

SUMMARY

For 15+ years, Alicia has been a champion and facilitator of process improvement to increase organizational efficiency in micro, small and mid-sized firms. She is notably skilled at crafting a vision, communicating it and executing it to a successful completion. A very quick study, Alicia can teach concepts to all levels of an organization. Alicia's career vision is to serve organizations eager to identify, create and implement relevant and solid operational improvements. As a change agent for organizational effectiveness, she uses her background in technology, systems and process improvement to facilitate operational success using a mix of electronic and alternate solutions. In addition to her work in process improvement, she is also a certified trainer/ consultant in the area of conflict resolution and workplace mediation. Alicia's aptitude in these areas has contributed greatly to her success in leading grassroots efforts like the company-wide implementation of Agile software development methods and other business initiatives.

EDUCATION

- Chapman University, 2010
Masters in Organizational Leadership, Certificate completed 09/09, Degree in progress.
- San Diego State University, 1987
Bachelor of Science – Information Systems / Minor Spanish

CONTINUING EDUCATION & CERTIFICATIONS

Certified Scrum Master, Agile Alliance (Los Angeles) '06
Certified Scrum Product Owner, Agile Alliance (Boston, Schwaber/Cohn) '07
Certified Diversity Trainer, Champion Services Group Miami Florida '02
Certified Trainer, Diversity & Conflict Resolution/Workplace Mediation '03 bio available:
<http://www.mediationworks.com/mti/cts/ctbiopage.html?ID=601>
Certified, Oracle Master (Report Writer, Application Developer & Information Center Counseling), 1989, 1990

EXPERIENCE

- 20 years of public speaking, professional and community service/outreach (1989 to present)
- 21 years of training development and delivery (1988 to present)
- 19 years in technology work environments (analyst through division management engineering) (1990 to present)
- 10 years program and project management (focus in organizations operational effectiveness) (1999 to present)

Titles Held:

Business Solutions Manager, Agile Mentor, Coach, Sr. Trainer and resident “Agilista”
Sr. Manager, Software Development (Division head)
Software Development Manager
Oracle Specialist (Oracle Parallel Server, Unix, VAX)
Oracle Support Specialist

Designed and implemented education and process improvement programs.
Topics included: diversity, conflict resolution, strategic facilitation, career planning, leadership, presentation skills, agile project management, critical thinking & decision making.



SKILLS

Experience and qualifications in facilitative techniques and mediation practices
Ability to maintain and uphold confidentiality
Experience and ability to serve as an impartial third-party facilitator
Expert presentation skills

CLIENT LIST

NCR

NCR Global Professional Development Conference

NCR Business Resource Groups (Alliance of Black NCR Employees, HISPA, LEAGUE, WIN, 4A)

Teradata

Department of Water and Power of Los Angeles

International Long shore & Warehouseman's Union

BAE Systems

Girl Scouts of the USA, San Diego & Imperial County Headquarters

Catholic Charities

Tapestry Solutions*

Fidelity National Information Services (LPS)

City of Arizona

*Led corporate wide transition to Scrum: Authored and delivered Scrum (operational) training for: 100+ Software Engineers, 12 Scrum Masters & 2 Product Owners

COMMUNITY SERVICE & OUTREACH

- Big Sister League of San Diego
- Alpha Kappa Alpha Sorority, Incorporated
 - International Leadership Forums
 - Regional Conference
 - Local Chapter, Graduate & Undergraduate
 - Annual Debutante Ball and Leadership Academy

AWARDS & COMMUNITY RECOGNITION

Award Nominee, San Diego Business Journal "Women Who Mean Business" - 2008

Trainer/Facilitator, Weekenders National Conference F/W '03

International Speaker - Trainer, AKA Leadership Conference – San Juan Puerto Rico '01, Las Vegas Nevada '03

NCR's best and brightest - 18 -24 mo. rotational assignment with general manager in preparation for company advancement

Honoree of Distinction, Soroptimist International of Rancho Bernardo, 2001

San Diego Metropolitan's 40 Under 40 1st honor roll 9/00:

<http://www.sandiegometro.com/2000/sep/40under40/mcclain.html>

NCR, Outstanding Member National – Alliance of Black NCR Employees

"50 Who Make a Difference"- '98, Winner Corporate Responsibility -'99, USBE Magazine's

Women of Color Technology Awards

NCR, Outstanding member of the year, Alliance Southern California '98

NCR, Great Performance Award Winner (Q496,Q397,Q497,Q398)

NCR, Global Diversity Leadership Award Nominee (1997) Winner (1998, 1999)

NCR, Global Recognition Award Event Winner, Singapore 1999 (Diversity Leadership);

Bahamas 2000 (Diversity Leadership) Certified Scrum Master, Agile Alliance (Los Angeles)

'06



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3401 1st Ave., #49, San Diego, CA 92103 • (619) 972-0453 • innovate@operational-innovations.com

