Dan Elder, MS, MKMP (254) 220-2310

http://www.linkedin.com/in/topsarge

**Program Manager—30+ Yrs. Mgt. Exp.**

**Project Management  Information Systems  Community Operations**

My solid record can demonstrate my abilities as a:

* Tireless manager who grasps the business issues of changing operational environments. Candidly dispense sound advice and recommendation; effective communicator both orally and in writing. Published writer and author of 3 books.
* Builder of successful relationships and can work cross-functionally with stakeholders and peers; a leader of people using respect to build effective teams. A passionate manage with strong analytical skills, I have a proven track record of influencing others.
* Analyzes data and solves problems; lead organizations to define, document, and review project requirements and makes key recommendations or decisions.

**RECENT CONSULTING ENGAGEMENTS AND CONTRACTS**

**Project Manager (Consultant)** **January 2014 to October 2015**

* Third-party sub-contractor to Kaplan University where newly developed hybrid delivery strategies were created for on-site learning facilities supporting military organizations at multiple sites across the United States. Provided management oversight at 6 sites and developed project plans, managed project controls, made recommendations and/or decisions and communicated progress to key stakeholders. Managed projects closely with project sponsor and provided status updates, and conducted routine briefings to manage risk.

**Business Process Improvement Consultant September 2013 to October 2014**

* Led a 5-person consulting team to compete for and win a contract with the State of Texas for Customer Service Evaluation Services for the Texas Military Department. Project manager to the client for planning, coordination and implementation guidance within the timelines allotted by the statement of work. Monitored and observed staff operations to record operational processes and capture best practices. Provided data analysis and recommendations based on industry metrics, which included briefings, in-stride updates and highlighting key messages in final report.

**Knowledge/Change Management Consultant** **March 2010 to September 2011**

* Third-party sub-contractor who provided Project management support to executives and management in creating a culture of change toward implementation of and deployment of content management systems for a Department of Defense customer. Conducted project meetings with team members and clients; subject matter expert on how best to create, organize, apply and transfer both tacit and explicit knowledge using digital tools employing a variety of change methods such as Organizational Change Management, Lean and Six Sigma techniques.

**PROFESSIONAL EXPERIENCE**

**Program Manager Consultant Topsarge Business Solutions**

**Killeen, Texas**  **July 2013 to February 2017**

* Principal owner responsible for 100% of profit or loss. Accountable for managing project strategy, schedule, quality, and on time delivery on budget and within scope. Curate a portfolio of 10 existing clients focused on state and federal clients. Conduct marketing activities, manage a workforce of associates and consultants, and ensure profitability. Develop and manage multi-year strategic marketing plans and benchmarks.
* Lead 100% of all business development, capture and marketing activities for a small start-up consulting and staffing firm and possess experience identifying and tracking business opportunities. Analyzes business issues and opportunities by analyzing data to understand their value to the company, and then develop resource requirements and budgets. Oversees projects execution and monitors project issues to reduce risks.
* Conduct evaluations and assessments using best-practice techniques; gather feedback and interpreted surveys data and one-on-one interviews for 100 clients. Provide analytic and in-stride evaluations based on organizational goals; create reports and conduct high-level briefings.
* Provide information architecture analysis and advice to over 15 clients who manage web, portal, content management systems and customer computer information systems in support of their organizational objectives. Conduct content management system assessments and evaluations.

**Senior Director of Business Development McLane Advanced Technologies**

**Temple, Texas October 2011 to June 2013**

* Responsible for generating $3,000,000 of revenue annually by closing on new business deals and by creating and managing relationships, identifying and managing risk, and by creating business cases through the process of preparing, developing delivering and negotiating contracts.
* Accountable to identify and capture employer and customer-partner contracts for ERP and information technology systems within the Federal, State, and not-for-profit sectors. Provided support in negotiations, request for information and proposal, risk management and other business development projects in association with organizational initiatives for over 35 major proposals.
* Managed the full life cycle of proposal development process relating to information technology systems, including tracking a pipeline of up to 50 opportunities, monitoring contract lifecycles, creating B2B teaming arrangements with technology partners, opportunity assessments, pricing, proposal preparation and review process.
* Prepared and presented over 50 business cases to senior executives with the requirement to identify and negotiate strategic partnerships to support product acceptance, new product development initiatives, and merger and acquisition opportunities.

**Collaboration and Implementation Consultant Topsarge Business Solutions**

**Temple, Texas**  **March 2010 to September 2011**

* Day-to-day duties included analytical evaluation; provided change management recommendations and community operations advice, created strategy, and led training activities 5-10 times per week; implemented cross-functional improvements for internal customer departments and assisted clients in community design and change implementation; created, organized and stored technical reports and presentation content.
* Socially connected technology consultant, a blogger and a digital power user with over 25 years’ experience in community operations and digital content management. Portal and community facilitator who designed taxonomies to organize and store content in business applications.
* Developed strategic plans in how to successfully use information systems and community applications for content management. Identifying best practices using networked enterprise portals and software tools. Prepared 3-5 progress reports monthly summarizing project status to PMO office.
* Guided client and their 6 employees while proving daily oversight of their workflow to ensure compliance with specifications, ethical practices, and policies of government and accrediting organizations; a technology solutions specialist and integrator.

**Knowledge Management Leader Computer Sciences Corporation**

**Fort Hood, Texas, February 2008 to March 2010**

* Experienced in changing cultures by creating project plans to integrate information system and community operations to a federal client. Served as a champion for 3 system applications to monitor a continuous improvement loop across the client’s firewalled intranet through the use of synchronous and asynchronous techniques. Subject matter expert on content management and lead user experience experiments.
* Created the strategic approach to establish the first Knowledge Management cell of 6 government employees for a federal client and responsible for the development of the strategic plan required to activate and employ that new capability; identified and mitigated project risks.
* Enforced change among the transient staff during high tempo operations, successes were measured in establishing standards and enduring codified processes. Served as co-leader of 2 action teams, 1 content review boards, and 1 change control boards (CCB) for vendor performance.
* Created key performance indicators, provided updates to clients and stakeholders, and led a team of 2.

**Human Resources Executive and Trainer United States Army**

**National and International locations December 1981 to January 2008**

* Highly successful 26-year military career in the U.S. Army in culminating in 5 successive senior management positions responsible for oversight of Defense Department and federal managers and employees; led small teams of 5-10, to large, complex organizations of 100-500 employees.
* Selected to a highly competitive executive-level position as a senior command sergeant major responsible for oversight of 65,000 supply chain and distribution management employees in more than 40 different US and overseas locations. A disciplined, honest, and respected leader.
* Responsible at multiple assignments at increased levels of responsibility for the health and well-being of over 100 direct report personnel. Regular duties included hiring, assignments, professional development, promotions, training, and establishing policies while also administering human resource programs such as evaluations, awards, training plans, schooling, and assignments.
* An experienced speaker, published author of 3 books, and a communicator with excellent presentation skills. Experienced in operational and field services, with additional assignments as a trainer and training developer; detailed for 9 months at the US Army Sergeants Major Academy, a premier Army educational institution.

**EDUCATION**

**Master of Science, Corporate and Organizational Communication Northeastern University**

College of Professional Studies, Boston, MA

**Bachelor of Science, Business Administration** **Touro College**

Touro University International, a branch campus of Touro College, Cypress, CA

*Certifications and Professional Development*

* **Project Management Professional Boot Camp (2013) -** A four-day PMP® Boot Camp that provided Project Management techniques and was delivered in a way to ensure maximum transfer and retention of PMP foundation material.
* **Master Knowledge Management Professional (MKMP Certification) (2011) -** Awarded by KMPro to experienced practitioners in the field of Knowledge Management based upon demonstration of practical application of knowledge management. Candidates complete a KMPro CKM certification workshop, then qualify for the KMPro Certified Knowledge Management Professional (CKMP) certification by successfully applying the concepts in completing a knowledge management project.