) - International Institute of Business Analysis, 2013.
Security Innovation, Certificate in Enterprise IS/IT Security – part of the **CISSP/M** and **CISA** prep; 2012.
L. A. County: Certified HIPAA Professional (CHP) training; Certified in Healthcare Privacy and Security (CHPS). 2012.
Senior Global Partner – The Academy of Business Strategy; 2012.
Best Management Practices Certificate: IT Service Management (ITIL), Management of Portfolios (MoP), Management of Risk (MoR), (Managing Successful Programmes (MSP), PProjects IN Controlled Environments (PRINCE2); 2011.
Harvard Business School, Certificates in: Leadership & Management, Creativity and Innovation, Global Business and Technology, Business Acumen, Communications, Marketing, Strategy, Technology, Leading Change; 2010.
Master’s Certificate in Project Management, George Washington University/ESI, 2009.
ESI Int’l Executive Education in: Contract Management, Business Analysis, Information Systems Security, Business Intelligence, ROI Methodology, Intercultural Management, Internet/Digital Marketing, Sales Force Management, Supply Chain Management, Leadership, Negotiations, Business Process Management/Sustainability, Enabling Technology, 2009.
Scrum Alliance: CSM, CSP and CST (Certified Scrum Master, Professional & Trainer), 2010 (#116789).
Project Management Institute - PMP certification. 2010. **Extensive PMP college teaching, corporate training.**
Disney University, Training and Certificate in IT/IL Service Management; 2009.
Delivered College/Corporate Training (2004-7): Microsoft Certified Database Administrator (MCDBA), Systems Engineer (MCSE), Professional/Application Developer (MCPD/MCAD), Solution Developer (MCSD), IT Professional (MCITP).
S/W Architecture Professional Certificate, CMU/SEI, 2006.
University of Southern California, Graduate level courses (master’s) in Systems Engineering/Management, 2005-2006.
Member Board of Directors, National Management Association, BALC, 2005.
Malcolm Baldrige and Balanced Scorecard training and certification, Boeing Corp. 2005.
Software Cost Estimation training (PRICE-H, SEER-SEM) 2005.
Developing Software Architectures for Multi-platform and Network Centric Environments/Operations training, 2005.
Carnegie Mellon University and NASA/JPL: Certificate in SEI’s CMMI and SEI’s Personal Software Process (PSP), 2002.
Six Sigma Black Belt Certification, NASA/JPL/QASNA, 1996-2002.
Certified IT and ISO 9001 Auditor, Information Systems Auditing Association, 2000.
Certified Project Manager, American/National Management Association, 1999.
Certificate in Supervisory and Management Skills, National Management Association, 1991.
Certified Quality Analyst, Quality Assurance Institute, 1990.
Certified Computer Programmer, Institute for Certification of Computer Professionals, 1989.

Extensive and current (part-time) teaching, lecturing and training experience at numerous institutions ranging from high-school to vocational, college and university, graduate level on 4 continents. Taught over 800 courses (over 200 on-line), on a variety (over 200) different topics) including international settings in *Computer Science, Management of Information Systems, Computer Information Systems, Mathematics, Business Administration, Leadership and Management*. **Conducted extensive corporate training for all major current professional certifications. Presented numerous papers to various professional conferences, including overseas (U.S., Asia, Europe, and South America). Started and ran 3 small businesses (www.wwetc.com, www.it-smc.com, www.expert-tutors.com).**

AFFILIATIONS / REWARDS / RECOGNITION (life-time)

NASA/JPL Leadership Award for Y2K Project Successful Completion, **ahead of schedule and within budget. Textbook reviewer:** Addison-Wesley, McGraw-Hill, Prentice-Hall, Course Technology. **Professional organizations membership:** ACM, AIAA, AMA, AMS, DECUS, ICCP, IEEE, ISACA, MAA, NMA, QAI.

Listed in "Who’s Who Among Executives and Professionals, Who’s Who in California, West, America, World, Emerging Leaders in America, Science and Engineering, Information Technology, Int’l Who’s Who of Professionals, World Who’s Who Hall of Fame", "Int’l Cultural Diploma of Honor" publications in U.S. and U.K. **"1996, 1998 Man of the Year," "1997 Platinum Record for Exceptional Performance," and "Gold Record of Achievement for 1999"** awards from **American Biographical Institute**, **"2000 Outstanding Intellectuals of the 20th Century," "International Man of the Year – 2001," "Int’l Educator of the Year – 2003" and "Top 100 Professionals" – 2012"** from **Int’l Biographical Centre, Cambridge, U.K.** Member of Research Board of Advisors - **American Biographical Institute**. Nominated Member in **"Alfred Whitehead Leadership Society"** - 1996. **Able to speak several foreign languages.**

Additional Info.: Outstanding professional references, work samples, other accomplishments, "Google-able" last name (producing over 200 hits). **Personal Web site:** www.Clifford.Kettemborough.com.