

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

Department of Taxation

Senior Special Assistant | March 2018 – Present

- Managing the Tax System Modernization (TSM) project to define, develop, and deploy additional functionality; address bug fixes and enhancements; and maintain and operate the systems deployed to support consistent, fair, and efficient administration of Hawaii tax laws. Transitioning technical support requirements from consultants to Department staff.
- Addressing Internal Revenue Service (IRS) Security Safeguards remediation activities, including developing necessary policies and procedures.
- Preparing for the decommissioning of the legacy ITIMS systems.

Office of Community Services

State of Hawaii, Department of Labor & Industrial Relations

Executive Director | June 2015 – March 2018

- Managed the operations to provide services to low income people, immigrant, and refugees. Administered a portfolio of about \$30 million in federal grants, subrecipient contracts, and State funded service contracts, including Legislative grants-in-aid.
- Managed the shutdown of the Hawaii Health Connector operations, the Federal transition grant, and issuance of Federal 1095 forms.
- Secured and managed a new grant from the US Department of Defense, Office of Economic Adjustment to identify and map the Hawaii defense contractor supply chain to enable Hawaii to adapt to the changing needs of our military. Created the Hawaii Defense Economy website.
- Completed an assessment of the Department of Taxation's Tax System Modernization (TSM) project.

PDCA Solutions

Owner | November 2013 – present

Hawaii Resource Group

Resource Manager | September 2012 – May 2015

- Managing the Transition Application Plan Support (TAPS) project, a \$15 million interdisciplinary research project, for the Federal government (Pacific Joint Information Technology Center, Department of Defense) to enhance interoperability of medical data. Administered the contract and financial reporting to meet Federal government contract requirements; conducted quarterly project reviews with Federal government representatives; managed subcontractors and technical teams to fulfill contract requirements, including technical prototypes and deliverable documents; and financial and asset management.
- Developed the scope of work for Phase II of the TAPS project to further develop the technologies and capabilities developed and demonstrated.

PacXa

Vice President | January 2012 – September 2012

- Facilitated the final phase of acquisition of Century Computers by Tradewind Capital Group.
- Re-engineered operations and branding to integrate three business entities (Hoike, Century Computers, and And You're Up).
- Managed client relationships and projects for government, business and non-profit clients.

Century Computers, Inc.

Sales/Business Development Manager | June 2008 – January 2012

Professional Services Manager | August 2007 – June 2008

- Led the Sales Team to manage client relationships for a diverse mix of clients ranging from federal, state and county government and large corporations to non-profits, small/medium businesses, and start-ups to enable them to use technology to maximize efficiency and achieve organization objectives.
- Managed high value client relationships, proposals and projects.
- Managed vendor partnerships with industry leading companies.

Hoike Networks

General Manager | August 2005 – August 2007

- Started a new business unit to manage a data center and provide technical service to enable customers to effectively use computers.
- Managed client relationships and projects to meet customer requirements.

CTA Hawai'i

Special Projects | April 2003 – August 2005

- Managed the planning and delivery of projects to meet customer requirements.

Service Excellence Center

The Chamber of Commerce of Hawaii

Executive Director | October 2000 – February 2003

- Provided consulting services for organizations in a variety of industries to improve performance results, using the Malcolm Baldrige National Quality Award framework.

State of Hawaii, Legislature – Office of the Ombudsman

Analyst | July – October 2000

City and County of Honolulu,

Department of Customer Services/Planning Department

Planner/Customer Service Initiative Manager | 1994 – 2000

State of Hawaii, Department of Transportation

Program Evaluation Analyst | 1989 – 1994

EDUCATION

Master of Business Administration, University of Hawaii, Manoa

Bachelor of Arts (Economics and Government), Claremont McKenna College

High School Diploma, Punahou School