

## EMPLOYMENT APPLICATION



ORANGE COUNTY  
333 W. Santa Ana Blvd  
Santa Ana, California 92701  
ochr@ocgov.com  
<http://www.ocgov.com/jobs>

Reynolds, Roy  
0182E1-1212-054(O) COUNTY CLERK RECORDER

Received: 1/15/13 2:26 PM

For Official Use Only:

QUAL: \_\_\_\_\_

DNQ: \_\_\_\_\_

☐ Experience

☐ Training

☐ Other: \_\_\_\_\_

## PERSONAL INFORMATION

POSITION TITLE:  
COUNTY CLERK RECORDER

EXAM ID#:  
0182E1-1212-054(O)

NAME: (Last, First, Middle)  
Reynolds, Roy

SOCIAL SECURITY NUMBER:  
N/A

ADDRESS: (Street, City, State, Zip Code)

HOME PHONE: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

DRIVER'S LICENSE: \_\_\_\_\_

☐ Yes ☐ No

DRIVER'S LICENSE: \_\_\_\_\_

State: CA Number: \_\_\_\_\_

LEGAL RIGHT TO WORK IN THE UNITED STATES?

☐ Yes ☐ No

## PREFERENCES

PREFERRED SALARY:

\$140,000.00 per year

ARE YOU WILLING TO RELOCATE?

☐ Yes ☐ No ☐ Maybe

WHAT TYPE OF JOB ARE YOU LOOKING FOR?

Regular

TYPES OF WORK YOU WILL ACCEPT:

Full Time

SHIFTS YOU WILL ACCEPT:

Day

OBJECTIVE:

IT professional with significant management, business and software experience seeks to concentrate in program/project management, operations.

## EDUCATION

Nothing Entered For This Section

## WORK EXPERIENCE

Nothing Entered For This Section

## CERTIFICATES AND LICENSES

Nothing Entered For This Section

## Skills

Nothing Entered For This Section

## ADDITIONAL INFORMATION

Nothing Entered For This Section

## REFERENCES

Nothing Entered For This Section

**Agency-Wide Questions**

1. **What is your desired work location?**  
Any, Central/Civic Center  
**Are you a current or former County of Orange employee?**  
No
  3. **What is/was your Job Title?**
  4. **Please provide your employment dates with the County of Orange.**
  5. **What Agency/Department do/did you work for?**
  6. **If you selected Other in question 5, please specify in the text box below.**
  7. **If formerly employed with the County of Orange, what name were you employed under?**
  8. **How did you hear about this position?**  
Newspaper/Magazine
  9. **May we contact your current employer?**
- 

The following terms were accepted by the applicant upon submitting the online application:

Certificate of Applicant - By clicking ACCEPT, I certify that all statements made in this application and the attachments are true and I agree and understand that misstatements or omissions of any material fact may be cause for further investigation and may lead to disqualification or dismissal. I also grant permission for the County to verify any and all information contained within by contacting former employers and schools, etc.

This application was submitted by Roy Reynolds on 1/15/13 2:26 PM

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Published: May 25, 2011 Updated: 5:16 p.m.

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# Roy Reynolds: Outsourcing is good business

When Costa Mesa shows how it can succeed, O.C. should follow.

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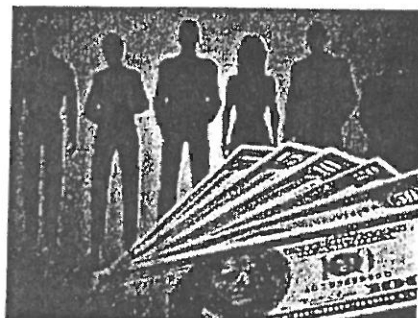
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By ROY REYNOLDS / The Fountain Valley resident operates a polling firm

Recent polling by my firm for the Costa Mesa Taxpayers Association found that 472 registered-voter households, 59 percent of those surveyed, believed the city "should look at all its options to solve the budget crisis, including outsourcing some of its services." Of 803 responses to this question, out of over 27,000 automated calls made only to Costa Mesans, 27 percent answered "No" to the question, and 14 percent were Undecided.

The City Council's strategy to take bids from private companies for work like vehicle upkeep, street repair and park maintenance is favorable to better than double the households we polled. The city will determine by a fair and competitive process whether it will be less expensive to use profit-motivated companies or unionized city employees to perform maintenance and support activities. We'd expect that contracts will be let to private firms only when it's clear that the city will save money.



MCT ILLUSTRATION

If outsourcing succeeds, and it will, union domination of municipal personnel will disappear as the city tries to shrink a multimillion-dollar budget deficit and mitigate \$131 million of unfunded pension obligations.

Costa Mesa is only the first among our local governments that will need to rationalize their operating costs and pension liabilities. Municipalities, counties and states can no longer afford the generous salaries, benefits and unsustainable pensions of captive employees. This City Council will find that outsourcing government functions is simply good business.

When Costa Mesa succeeds in its outsourcing strategy, Orange County government should follow the example and expand on outsourcing appropriate operations.

In a December 2004 column on these pages, Yorba

Linda resident Tom Cagley wrote: "Any public department or function ... competing with private industry should be eliminated and turned over to private industry. ... [I]f there is a private company in the Yellow Pages that can and will do the job, the government has no business in the business."

Responding this week to a scathing audit of the county Human Resources Department, Supervisor John Moorlach was quoted as saying "he wants to consider the outsourcing of the entire ... department."

Recent controversies at the county's Public Administrator/Guardian offices suggests an excellent opportunity to outsource these departments, whose functions are duplicated by any commercial bank's trust department. Those functions include discretion, auditability, honest dealing and financial acumen. The Public Administrator/Guardian has no monopoly on these responsibilities. Bank of America, Citigroup, Chase and other institutions have trust operations in Orange County and should eagerly respond to an opportunity to examine the Public Administrator/Guardian's organizational chart, budget and business plan.

Orange County government outsources other functions, like information technology and certain health care activities. Its public works projects are bid to private firms, so the concept is hardly untried. Low bidders, after proper vetting and reference checks, are going to save money via the competitive nature of the bidding process. Governments by definition are monopolies, and injecting market competition from the private sector has to drive down costs.

It's high time government was more competitive and acted more like a business, with shareholders and customers to satisfy. Let's strongly consider Supervisor Moorlach's idea and start with outsourcing the well-studied Public Administrator/Guardian, save some money and remove its operations from the political influences that have caused it to become a public spectacle.

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ORANGE COUNTY REGISTER

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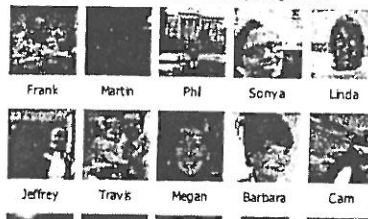
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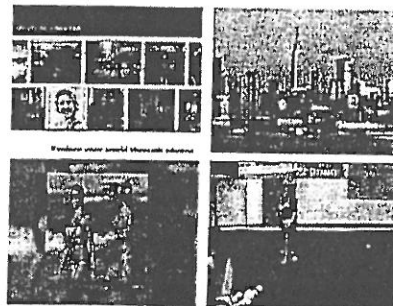
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or vidoes of 30-seconds each will be given preference. Letters will be edited for length, grammar and clarity.

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## ORANGE COUNTY REGISTER

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## Roy Reynolds

<b>OBJECTIVE:</b>	Information Technology professional with significant management, business and software experience seeks to concentrate in program/project management and development of IT-centric revenue generating products, e.g. ASP provisioning, CRM, non-traditional networking, wireless applications, database brokering, offshore software development and processing, knowledge management, imaging/source conversion and international outsourcing.
<b>PROFILE:</b>	Proactive, hands-on problem solving skills include strategic and tactical planning, needs assessment, business case justification, revenue identification, complex systems design and management of multi-disciplined, location diverse environments. Expert at sourcing, competitive bidding and evaluation, vendor negotiation and contract development. Information technology experience from international and domestic assignments in mixed Windows/Unix/Linux/IBM environments.

- 2009-- POLLING STRATEGIES (www.pollingstrategies.com) Fountain Valley, CA**  
**Principal**  
 Founder, designer and DBA of this web-based polling and robocalling service. Designed and implemented HTML/PHP/XML-driven website for interactive construction and execution of client-driven VoIP telephone and smart phone text polling. LAMP (with Asterisk) architecture supports massive, multiple MySQL-based voter registration lists for Text-to-Speech DTMF-response polling, data gathering and analysis. Site plans to integrate with large national landline and cellular list providers.
- 2005- PRT STRATEGIES (www.prtstrategies.com) Fountain Valley, CA**  
**Principal**  
 Built southern California consultancy for Personal Rapid Transit, identifying applications, brokering technology for domestic and international PRT vendors. Authored specifications for computer control software for wireless vehicle routing, security, safety and marking applications. Published, interviewed in various local media.
- 2005-08 COMPUTER SCIENCES CORPORATION Los Angeles & Long Beach, CA**  
**Project Manager (Contract Consultant)**  
 Managed COBOL applications retirement, archiving datasets, creating MS Access/Oracle data warehouses for Raytheon Space Systems SAP implementation per corporate SOX stipulations. Managed right-to-use legalities, software licensing, inventory, costs and asset redeployment for offshore transition team for Zurich Financial/Farmers Insurance Project Management Office.
- 2003-04 AMERIQUEST MORTGAGE CORPORATION Orange, CA**  
**Project Manager (Contract Consultant)**  
 Managed infrastructure design, cable plant and Win2K network project rollouts and mid-sized data centers for 1000+ staff locations nationally and all local loan operations sites. Bid requirements, vetted vendors, directed installations and contracted for all switching/routing, copper/fiber cabling and data center construction, with projects ranging from \$100-600k. Revised all infrastructure standards, RFP procedures and procurement/network documentation. Evaluated and recommended Microsoft Project Server as upgrade replacement for Niku, allowing aggregation of multiple project plans and budgets.
- 2000-02 EMULEX CORPORATION Costa Mesa, CA**  
**Chief Information Officer**  
 Led all phases of Oracle 11i Financials/ERP conversion to successful, on-time completion. Developed Strategic Plan for Board approval and established overall direction for IT group. Expanded base Oracle applications to support outsourced manufacturing and customer/supplier-facing eCommerce activities. Established Project Management Office, consolidating 60+ ongoing infrastructure, development and maintenance projects for manageability and adherence to PMO standards and budget expectations.
- Led network team in development of new infrastructure plan for VPN (US, UK), WANs and wireless LANs, supporting all corporate information systems, Help Desk and telecommunications including VoIP, video-conferencing and remote computing population. Architected Sun-standard compute farms for virtual Cadence, Synopsys design simulations; Compaq and Dell-standard for Win2K and Active Directory proliferation. Migrated eMail, other collaborative systems to Microsoft Exchange, SharePoint. Expanded corporate use of SAN and NAS technology, including Disaster Recovery. Directed staff to billable projects when appropriate.



- 2000 ORTEL CORPORATION Alhambra, CA**  
**Director, Information Technology**  
 Accountable for all manufacturing and finance systems implementation and development (in-house and contracted). Led Siebel SFA/CRM implementation team, incorporating eCommerce solutions accessible via redesigned corporate website. Led conversion of AS/400 applications to web-enabled technology. Led development of corporate website.
- 2000 EXPERIAN INFORMATION SOLUTIONS Orange, CA**  
**Project Manager (Contract Consultant)**  
 Managed implementation of Web-driven Clarify V.9 CRM application project for Experian's "Credit Expert" Direct-to-Consumer Internet eBusiness and Call Center. Followed SDLC from product selection through NT installation and testing against backend Oracle database. Caused email integration with corporate Microsoft Exchange environment. Managed development, testing, staging and production Sun Unix environments for installation.
- 1997-2000 NEXGENIX, INC. Irvine, CA**  
**Director, Information Systems**  
 Developed Strategic Plan and re-built Information Systems group for this eCommerce application, offshore outsourcer and website developer. Designed and implemented Frame Relay-based WAN. Implemented MS Exchange, Systems Management Server, Goldmine CRM and SQL applications in support of nine plus-location environment. Accountable for operation and expansion of all Nortel PBXes and Voicemail, including Voice over Frame capability. Support for Sun UNIX development environment (including Oracle V.7 & 8) and Help Desk provisioned under IS departmental umbrella.
- 1996-97 ORACLE CORPORATION Costa Mesa, CA**  
**Senior Principal Consultant**  
 Consulting Team member responsible for UNIX and Microsoft NT platform implementations of Oracle Database (V7.x & 8) and Applications (V10.7) for western states client base. Specialized in systems performance tuning and network computing analyses. Assisted client base in Oracle Financials project planning and systems implementations.
- 1995-96 KSCI CHANNEL 18/INTERNATIONAL CHANNEL Los Angeles, CA**  
**MIS Director (Contract Consultant)**  
 Led Novell & Windows NT network conversion. Linked 50+ multi-building 386/486 Windows 3.11 workstations to Microsoft Office (including Access), Mail and Remote Access Service. Planned and implemented multiple mission-critical Client/Server applications. Responsible for all vendor and contractor negotiations, standards selection and implementation management.
- 1990-94 SOUTHERN CALIFORNIA EDISON COMPANY Rosemead, CA**  
**General Manager, Systems Integration**  
 Accountable for five Customer Service Department Automated Systems project groups:
- Distributed Systems Support - PC, Macintosh and Novell network support for Department's 50k square mile service territory and 6,500 person userbase. Platform base included 4,000+ IBM, Dell, Epson, Wyse and Macintosh workstations and 327x terminals. Supported procurement and maintenance activities. Provided for regionally-based support/training representatives.
  - Workgroup Computing - Established and marketed platform and Novell network standards, implemented 40 to 50 local area networks in 1992-94 connected to the corporate fiber-optic backbone and Sybase SQL Servers. Supported all AutoCAD, Notes activities.
  - Nucleus Support - Core support of new mainframe-based Customer Service System, controlling development standards, database administration and prototyping. Development effort revamps all accounting, collection, usage tracking, cashiering, field service and metering systems.
  - Design Architecture - Controlled development standards and integration of all Customer Service systems. Heavy database activity in DB2, managing migration to corporate-standard Sybase Client/Server technology.
  - Measurement & Improvement - Monitored all development activities, software capitalization and budgets. Managed internal Quality Assurance Program. Supported systems inventory, Function Point, timekeeping and metrics activities.

- 1987-90 MCDONNELL DOUGLAS FINANCE CORPORATION Long Beach, CA**  
**Manager, Decision Support Group**  
 Designed, implemented and operated headquarters-wide, multi-building bridged Novell/Arcnet local/wide area networks for office automation, decision support and electronic mail/scheduling. Responsible for microcomputer acquisition, standards and training. Developed LAN<>mainframe gateways, integrated host application interfaces for VM and MVS/CICS environments. Developed, implemented LAN-based multi-user database applications.
- 1984-87 LOS ANGELES COUNTY DATA PROCESSING DEPT. Downey, CA**  
**Division Chief, Customer Developed Systems Support**  
 Responsible for development and management of County's Information Center, microcomputing, networking and office automation activities. Created IBM 4381 VM/CMS-based Information Center for FOCUS, SAS, PROFS, decision support and graphics software. Planned microcomputer hardware/software standardization, user training programs, software site licensing, PC data security.
- 1974-83 BANK OF AMERICA, Far East Area Office Hong Kong**  
**Product Manager, Automation (Vice President)**  
 Accountable for specifications, funding, prioritization and acceptance of all management information systems, office automation and data processing hardware/software for BofA units in Japan, Hong Kong, Singapore, Taiwan, Korea and mainland China.
- Deputy Head, Asian Data Processing Operations Philippines**  
 Responsible for management information systems and online banking terminal/ATM network implementations for all Asian operations.
- Analyst/Senior Analyst/Project Manager San Francisco, CA**  
 Responsible for minicomputer systems evaluations, micrographics and Wang office automation systems.

<b>EDUCATION:</b>	San Francisco State University	Graduate Study (Communications)
	University of Kansas	Bachelor of Science (Journalism)
	College of DuPage	Associate of Arts (Business)

## Roy Reynolds – Contracts, Vendor Negotiation and RFX Experience

### Zurich Financial Services (Farmers Insurance)

Managed software licensing, vendor contract negotiations, right-to-use legalities, electronically distributable inventories, onshore and offshore costs and legal redeployment as member of the offshore transition team for Computer Sciences, Zurich (Switzerland-based) and Farmers Insurance Project Management Office. Wrote various Policies and Procedures germane to usage compliance.

Negotiated with Microsoft (SAs, EAs, VPAs), IBM, Siebel, Computer Associates, VMware, Oracle and others, maintaining ZFS' rights to owned software product when redeployed to Canada, India and Europe for outsourced development and maintenance.

### Ameriquist Mortgage

Established corporate-standard document for OSI Level 1 RFPs for voice/data cabling, IDF/MDF builds, Data Center moves and copper/fiber implementations for all 50+ user sites. Rendered and evaluated RFPs, awarded bids for new office builds, remodels and expansions ranging from \$50k to \$750k.

### Emulex

Re-negotiated Oracle implementation consulting contract for ERP and Financials software (Oracle version installed in 2001 was bug-ridden and only half operable), receiving \$250k in no-charge consulting for successful re-implementation of later software version. First implementation required a seven-figure expenditure; second implementation, under my management, required only five figures.

Negotiated savings of \$100k/pa in Oracle software maintenance for unused CRM modules.

Wrote RFPs, RFQs for acquisition of 50+ Sun ASICs development servers, saving five figures through competitive bidding. Also bid and awarded business for numerous Server-based development software products. Bid via RFP and awarded Network Attached Storage device (500gb) for a significant competitive savings.

Re-bid all corporate local, long distance and data circuits for savings of at least \$70k/pa.

Bid implementation of upgraded email and Calendaring system for all three corporate offices.

Commenced process to consolidate all hardware and software maintenance contracts to a single source database. This process will allow better negotiation for renewals and visibility of costs to future budgeting processes.

Wrote and issued RFQ for implementation of CRM Contracts system adjunct to completed Oracle installation. Likely vendor selection will be Siebel.

### Nexgenix

Negotiated numerous telecommunications circuit acquisitions and contracts for both telephone and data systems (frame relay) as company expanded from three to nine US locations. Replaced a number of telephone systems through competitive bidding.

Wrote RFP and bid implementation of upgraded email and Calendaring system.

Wrote RFPs and RFQs, solicited and evaluated bids for numerous types of PC hardware and packaged software. Especially, we bid network components and their remote installation and support to various VARs (e.g., Cisco routers, bridges, switches). Re-negotiated most hardware maintenance agreements for lesser costs (mostly Cisco and Dell equipment).

### Wolfe & Associates

Rendered RFP, selected vendors and negotiated purchase and maintenance contracts for all Cisco switch and router product for Tosco Oil's data center move from Irvine, CA to Tempe, AZ.

### Western Digital

Member of the I-Net outsourcing team which WDC had contracted for all infrastructure and end user computing support. As team designee, protecting WDC's interests, costs and latency commitments for all Asian MCI circuits were re-negotiated to accommodate the need for Citrix Winframe clients compensating for mediocre Oracle Version 10.7 client performance.



## KSCI

Wrote RFPs and RFQs, solicited and evaluated bids for numerous types of PC network hardware and packaged software, access control systems and modifications to core accounting system. The latter involved extensive negotiation with application development vendors.

## Southern California Edison

SCE Procurement and the core Data Processing group bid and set most standards for the corporation. Acted as the Customer Service Systems lead for presentation and justification of a software capitalization argument for the SCE legal team which ultimately presented same to the California Public Utilities Commission. This involved the justification of a \$60 million software development effort as a "capitalizable" project for which SCE could then draw a Rate of Return. I was the primary negotiator with the SCE legal department and PUC team.

## McDonnell Douglas

Wrote RFP, evaluated and awarded winning vendor the implementation of three location Novell local area networks. Specifically, this procurement was for all Servers, server operating systems and installation.

Wrote RFPs and RFQs, solicited and evaluated bids for numerous types of PC hardware and packaged software.

## Los Angeles County DPD

Wrote RFP and bid electronic mail system for Forester and Fire Warden's need to allow firemen to offer and accept overtime assignments.

Supervised Deloitte and Touche's writing of RFQ for shared logic word processing systems.

Supervised numerous procurements (through Purchasing Department) of various collections of PC hardware and software.

## Bank of America

Wrote RFP, solicited and evaluated bids, selected vendor for eight COM (Computer Output Microfilm) Systems for SF and LA Data Centers. Value in 1975 dollars at about \$2 million. Established Bank-standard, number of machines probably doubled over time against price protected acquisition contract I also negotiated.

Wrote RFP, solicited and received bids, re-negotiated contract for source document microfilm procurement and processing for all BofA branch check microfilming (probably \$5M/year). Included check reproduction activities for 1100+ end user organizations. Later, negotiated similar contract for IBM document scanner/sorter/microfilers at BofA Data Centers.

Solicited bids, negotiated supply contracts, awarded business for COM film supply (probably \$1 million/pa).

Re-negotiated 3M Reader/Printer paper supply contract and procurement process to avoid CA state sales tax.

Wrote RFPs and RFQs, solicited and evaluated bids for numerous types of microfilm recording and retrieval hardware.

All BofA activities above generated some form of savings for the Bank, usually in five to six figure area. Achievement of ROI or savings in expense or headcount was an extremely important part of BofA analysis. I also became an expert in running the financial analysis against the Bank's online "Capital Investment" models.

With World Banking Division, negotiated procurement and placed all IBM System 34 and 36 minicomputer systems for Asia Division.

After transfer to Manila, managed project to procure online Branch teller terminal and ATM systems for all Hong Kong retail locations. For this effort, wrote extensive RFP, vetted all vendors, negotiated winning contract and implemented system on time and within budget. Also bid and acquired update microfiche system for distribution of customer signature cards throughout Colony.

15 January 2013

County of Orange  
Clerk-Recorder Recruitment  
Civic Center  
Santa Ana, CA

To whom it concerns:

Please accept the attached resume which details my experience and background in strategic and tactical planning, budgeting, and successfully managing sophisticated Information Technology-based organizations as I understand the Clerk-Recorder's office has become. I have significant web development experience. You'll also please note my early career experience in Records Management – I was the lead project manager for all micrographic activities (source document and computer output microfilm) out of Bank of America headquarters in San Francisco.

Unlike the majority of applications you'll receive for this position, I propose a new future for the CC-R. I believe this operation might be **OUTSOURCED** – put into the private sector via competitive bid. I believe this unit can be successfully operated by either its internal staff OR an external vendor at the same service level. A competitive bid and fair evaluation of its responses will determine if any expense can be saved to reduce the overall cost of operating the unit to conserve the County's limited budget. I would endeavor to assist with the bidding, evaluation process and vendor selection – but please also note that the CC-R unit itself should also respond to the competition in order that its well-documented business plan, revenue stream and budget can be compared with external vendors. My 2011 OC Register column on county government outsourcing is attached to my applications and can be reviewed here: <http://tinyurl.com/bfd4fxj>.

I'm pleased to have developed an excellent record in maintaining my management activities per the detailed plans and budgets my teams and I have created based on carefully collected user requirements and input. My activities are managed on time and budget, align with business objectives and meet the articulated needs of the user and client base. Dealing with multiple projects with diverse users, balancing conflicting priorities and demands, meeting aggressive milestones, conserving limited resources and generating pertinent and timely communication to all levels of management are all attributes which describe my capabilities in this area.

I also specialize in business analysis for my units and projects I manage or sanction, and am especially experienced in analyzing ROI and developing justifications for investments requiring specific cost analysis. Including my international experience, I am expert at vendor negotiation, bid situations and contract development, skills particularly important in today's business climate especially given the demands of the Internet and the competitive sourcing opportunities available in hardware, maintenance and application support.

I will appreciate the opportunity to discuss this position at an interview. I'm best reached at \_\_\_\_\_ and can meet with you at your convenience. My availability is immediate.

Thank you for your consideration and interest.

Roy Reynolds