

# *Wendy McLain*

**An innovative problem solver who creates and implements compliant programs through leadership and teamwork.**

## SUMMARY

- Mentor, develop, and lead employees and contractors on high performing teams.
- Analyze business processes to recommend technology and people solutions to support organizational objectives.
- Build and implement programs, policy, and procedures to achieve compliance and continuous improvement.
- Effective communicator at all levels of the organization; experienced public speaker.
- Conduct research using the Internet, subscription database services, internal proprietary databases, knowledge base systems, etc.
- Certified Records Manager since 1999.

## EXPERIENCE

2016 – present: Valero Energy Corporation, San Antonio, TX

*Manager, Enterprise Content & Records Management*

Responsible for strategies, programs, policies, and key projects that govern the way Valero manages its corporate records and other valuable information. Works with leading technologies to continuously improve enterprise content management applications and integration. Responsible for education and communication means used to promote an understanding of and compliance with Valero's enterprise content and records management programs.

2012 – 2016: Amedisys, Inc. Baton Rouge, LA

*Director, Records Management (promoted from: Senior Corporate Records Manager)*

Ensured effective records and information governance that created business value for the company by minimizing costs and risks and improving quality and profit. Developed a comprehensive records and information management program. Partnered with IT, Legal, Compliance, and other stakeholders to drive ongoing compliance, synergies, and process improvements. Led the Records Management Working Group to collaborate on complex information management issues such as disaster preparedness, records access, information security, e-discovery, and legal holds. Managed contract business partners in providing improved record storage and retrieval. Supervised the medical record request fulfillment process to include all audit requests (RAC, MAC, etc.), certification of records, subpoenas response, and HIPAA compliance.

2009 – 2012: Jacobs Engineering, Baton Rouge, LA

*Project Administration and Document Management Department Manager*

Provided effective management and strong leadership for Project Administration and Document Management employees. Coordinated with Engineering, Supply Management, Project Management, and Field Construction to facilitate Document Management workflow for projects. Developed work-hour estimates, staffing plans, regional work instructions, local technical guidelines, and departmental training. Other responsibilities included: conducting annual performance assessments and salary reviews, organizational restructuring in anticipation of changing business needs, cross-training and skill development among department staff.

2000 – 2009: Louisiana Department of Environmental Quality Baton Rouge, LA

*IT Liaison Manager/Records Manager (promoted from: Library Manager 3)*

Facilitated the design, implementation, and maintenance of information management systems. Analyzed and resolved information management challenges, such as management of electronic and hard copy records, disaster planning, digital security of confidential information, and appropriate public access. Directed the certification of records, subpoenas response, and e-discovery. Managed Customer Service Center, Imaging, Library, and Records Management business units. Supervisory activities included hiring, performance evaluation, work assignment, staff training, budget projection, analysis, and expenditure control. Specific accomplishments: Managed the development, testing, and integration of LDEQ's EDMS and Data Management System. Supervised Contract programmer's development of the multiple applications designed to improve EDMS usability, imaging throughput, and indexing accuracy. Created LDEQ's Customer Service Center and planned knowledge base (wiki) development.

2000 – 2004: Louisiana State University, Library & Information Science Baton Rouge, LA

*Adjunct Instructor*

Created and taught "Principles of Records Management" course. (LIS 7604, 3 credits) and "Special Topics in Library and Information Science: Introduction to Records and Information Management" course. (LIS 7911, 3 credits). Used compressed video technology and managed the course with Blackboard 5 e-learning software platform allowing students around the state to participate via the distance education program.

1990 – 2000: Exxon Chemical Company Baton Rouge, LA

*Technical Librarian (promoted from: Reference Librarian)*

Managed day-to-day library operations, supervised staff, and promoted information resources. Developed policies and procedures to govern the collection, organization, circulation, and retention of materials. Implemented and audited records management policies on departmental and site level. Conducted reference and research services using a variety of print and electronic resources.

## EDUCATION

Doctor of Philosophy in Information Science ABD Nova Southeastern University

Master of Library and Information Science December 1990 Louisiana State University

Bachelor of Arts in Psychology May 1989 University of Nevada – Reno

## PROFESSIONAL AFFILIATIONS

ARMA International

Institute of Certified Records Managers

Toastmasters, International

## REFERENCES

Available upon request.