

## **SUMMARY**

Versatile IT professional with a variety of document, records, and knowledge management experiences. Accomplished in taxonomy development, business process analysis, and solution design. Highly skilled in facilitating diverse groups needing commonality in vision.

## **PROFESSIONAL EXPERIENCE**

### **WHL Information Solutions, Houston, TX**

**2004-Present**

President, WHL Information Solutions, Inc.

Key principal in WHL Information Solutions, Inc. providing taxonomy development services to international oil and gas companies.

- Developed corporate taxonomy robust enough to search across document repositories yet simple enough for manual implementation by general employees in large Exploration and Production Company.
- Developed taxonomy to facilitate knowledge sharing among Communities of Practice in Brazilian-based energy company. Taxonomy delivered in both English and Portuguese.
- Developed taxonomy to support knowledge management for technical operations in one division of a large oilfield services company.

### **BHP Billiton, Houston, TX**

**2007-2010**

Records and Information Management Supervisor (2009-2010)

Managed implementation of global Records and Information Management (RIM) program

- Program was rated Well-Controlled by Group Audit Services based on execution of planned actions during first year.
- Recruited and staffed local support roles as well as provided support to global staff.
- Developed RIM policies, procedures, and training for all personnel.
- Worked with IT staff and external vendors to ensure technical infrastructure (upgrade to Documentum 6.5) met RIM standards.
- Evaluated tools to support ease of use (SharePoint and TaskSpace as user interfaces for Documentum) and document migration (Kazeon).
- Ensured smooth transition of physical records management services from Perth, Australia to Houston, TX after centralization of Exploration Division to Houston and reduction of force in Perth.

Knowledge Specialist (2007-2009)

Supported both knowledge management and document management efforts for Petroleum's Exploration Division.

- Managed planning and definition phase of Records and Information Management Program which included development and approval of a global records retention schedule.
- Managed initiation and planning phase of a project to develop a metadata registry that would improve findability of information using search with Documentum.

- Designed and implemented roadmap for Exploration's knowledge management system which included upgrading to Documentum 5. Support costs were decreased by 25% while maintaining same level of user support.
- Managed migration of legacy documents into Documentum.

**Schlumberger Technology Corporation, Austin and Houston, TX****1996 -2003**

Product Manager, Network Information Services (2003)

Managed development of business processes, marketing materials, and training to ensure network consulting services were standardized globally.

- Established company standard for developing all technical consulting processes by spearheading project that developed and deployed processes for network consulting services.
- Provided single access point to consulting products published on multiple information systems (technical and marketing) through design and implementation of web-based strategies.

Project Manager, Knowledge Management (2002)

Managed development of enterprise-wide taxonomy for the Knowledge Management Portal designed to provide a single point of access to over 100 information systems.

- Enabled classification of more than 200,000 knowledge objects and skills of 30,000 people through development of a 4000-node taxonomy and end-user training for implementation. Project required collaboration with more than 100 people from seven countries.
- Provided standardized metadata services for different applications within company by evaluating technology-based classification systems and implementing taxonomy management tool.

Project Manager, Documentation and On-line Training (1996-2001)

Managed design and development of specialized editing tools and SGML/XML-based Document Type Definitions (DTDs) for Document Management System that enabled first standardized process for global documentation and on-line training development. Conducted research to guide decision-making for online training and performance support initiatives.

- Gained much needed buy-in from direct stakeholders by negotiating requirements and coordinating design and testing of DTDs with representatives from 1200 technical documentation and training developers located in the US and Europe.
- Guaranteed interoperability among DTDs and compatibility with document management system by managing simultaneous code development by vendors in the US and Europe.
- Enabled creation of XML documents by non-technical users through design and development of XML-based editing tool (including user documentation) that mimicked usability of Microsoft Word.
- Provided information critical to decision-making process within company by researching and producing eight reports about on-line training and performance support trends.
- Initiated the IT Professional Development program through evaluation and selection of Computer Based Training system.
- Completed a Ph.D. while working full time.

**ADDITIONAL WORK EXPERIENCE**

**Texas Education Network**, Austin, TX  
**Optical Data Corporation**, Austin, TX  
**Texas Education Agency**, Media Specialist, Austin, TX  
**The University Of Texas at Austin**, Educational Media Coordinator, Austin, TX  
**Austin Independent School District**, Orchestra Director, Austin, TX

**EDUCATION AND TRAINING**

**Ph.D.**, Library and Information Science, The University of Texas at Austin  
**MA**, Instructional Technology, The University of Texas at Austin  
**BME**, Music Education, The University of Texas at Austin  
**Knowledge Management: Strategies and Tactics for Business Results**, American Productivity & Quality Center  
**Retaining Valuable Knowledge**, American Productivity & Quality Center

**PROFESSIONAL ASSOCIATIONS**

**AIIM**, Member  
**ARMA International**, Member  
**Project Management Institute**, Member

**CERTIFICATIONS**

**Texas Teaching Certificate**, State of Texas  
**PMP Certification**, Project Management Institute

**PUBLICATIONS**

Cisco, S. and Jackson, W. (2005), [Creating Order Out of Chaos with Taxonomies](#), The Information Management Journal. 39 (3), 44-50.  
Cisco, S. and Jackson, W. (2005). Demystifying Taxonomies, Paper presented at the 2005 meeting of ARMA International, Chicago, IL.