

Luis Esparza



Education: **Purdue Global Law School** Los Angeles, CA
Master of Laws June 2011-April 2013

University of Southern California Law School Los Angeles, CA
Juris Doctor August 2000-May 2003

University of California, San Diego La Jolla, CA
Bachelor of Arts August 1997-March 2000
Inter-Campus Visitor: UC Berkeley Fall 1998

Experience: **Esparza Law Group, P.C.** Santa Barbara, CA
Principal April 2004-present
General practice law office

Esparza Real Estate Group Santa Barbara, CA
Realtor® March 2011-present
Residential/commercial brokerage; property management

Licenses: **State Bar of California**
Attorney December 2003-present

California Bureau of Real Estate
Broker March 2011-present
Salesperson July 2003-2011

California Bureau of Investigative & Security Services
Proprietary Private Security Officer February 2010-present

Volunteer: **State of California, 19th District Agricultural Association**
Director; Vice-President (2021-present) 2018-present

State Bar of California
Special Master 2015-present

Santa Barbara City College Citizens' Bond Oversight Committee
Member 2015-2018

Santa Barbara County Grand Jury
Juror 2015-2016

City of Santa Barbara Advisory Group
Fire & Police Pension Commission 2012-2015
Measure P Committee 2007-2013

Language: Spanish

L. DONALD BODEN

Don came to Santa Barbara as a student at UCSB. After graduation he left the area to attend law school at the University of California (Boalt Hall) in Berkeley. After serving as a Deputy Attorney General in the California Attorney General's Office in San Francisco, in 1968 he returned to Santa Barbara and joined Griffith & Thornburgh. Except for a three year stint as a Judge of the Santa Barbara Superior Court, he has been with the firm since he returned to Santa Barbara. Don has served as President of the Santa Barbara County Bar Association and on the boards of several non-profit community organizations. Don is an avid and enthusiastic tennis player.



Professional

- Partner, Griffith & Thornburgh, LLP: 1982 – Present
 - Partner, Griffith & Thornburgh: 1968-1980
- Highest "AV" rating from Martindale-Hubbell, Inc. for over 20 years
- Judge, Santa Barbara County Superior Court: 1980-1982 (Presiding Judge – 1981-82)
- Office of the Attorney General of the State of California, San Francisco: 1966-1968

Practice Areas

- Civil Trial Practice:
 - General Business
 - Real Property and related matters
 - Estates and Trusts
- Hospital and Health Care; Medical Staff matters
- Real Estate Law and Financing
- Estate planning and probate
- Alternative Dispute Resolution (Arbitrator/Mediator)

Memberships

- Fellow, American College of Trial Lawyers
- California State Bar Association, admitted 1966
- Santa Barbara County Bar Association (Past-President 1988)
- California Supreme Court
- U.S. District Courts, Central, Northern and Eastern Districts
- U.S. Court of Appeals, 9th Circuit

Education

- University of California at Berkeley (Boalt Hall) LLB 1966
 - Member, California Law Review, 1964-65
 - Order of the Coif
 - John Woodman Ayer Fellowship
 - Beneficial Foundation Scholarship, 2 years
- University of California at Santa Barbara, AB 1963
 - Pi Sigma Alpha (National Political Science Honorary)
- American River Junior College, Sacramento, AA 1961

[REDACTED]

Janean Acevedo Daniels, principal attorney in the Law Office of Janean Acevedo Daniels, has more than 3 decades of experience in employment law and civil litigation. During her 35 years in practice, Ms. Daniels has advised and represented individuals and entities on both sides of challenging legal disputes.

On the Plaintiff's Side: Ms. Daniels has represented employees in wrongful termination, discrimination, sexual and other unlawful harassment, whistleblower, breach of contract, and other employment-related cases; counseled employees facing unlawful conduct in the workplace; and assisted with employment contracts and exit strategies. She has also represented individuals in select tort, contract, insurance coverage, disability, and personal injury actions.

On the Defense Side: Ms. Daniels has advised and represented employers in connection with employment policies and practices, employee disputes, risk management issues, legal compliance and wage and hour matters, and employee handbook and contract preparation. She has also assisted employers in responding to, investigating, defending, and resolving employee complaints and claims of unlawful treatment.

As an Investigator, Trainer & Expert: Ms. Daniels has served:

- ❖ as a workplace investigator;
- ❖ as a workplace trainer providing legally-mandated anti-discrimination, harassment, and bullying training and education for managers and employees, and best employment practices training;
- ❖ as an adviser in various employment cases; and
- ❖ as an adviser and expert witness in legal malpractice actions where the underlying dispute was employment-related.

As an Effective & Empathetic Neutral: Ms. Daniels has recently expanded her practice to include mediation and dispute resolution services. She serves as a private mediator and as a volunteer Settlement Master for the Superior Court helping to resolve a variety of legal disputes, including hard-fought cases that the parties involved had tried but been unable to settle.

Formally trained at the Straus Institute for Dispute Resolution, Pepperdine University Caruso School of Law, Ms. Daniels brings to the dispute resolution process her extensive legal training and experience, her effective communication and collaboration skills, and her empathy and understanding for people, businesses, organizations, and their issues of concern. Using focused facilitative and evaluative approaches and deep listening, Ms. Daniels creates a respectful, supportive, and effective environment that enables parties to understand and resolve their differences in a dignified and affirming way and move forward with more fulfilling opportunities.

Plaintiff's and Defense Counsel References as a Mediator: Are available upon request.

EDUCATION

UCLA SCHOOL OF LAW - J.D., May 1989 (Class Rank: Ninth)

Order of the Coif, 1989.

American Jurisprudence Award in Criminal Law II, 1987.

Sidney R. Shiffman Memorial Scholarship, 1987.

Traynor State Moot Court Competition, 1989.

Finalist, Roscoe Pound Oral Advocacy Tournament, Moot Court Board Member, 1988-89.

Chicano Law Journal, 1986-87.

UNIVERSITY OF CALIFORNIA, BERKELEY - B.A., May 1986, summa cum laude

Social Science Field Major honors thesis: Reproductive Technology: A Critical Examination of the Social, Ethical, Political, and Legal Issues Underlying Artificial Conception.

Phi Beta Kappa, 1985.

Regents and Alumni Scholar, 1982-86.

National Hispanic Scholar, 1983.

Marquez-Frankel Scholarship, Mexican American Women's National Association, 1985.

DISPUTE RESOLUTION TRAINING & EXPERIENCE

STRAUS INSTITUTE FOR DISPUTE RESOLUTION, PEPPERDINE UNIVERSITY CARUSO SCHOOL OF LAW - Mediating the Litigated Case (Sep. 2023)

JUDICATE WEST - Strategies for Success in the Dynamic World of Business Mediations (Oct. 2023)

CALIFORNIA EMPLOYMENT LAWYERS ASSOCIATION – Maximizing Insurance: Strategies and Perspectives in Litigation and Mediation - Annual Employment Law Conference (Oct. 2018)

VOLUNTEER SETTLEMENT MASTER – For the Superior Court of the State of California, County of Santa Barbara – civil/employment and unlawful detainer cases (2024)

PROFESSIONAL EXPERIENCE

Law Office of Janean Acevedo Daniels, Santa Barbara, California - Principal Attorney

Full-service employment law counseling and representation, investigations, training, negotiation, and litigation for employers and employees; selective contract, insurance coverage, business litigation, and personal injury matters. Adviser and expert witness for employment matters and for legal malpractice matters involving underlying employment disputes. (Mar. 1996 - present)

Hollister & Brace, Santa Barbara, California - Associate

General litigation and appellate practice. Areas of emphasis included employment law and litigation, representing both employers and employees, and insurance coverage, business, real estate, and general tort litigation. (Sept. 1991 – Feb. 1996)

Law Clerk for Hon. Harry T. Pregerson, U.S. Court of Appeals, Ninth Circuit, Los Angeles, California

Analyzed and researched cases presented for appellate review; wrote opinions, dispositions, and bench memos. (Aug. 1990 – Sept. 1991)

O'Melveny & Myers, Los Angeles, California - Associate

General civil litigation and appellate practice. Represented variety of corporate and institutional clients, including major utility in connection with merger application proceedings before the Public Utilities Commission. Assisted in high impact pro bono litigation matters. (Associate, September 1989 - August 1990, Law Clerk, May - July 1988)

Judicial Extern to Hon. Irving J. Hill, U. S. District Court, Central District,
Los Angeles, California (Aug. 1988 – Dec. 1988)

Weissburg & Aronson, Los Angeles, California - Law Clerk

Conducted legal research and prepared memos on a variety of legal issues. Concentration on health law and litigation. (July – Aug. 1988)

National Health Law Program, Los Angeles, California - Law Clerk

Conducted legal research and prepared memos and motions on Hill-Burton regulation, Medicaid, health entitlement, discovery and civil procedure. Published *Clearinghouse Review* article. (May – Aug. 1987)

PROFESSIONAL & COMMUNITY INVOLVEMENT

Santa Barbara County Unity Bar Inaugural Event sponsor (Nov. 2023)

Santa Barbara Women Lawyers, President (1995-1997) and Board Member (1993-1998)

William L. Gordon Inn of Court (1996-1997 & 2000-2002)

California Employment Lawyers Association Member

California State Bar Labor & Employment Section Member

Santa Barbara County Bar Labor & Employment Section Member

California Women Lawyers Association Member

Santa Barbara Women Lawyers Member & Mentoring Circle Mentor

Board Member and Secretary, Arts Mentorship Program (2013-2022)

Board Member, Women's Economic Ventures, 2000-2003 (Secretary, 2001)

Women's Executive Network, 1998-present

Parent Volunteer/Spanish Teacher, Mountain View Elementary School (1997-2009)

Former Board Member, Santa Barbara Women's Political Committee

Former Chair, ACLU Women's Rights Committee of Los Angeles

AWARDS AND HONORS

Attorney of the Year, Santa Barbara Women Lawyers (2002)

Certificate of Special Congressional Recognition, U.S. Congress - Congresswoman Lois Capps (2002)

Certificate of Recognition, California Assembly - Assemblymember Hannah-Beth Jackson (2002)

Certificate of Recognition from the California State Bar (2002)

Certificate of Appreciation, Women's Economic Ventures (2003)

Nominee, Women's Economic Ventures Annual Businesswomen's Awards, Professional Services Category (2002)

Nominee, Attorney of the Year, California Trial Lawyers Association (Nov. 2002)

PUBLICATIONS

"Sexual Harassment: An Employer's Guide To Prevention, Investigation and Remediation," *Sexual Harassment and Discrimination Reporter*, Vol. 1, No. 3 (8/96)

"The Superior Court's Latest Word on Sexual Harassment: Harris v. Forklift Systems," *Santa Barbara Women Lawyers Newsletter*, Vol. 5, Issue No. 2 (Summer 1994)

"Court-Ordered Cesareans: A Growing Intrusion into the Lives of Indigent Women," 13 *Clearinghouse Review* 1064 (1988)

PRESENTATIONS

Antioch University Santa Barbara and Women & Leadership Certificate Program - Panel discussion, MeToo, Now What? addressing sexual harassment issues from social, cultural, media, legal, political and business perspectives (Jan. 2018)

American Association of University Women - Panel presentation, Shattering the Glass Ceiling (Santa Barbara, CA, Oct. 2006)

Santa Barbara County Bar Association Bench & Bar Conference - Presentation, Hot Topics In Employment Law: Trends to Watch in 2008 and Beyond (Santa Barbara, CA, Jan. 2008)

American Association of University Women - Panel presentation, Issues and Developments In Sexual Harassment Law (Santa Barbara, CA, Oct. 2006)

California Employment Lawyers Association 19th Annual Employment Law Conference - Panel presentation, CELA Member Victories - Teaching Points for the Rest of Us (Long Beach, CA, Sept. 2006).

UCSB Extension Program, Human Resources Certification Program - Elements of Human Resources Management - Guest instructor, Legal Compliance Issues for HR Professionals (Santa Barbara, CA, Oct. 2004).

Santa Barbara Women Lawyers - Panel discussion, Vitamin M - The Essential Nutrient of Mentoring (Santa Barbara, CA, May 2004).

Santa Barbara County Bar Association Bench & Bar Conference - Panel presentation, Using the Mediation Process/Understanding the Value of the Mediator, and Ethics in Mediation (Santa Barbara, CA, Oct. 2003).

State Bar of California Committee on Women in the Law/Santa Barbara Women Lawyers/California Women Lawyers - Panel discussion, Where's the Bias, exploring gender bias in the courts and the practice of law (Santa Barbara, CA, May 2003).

Santa Barbara Business Alliance - Panel Discussion with Leading Santa Barbara Business Women, Achieving Success & Making a Difference in our Community (Santa Barbara, CA, April 2003).

National Center for Women in Policing - Eighth Annual Leadership Conference, Panel presentation, Preventing Gender Discrimination and Changing Police Culture@ (Los Angeles, CA, April 2003).

California Employment Lawyers Association 15th Annual Employment Law Conference - Panel presentation, This Year's Conquests - CELA's Warriors in the Courtroom (Pasadena, CA, Oct. 2002).

Santa Barbara County Bar Association Corporate & In-House Counsel Sections - Presentation, Don't Let This Happen To You: How To Avoid a Multimillion Dollar Discrimination Case In Your Organization (Santa Barbara, CA, Aug. 2002).

Santa Barbara County Bar Association Litigation Section - Presentation, Litigating a Successful Employment Discrimination Case - Case Study of *Hause v. City of Santa Barbara* (Santa Barbara, CA, June 2002).

UCSB Extension Program, Human Resources Certification Program - Recruitment, Selection & Retention - Guest instructor, Legal Compliance Issues in Recruiting and Hiring Employees (Santa Barbara, CA, May 2001).

Santa Barbara County Bar Association In-House Counsel Section - Presentation, Disability Discrimination Laws and In-House Counsel: What You Don't Know (and Don't Do) *CAN Hurt You* (Oct. 1999).

UCSB Extension Course, Managing Employee Compensation - Guest instructor, An Overview of Wage and Hour Law For the Human Resources Specialist (Santa Barbara, CA, July 1999).

UCSB Extension Course, Employment Law for Human Resources Professionals - Guest instructor, Disability Discrimination Laws and the HR Professional (Santa Barbara, CA, Mar. 1999).

Santa Barbara Human Resources Association - Presentation, Employment Practices Liability Insurance: Protection From Costly Claims or High-Priced False Security? (Santa Barbara, CA, Nov. 1998).

Santa Barbara Human Resources Association - Seminar presentation, Legal Issues for HR Specialists in the Technological Age (Santa Barbara, CA, July 1997).

Santa Barbara Women's Day Conference - Presentation on women in law and business (Santa Barbara, CA, May 1996).

California State Bar Women and Law Conference - Panel presentation on maternal-fetal conflict (Monterey, CA, May 1995).

Santa Barbara Women Lawyers/Santa Barbara Women's Medical Association Joint Dinner - Presentation on maternal-fetal conflict (Santa Barbara, CA, Nov. 1994).

Symposia Medicus Second National Conference on Women's Health Care - Presentations, Maternal-Fetal Conflict: Issues and Controversies and Women's Reproductive Rights: Current Issues in the 90s (Las Vegas, NV, Sept. 1993).

Women Lawyers of Ventura County - Seminar on Adoptions and Surrogates

Presentation on legal, ethical, and psychological issues surrounding surrogacy (Ventura, CA, Sept. 1991).

Women Lawyers of Los Angeles - Annual Doctor-Lawyer Dinner

Presentation on maternal-fetal conflict and related legal, constitutional and bioethical issues (Los Angeles, CA, Feb. 1990).

LANGUAGE SKILLS

Bilingual Spanish, basic Italian

JOHN DERRICK

John Derrick ADR

BAR MEMBERSHIP

- ▶ Licensee of the State Bar of California
- ▶ Admitted: December 2002
- ▶ State Bar Number: 223308

EDUCATION

- ▶ **UC Berkeley, School of Law**
JD (2002).
- ▶ **University of Oxford (UK)**
BA, Philosophy, Politics & Economics (1978).
Graduated with First Class Honors (highest class of undergraduate degree awarded by the University).

LAW/ADR PRACTICE

- ▶ **John Derrick ADR — January 2024 to present**
Mediator/arbitrator.
- ▶ **The Law Office of John Derrick, Santa Barbara, CA — May 2005 to December 2023**
Solo practitioner, statewide appellate specialist practice. Was lead counsel in approximately 200 appeals and writs and consulted/advised in numerous cases in the trial court from an appellate perspective. Certified by the California State Bar Board of Legal Specialization as a Specialist in Appellate Law (2008-1/2025). Mediated cases while practicing as a lawyer before transitioning to full-time ADR.
- ▶ **Mullen & Henzell L.L.P., Santa Barbara, CA — September 2002 to April 2005**
Associate and later “of counsel” in civil litigation practice.

PREVIOUS EXPERIENCE

▶ What to Buy for Business (publishing, UK/US) — 1980-1999

Co-founder, publisher, and editor of a no-advertising, subscription-driven journal covering office technology. Based in UK, 1980-1991, and in US from 1991-1999. Sold UK business in 1990; retained US business and sold prior to going to law school.

MEDIATION/ARBITRATION APPOINTMENTS/TRAINING

- ▶ National Commercial and Consumer Rosters, American Arbitration Association (since 2024).
- ▶ Settlement Master, Santa Barbara Superior Court (since 2019).
- ▶ Santa Barbara Superior Court mediation panel (since 2023).
- ▶ Second District Court of Appeal mediation panel (since 2008).
- ▶ Los Angeles Superior Court mediation panel (since 2024).
- ▶ U.S. District Court (Central District CA) mediation panel (since 2024).
- ▶ Mediation Center of Los Angeles panel (since 2025).
- ▶ Completed 45-hour course, “Mediating the Litigated Case,” at Pepperdine’s Straus Institute of Dispute Resolution (2018).
- ▶ ABA Arbitration Institute national program (2024).

BAR BOARD/COMMITTEE MEMBERSHIPS (PARTIAL LIST)

- ▶ Current member of the ADR Standing Committee of the Litigation Section of the California Lawyers Association. Former member of the Section’s Executive Committee.
- ▶ Current Board Member of the Santa Barbara County Bar Association and Co-Chair of its ADR Section.
- ▶ 2011-2013, Editor-in-Chief of *California Litigation*, then the journal of the Litigation Section of the State Bar; served on its editorial board for eight years.
- ▶ 2014-2015, Chair of the California State Bar’s 16-member Standing Committee on Appellate Courts; served on that committee for six years.

Janet K. McGinnis

JD, University of Oregon School of Law
BA, MA - Political Science, California State University, Northridge

Oregon Bar (1981)
California Bar (1983)

McGinnis Law Office (Civil Litigation/General Civil/Appeals/Immigration) Since 2006

Legal Counsel, Summerland Sanitary District 2021 – present

Legal Counsel, Montecito Sanitary District 2012 – 2019

Santa Barbara City Attorney's Office - Litigation Attorney 1989 – 2005

Eskin & Jackson - Associate (Civil Litigation) 1985 – 1989
Santa Monica, Ventura, Santa Barbara, CA

McGinnis Law Office (Criminal/Civil Litigation) 1984 – 1985
Hollywood, CA

Oregon Legal Services, Inc. 1980 – 1984
Statewide Services Delivery Study (Portland) 1980
Attorney, Roseburg Office 1981 – 1984

Santa Barbara County Bar Association 1989 – present
American Immigration Lawyers Association 2017 – present

Counsel, Secretary, Director - Santa Barbara Symphony Orchestra Association 2000 – 2013
Board, California Rural Legal Assistance 2008 – 2019
Board, Anti-Defamation League (Tri-Counties Chapter) 2006 – 2013
Board, Importa Santa Barbara 2016 – 2019
Board, Domestic Violence Solutions 1993 – 2000
Board, Channel Counties Legal Services Association 1989 – 1999
Board and Secretary, Ventura County Trial Lawyers Association 1985 – 1989
Board, Ventura County Law Library 1984 – 1989

California State Bar Task Force Member: Civil Justice Strategies 2014
Santa Barbara County Affordable Housing Policy Committee 2006

California Association of Sanitation Agencies, Lawyers Committee 2012 – 2019
Tri-County Government Lawyers' Association 1995 – 2005

1976 – 1978 Comprehensive Planner/Citizen Involvement Coordinator
Jackson County Planning-Development Department, Medford, OR

1976 Clerk, House Labor Committee, Oregon Legislature, T. Kulongoski, Chair

1972 – 1976 Instructor, Political Science and Women's Studies
Rogue Community College, Grants Pass, OR

1970 – 1972 Graduate Teaching Fellow, Political Science Department,
California State University, Northridge



CERTIFICATE OF APPRECIATION

Janet Karen McGinnis
17 Years of Service - December 2005
Assistant City Attorney

WHEREAS, Janet Karen McGinnis began her career with the City of Santa Barbara City Attorney's Office on July 1, 1989, and previously worked as a criminal and civil litigator in Ventura and Hollywood, California, and in Oregon state; and

WHEREAS, with vision and unsurpassable energy, Janet excelled as the primary litigation attorney for the City and served as the City's primary trial attorney; and

WHEREAS, Janet was victorious in defending the City against a wide range of complex litigation involving water rights, land use, pollution, employment practices, and public entity liability; and

WHEREAS, she was instrumental in championing the creation of an inspection and maintenance system for public facilities that has paid dividends in terms of saving financial and human resources; and

WHEREAS, Janet was valued for her collaborative nature and assertive litigation defense, and it was her dedication to the City and its mission that garnered her the highest respect from her "colleagues," as she was fond of referring to all City staff, and

WHEREAS, Janet has been involved with the Santa Barbara legal community and Santa Barbara community, most notably the William L. Gordon Inns of Court, Santa Barbara Association Bench and Bar Committee, Tri-Counties Local Government Attorneys' Association, Santa Barbara Symphony, and Domestic Violence Solutions (Shelter Services for Women),

NOW, THEREFORE, on behalf of the City Council, the citizens of Santa Barbara and your fellow employees, thank you for your exemplary career and your service to our community. Congratulations and best wishes.


MARTY BLUM, MAYOR



JOAN VIGNOCCHI, J.D.

EMPLOYMENT HISTORY

- **Santa Barbara Legal Aid Foundation Staff Attorney (Dec 2020 - Oct 2023)** - Eviction defense for tenants; perform fair housing and tenant's rights outreach throughout Santa Barbara county. Mediation and client advocacy. Continue to advocate for tenant issues at local government agencies.
- **Contract Attorney, Urban Capital (Feb 2021 - current)** - Wrote lease-to-own housing contract for affordable housing development project in Sacramento.
- **Kraig Rice and Arno Jaffe, immigration paralegal (April 2020-Nov 2020)** - Prepared persuasive letters, wrote briefs to expunge misdemeanors, worked with clients to obtain information needed to process family-based applications, enter CEAC information for DS-860 and I-864 forms, conducted legal research that led to the return of a grandmother from being deported and legislation preventing parents of active duty service members from being deported.
- **Research Project Assistant** with Judge Frank Ochoa to enforce district elections per *MALDEF v. City of Santa Barbara*.
- **Santa Barbara Legal Aid Bankruptcy Clinic Internship** - Performed client intake and helped walk-in clients fill out bankruptcy forms; researched specialized bankruptcy issues for the court (Fall 2018).

EDUCATION

Juris Doctorate, Santa Barbara College of Law, Santa Barbara, CA (2019) SBN: 332354

Bachelor of Arts, History, University of California, Santa Barbara, CA

Bilingual: Mandarin & English

VOLUNTEER / ACTIVISM

- **Supervisor Joan Hartmann Campaign Volunteer Coordinator (Aug 2023 - March 2024)**: Coordinated and trained volunteers for supervisorial reelection campaign. Used PDI campaign software to target neighborhoods and ensure volunteers covered every household in the district.
- **Santa Barbara Legal Aid** – Updated website with COVID information; assisted with Know Your Rights and Making Emergency Plan workshops for immigrants during the previous administration.
- **Women's March** - Planned and carried out several protests and demonstrations 2016-2021, including Women's Strike Day (Day Without a Woman March 8, 2017) and the Brett Kavanaugh protest.
- **Planned Parenthood Central Coast** - Attend Lobby Days in Sacramento and at County Board of Supervisors and City Council meetings; community outreach at events such as Earth Day, Pride, and Juneteenth.
- **Santa Barbara Women's Political Committee Legislative and Advocacy Committee** - Write letters of support for state legislation.
- **Santa Barbara County Democratic Central Committee Representative for District 2** - Serving my district since 2020.
- **UCSB Tenants Union for Family Student Housing** - Advocated for and was elected to the first Family Student Housing Tenants Union.

PREVIOUS EMPLOYMENT

AGILYSYS INC., Santa, Barbara, CA | **Senior Information Developer** | August 2010 to April 2020

- Maintained the architecture of the Sharepoint site that housed documentation for all Agilysys' software products. Wrote manuals and help systems for end users and installation/technical support in an Agile development environment.
- Managed project meetings and project resources across multiple product lines, resolving issues, correcting errors, and maintaining standards to drive high quality output, on time and on budget.
- Served as Subject Matter Expert and point of contact for all documentation and architecture needs.
- Trained Sales, Support, Field Install Teams, QA, and Development on help systems and single-source documentation to maintain an updated library across the corporation.
- Worked with software development teams and QA and Support staff to document system specifications, installation instructions, hardware requirements, and configuration instructions.
- Developed streamlined, user-friendly format for system manuals, consisting of smaller, more readable sections that consolidated thousands of pages, eliminated redundancies, and resulted in more impactful deliverables.
- Recognized for strong project management skills and the ability to work well across teams (i.e., Software Engineers, Technical Support, Outsourced Contractors). Proactive collaboration resulted in meeting all project deadlines and managing work assignments.

Ellwood Elementary School District Library Media Specialist - 2004-2010 (Goleta, CA)

- Taught library and literacy skills to preschool-6th grade students.