

Enthusiastic and seasoned Enterprise Records/Information Governance and law firm Conflicts Manager, with 25 years of records management experience, predominately in a leadership and technical role. Comfortable and accustomed to leading and working with a team in a fast-paced, deadline driven, inventive, and evolving culture. Primary focus is corporate strategic Records and Conflicts Management, program oversight, technical research development, validation and implementation, E-Discovery, ESI/ECM, and RIM/IG training and awareness in all verticals of management including operations (operational efficiency and effectiveness), policy and compliance, and solution delivery. Experienced in workflow review/analysis, Lean Six Sigma process workflow improvement, and project management. Passionate about the ever-evolving records life-cycle, from genesis to disposition, paper to digital, and feel a great sense of satisfaction in problem solving and solutionizing (scalable, sustainable, *and* most importantly - sensible!). Excellent communicator and cross-discipline subject matter expert and trusted advisor who has been published. Delivered accredited national/local presentations, and instructed educational class symposium in the dynamic RIM field:

AIIM (Association of Image and Information Management)  
ALA (Association of Legal Administrators)  
ARMA (Association of Records Managers and Administrators)  
LitCon (Litigation Conference)  
MER (Managing Electronic Records)  
NWLIA (Northwest Legal Industry Alliance)  
NEXUS Conferences  
NWPPA (Northwest Public Power Association)  
UW PCE E-Discovery Certificate Program for Litigation Readiness  
WAPRO (Washington Association of Public Records Officers) WSBA (Washington State Bar Association)  
WSPA (Washington State Paralegal Association)

## EXPERIENCE

**Hagens Berman Sobol Shapiro LLP, Seattle, WA**  
*Director of Records & Information Governance (Legal) 2016 - present*

- Incorporate best practice RIM and IG methodologies to map across all offices nationally
- Responsible for policy guidance and document life-cycle oversight and enforcement
- Partner with CIO on firm technology roll-out initiatives and deliverables
- Manage firmwide Word Processing team
- Define Practice support initiatives, policies, playbooks, and workflows designs to reduce costs and modernize behaviors
- Designed existing DMS tool infrastructure and use
- Firmwide EDM/ECM Training and Development
- Redesign of internal matter management resources
- Matter management lifecycle from practice support perspective
- Oversight of iManage DMS from practice space (use, configurations, upgrades, and add-ons)
- Innovation lead with primary focus on workflow improvements

## Education/Professional Development:

University of Maryland, College Park, MD.

Past Board Member, U of WA Law School - Electronic Discovery Management.

Past Instructor, U of WA (PCE).

Past-President ARMA Greater Seattle Chapter.

Past-President, AIIM NW Chapter.

Region Director, ARMA Great NW Region.

Associations: ALA, PSALA, ILTA.

Past-Board Member: NW Legal Industry Alliance.

CRM, IGP (2018).

## Technology and Tools:

HP ARM (Autonomy Records Management, formerly FileSurf), Accutracc, IM Connect, iManage, Hummingbird, Open Text, DECMAN, Colligo, O'Neil.

SharePoint/SharePoint Records Center, Advanced Data Governance, SP SCC

LegalKey, Intapp Wall Builder, CPI Trademark Database, ProLaw, WestLAW, LexisNexis, Courtlink, PACER

Notary Public WA state (expired NY, WDC).

## Impacts:

Transitioned from firmwide use of a single PACER login credential for, to individual accounts for audit and access controls.

Delivered firmwide initiative to introduce and train on LexisNexis CourtLink.

Created Governance and Practice Support Center Hub in internal SP space, to centralize and showcase resource reference material.

Drafted Records Management Policy and Retention Schedule.

Centralized conflict approval process.

Modernized onsite Central Records Center.

## **Microsoft**, Redmond, WA

*Program Manager, Microsoft (Technology) 2016-2018*

- Develop/execute/maintain a policy and compliance, global RIM/IG program and center of excellence
- Provide guidance, direction, and solutions lining up to democratized organizational policy and schedules
- SME for RIM/IG initiatives and creation of new innovative approaches/solutions
- Ongoing policy development and analysis of legislation and legal obligations
- Implementation and enforcement of policies and procedures
- Continual workflow/process assessment to ensure best in class program oversight and execution
- Manage, define, and implement rigor around management of cloud/on-prem resources that directly impact RIM line-of-sight
- Ongoing RIM/IG training and partner for all company employees and business lines

## **Iron Mountain**, Seattle, WA

*Program Manager, Microsoft (Technology) 2013-2016*

- Liaison between MS RIM/IG needs and IM capabilities globally
- Define requirements for implementation, management, and administration of tool design and launch, including process improvements, follow-through, and strategic development
- Support MS regarding global records policy and compliance, solutions delivery, and records management operations audit
- Collaborate with onsite MS Records Operations team
- Research, develop, and deliver technical solutions to business groups based on needs assessment and requirements
- IM RIM/IG policy and compliance owner providing guidance, enforcement, interpretation, and updates (partner with MS lead)
- Assist in development of SharePoint Records Center solutions
- Policy and Compliance member responsible for schedule review, revisions, training, and evangelism
- Accutrac Records Management System testing, customizations, enhancements, and reporting
- Work with Litigation team on legal holds, preservation, and destruction

## **Foster Pepper PLLC**, Seattle, WA

*Records and Conflicts Manager (Legal) 2004-2013*

- Managed department of 14, staffing, budgeting contracts, strategic planning, operations, and technology implementations
- Developed new business intake practices and workflow
- Drafted policies, responsible for compliance and enforcement
- Oversaw records asset management including e-mail management (EM), electronic content management (ECM), process design, development, and legal holds
- ESI team member, litigation readiness, preservation, E-Discovery management, document control
- Developed disaster recovery and business continuity

Trained Board of Director contributors regarding proper management of corporate records prepared for Microsoft BOD review.

Implemented sustainable and user-friendly litigation case file system to manage electronic and physical records.

Devised solution to engage RIM for spin-up and decommissioning of business sites.

Initiated Workflow Destruction cadence and managed compliance with Litigation Hold and Audit Hold review requirements.

Collaborated with MS Pro Bono chair to implement records management strategy.

Developed MS US/Canada/PR Retail Store RIM plan to manage physical retail records through the central Records team in Redmond.

Created international IG plan where content for physical international records are captured through MS Records Management System (Accutrac) in Redmond.

Delivered solution to centrally manage Records operations and services for US MS satellite offices through Redmond based RIM team.

Worked to deliver electronic records plan to global HR department (124+ offices).

Launched updated/revised Corporate Retention Schedule (review, guidance, training, system updates).

Designed and delivered a new firmwide physical file and email management tool.

Responsible for system enhancements, design, and testing; collaborated with IT on conflicts and RIM system developments.

Managed offsite vendor accounts and transition to new vendor (Access).

Developed strategic transfer process and protocols for lateral hires and departures.

Created records retention program; maintained +/-2% variance in total offsite boxes (45K), with destruction compliance overlay.

## **NYC Economic Development Corp.**, New York, NY *Records Program Manager (Government) 2003-2004*

- Integration and conversion of new DM and RM systems (i-Manage and FileSurf)
- Software maintenance, research and development of available technologies for potential implementations
- Retention management, Content management
- FOI, FOIL, and ESI, regulatory compliance (NARA/SARA)
- Training/auditing/reporting
- Records Advisory committee member
- Implementation and management of a unified data infrastructure from rogue file shares

## **K&L Gates (Kirkpatrick & Lockhart)**, Pittsburgh, PA *Records Supervisor (Legal) 2000-2002*

- Managed and supervised staff of 5
- Space planning (high density design, infrastructure, and layout)
- Conversion, data mapping and management to LegalKEY RMS
- Firmwide LegalKEY trainer (all offices)
- Developed and owned firmwide RIM procedures manual
- Vendor management and audit
- Database management (legacy and delta)
- Case room management/space planning/management
- Responsible for firmwide recordization initiative

## **KPMG**, Pittsburgh, PA *Assistant, Financial Services (Professional Services) 1999-2000*

- Mellon Bank audit team support member
- Managed time entry and monitored budget compliance
- Database coordinator (risk management, CPA license database, opportunity management system, professional practice rotation and extension schedule)
- Created and implemented departmental filing schema

## **Cushman & Wakefield**, Washington DC *Assistant, Financial Services Group (Real Estate) 1998-1999*

- Managed records for capital (secondary) markets division
- Created new filing system and data management structure
- Designed detailed information packages (marketing pieces)
- Proofread and statistics data compilation
- RFP/RFI research
- Market asset analysis

## **National Cooperative Bank**, Washington DC *Records Manager (Banking) 1991-1997*

- Responsible for all enterprise records and staff, all offices
- Database management; responsible for onsite records inventory and maintenance; space planning and records center design
- Debt service coverage analysis/risk assessment
- Worked with FCA examiners and external auditors

Implemented new physical Records Management Tool across the agency (650+ employees).

Agency Records Advisory Board member; evangelize the newly created Records Management Department and initiatives.

Worked with IT and business groups on the delivery of an EDMS (Electronic Document Management System)

Implemented data hygiene process to increase data integrity to 95% accuracy.

Successfully delivered new LegalKEY Records Management System to all offices.

LegalKEY subject matter expert – delivered guidance/training on system operations management.

Space Planning and management for newly renovated space for home office (Pittsburgh).

Responsible for 1:1 team member connects and project assignments and deliverables.

Created a strategy to manage records for the corporate team responsible for the Mellon Bank account.

Responsible for Bloomberg reporting updates to department team leads.

Proofread all project deliverables, correspondence, and reports

Initiated file management plan including space planning needs assessment.

Reviewed new research software for application usefulness.

Implemented full RIM governance in compliance with governing regulations and requirements.

Overhauled RIM program; Received highest ratings from external regulators/internal audit.

Managed records delivery for account under consideration for sale in the secondary market.

## PUBLISHED WORK

ARMA International – Information Management  
*“Case Studies in Managing Change”*

ARMA International  
*“Digital Dialogue: E-mail Management Solutions”*

King County Bar Association – Bar Bulletin  
*“What’s in Your E-mail... and Where Is It?”*

ILTA White Paper  
*“Taming the Unruly Inbox”*

Association of Legal Administrators – Puget Sound Chapter  
*“Practical, Not Pricey, Records Management Solutions: Helpful Hints for a Proactive RIM Plan!”*

Association of Legal Administrators - Austin-Central Texas Chapter  
*“Disappearing Act – The Physics of the Physical File”*