

STEVEN LANCE BALDWIN

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Technology manager with exceptional customer focus, with a passion for delighted customers. Skilled, multi-faceted Program Manager with over 25 years of management experience motivating teams, strategic planning, and leadership.

Project/Program Management expertise in managing the development and delivery of Microsoft Technology Training and implementation. Spearheaded Technical Training Services for a number of organizations, mentoring teams to deliver specialized training in digital logic, computer science, Microsoft Developer and Infrastructure Technologies. Adept at managing a vast network of technical resources and professionals to deliver quality solutions to public and private clients. Exceptional management depth with specialized skills in developing training programs, conducting skills evaluations and gap analysis, and constructing customized learning solutions and training plans for enterprise customers. Subject matter expert on Microsoft Office SharePoint Server implementation, content development, and training. Dynamic trainer and public speaker with over 10,000 hours of technical training experience. Microsoft Certified Trainer since 1998.

Consulting • Proposal Development • SharePoint Architecture, Deployment, Training and Support • Management of Technical/Training/Development Professionals & Resources • Training Needs Analysis Courseware & Program Development • Content Development • Process Improvement • Implementation Infrastructure Projects • Skill Evaluation • Gap Analysis • Enterprise Customer Training Plans Programming Reengineering • Project Planning • Systems Upgrade • Curriculum Design

PROFESSIONAL EXPERIENCE

HITACHI CONSULTING CORPORATION (HCC), Seattle Washington • 2007-present

\$460M global professional development provider employing 2,200 people across the world

Manager, Specialized Services

Enterprise Information Management (EIM) – Define, Design, Build, and Deploy solutions for Microsoft Office SharePoint Server 2007.

- Designed and Implemented a Management Information Library to provide online access to sensitive management information for a multinational chemicals company. Solution included multiple levels of complex security requirements, customized view for executives by level, business group, and individual preferences. Integrated archive solutions to provide access to thirteen months of rolling reports.
- Led define and design phases for a SharePoint knowledge repository supporting a team of lawyers responsible for researching regulatory and legal affairs. Designed a customer self-service portal for corporate access, a restricted site for members of an extended team, and private knowledgebase repository for core members to manage the acquisition, storage, and dissemination of legal research. Integrated Microsoft Office InfoPath with the MOSS Profile web service for user identification and request routing and the MOSS SharePoint Search web service to perform a search, store the results, and route a request for assistance if needed.
- Researched social computing with the Microsoft Office SharePoint Server 2007/2010 platform to support marketing efforts for the Wave 14 launch.
- Designed and developed sales proposals and presentations for enterprise SharePoint solutions.

Director, Training Services

Launched the Training Services department for the Hitachi Consulting Microsoft National Team. Directed the development and delivery of customized Hitachi Consulting proprietary courseware to public and private firms in the U.S. and EMEA. Managed two Senior Managers and a staff of consultant/trainer/content development resources on the Microsoft National team as well as Market based Consulting/Instructors. Managed Partner relationships with United Training, a National Consortium of Training Provider and its members.

- Skyrocketed expansion of external education services from small-market-based training offering with 1 partner and 2 delivery locations to national organization with 10 partners and over 15 delivery locations in 6 months.
- Expanded course offerings from the base five courses on Microsoft BI to over 25 course offerings on Microsoft SQL Server Business Intelligence 2005/2008, ProClarity, PerformancePoint, and Microsoft Office SharePoint Server 2007.
- Spearheaded the creation and publication of six books for WROX and MSPress.
- Fostered partnerships to ensure the public deliveries of courses and constructed customized courseware and customer training plans and proposals for private firm's on-demand.
- Served as a subject matter expert on and delivered all content relating to Microsoft Office SharePoint Server 2007.

NETDESK CORPORATION, Seattle Washington • 1997-2006

Microsoft Gold Certified Partner for Learning Solutions with \$4M in revenue and 30 employees

Vice President, Operations

Spearheaded corporate technical operations to attain the premier Gold Certified Microsoft Partner for Learning Solutions Certification. Managed a \$1.2M operational budget supporting nine onsite classrooms with 140 student stations, 2 line managers and up to 18 fulltime technical trainers. Designed, developed and deployed a Intranet and Extranet solution for a Student and Instructor portal built on SharePoint Products and Technologies to support 4000 students per year including 'home room' and instructor sites for over 100 independent course offerings. Managed and delivered training on Microsoft Server Technologies, Microsoft Infrastructure and Development Technologies, as well as Microsoft Solutions Framework, ITIL and Microsoft Operations Framework. Performed skill evaluation and gap analysis and created training plans for enterprise customers.

- Managed the project team for the development of technical content for quarterly Microsoft partner training events focusing on new and emerging technologies such as Microsoft SQL Server 2005™, Visual Studio 2005™, 64 bit computing, application development for Smart Clients and Windows Server 2003™. Directed internal and external (contract) Subject Matter Experts (SME's) in the delivery of highly technical presentations to over 4.5K learners at 95 separate events throughout the U.S.
- Expanded training offerings and staff to reposition organization from a fundamental networking provider to the source of advanced technical training for Microsoft technologies.
- Built an innovative developer training program to train entry-level application developers and those seeking advanced certification (MCSD) by replacing a retired product line.
- Lead the implementation of new technologies, developing courseware for Microsoft Solution for Intranet Business (CMS/CS), SharePoint Products and Technologies (ITPro and Dev curriculum), and InfoPath SP1.
- Orchestrated the internal network migration from Windows NT 4.0 to Windows 2000 and then to Windows 2003.

PREVIOUS PROFESSIONAL EXPERIENCE

CATAPULT SOFTWARE TRAINING, Bellevue, Washington • Lead Instructor

Served as applications trainer for over 30 different courses and directed eight fulltime trainers.

PSBC TWENTY-NINE, Palms, California • Senior Pastor

Developed and delivered multiple public speaking engagements and teaching engagements per week. Provide visionary leadership and planning to successfully implement a ministry strategy to overcome a 15-year plateau.

BOEING COMPUTER SERVICES, Seattle Washington • Network Systems Manager

Designed and implemented a terminal server solution for an eight building campus with over 1,200 connections, managing the installation and support activities of 15 technicians. Provided networking

support for over 3,000 desktops and server support for 15 mainframe and mini-computers Computer Aided Design and Drafting systems.

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UNITED STATES MARINE CORPS, 29 Palms, California • Staff Sergeant, Master Instructor

Master Instructor rating with over 5000 hours of technical training leadership in Electricity, Electronics, and Digital Logic Theory. Developed courseware for three-week digital logic courses for the United States Marine Corps Communications and Electronics School, Twenty-nine Palms, CA

EDUCATION

**Masters of Business Administration
with an Emphasis in Management of Information Systems**

Grand Canyon University – Ken Blanchard School of Business
Phoenix, Az.

Anticipated completion 9/2010

Bachelor of Arts in Behavioral Science

Northwest College, Kirkland, Washington

Computer Science Course Work

Seattle Pacific University

Communications Electronics School

Unites States Marine Corps