

SENIOR PROGRAM MANAGER

Accomplished leader in emergency and crisis management, business continuity, able to navigate complex environments with innovative and insightful approaches. Effective senior manager with robust capabilities to lead both virtual and in-person teams by steadfastly maintaining project goals and guidelines. Recognized subject matter expert in analyzing emergency and continuity plans and developing programs and effective support systems, exercises, and evaluation plans. Core competencies and expertise:

- Emergency Management
 - Business Continuity/Disaster Recovery
 - Crisis Management Support Systems
 - Development of Exercises
 - Exercise Delivery
 - Instructional Development
 - Budget Management
 - Project Management Training
 - Risk & Quality Management
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PROFESSIONAL EXPERIENCE

President 2013-Present
Pinnacle Performance Management
Northern NJ, and New York, NY

Provide planning, systems, and operational development in the areas of emergency, business continuity, disaster recovery, and risk management. We provide project management, working with a wide variety of small/medium businesses, non-profit, educational institutions, and governmental organizations, to help them develop cutting edge response systems, training, and exercises to operationalize and enhance their mission critical responses to overcome the impacts of a disaster.

Director of Risk, Operations, & Emergency Management Programs 2016-2019
Clinical Associate Professor
Katz School, Yeshiva University, New York, NY

Develop, direct, and manage academic and non-credit programs in subject areas of risk, operations, emergency management, and related subjects. Facilitate student groups in development and evaluation, including exercises, for industry partner plans in Emergency Operations, Business Continuity, and Disaster Recovery. Consult with university partners on business continuity and emergency management planning efforts.

Project Director, Coastal Storm Plan Training Project 2007- 2016
CUNY School of Professional Studies, New York, NY

Challenge: Develop and deliver mandatory emergency sheltering curriculum as part of NYC Coastal Storm Plan for over 68,000 assigned storm staff to 19 different NYC agencies.

Impact: Increased level of emergency preparedness of NYC emergency staff: training delivered to over 30,000+ city emergency staff; developed and conducted exercises and drills for city staff in logistics, mass care, and EOC functions.

- Developed and delivered curriculum for Coastal Storm Plan Staff for the New York City Office of Emergency Management for 10 seasons of annual training to storm staff and attracted additional funding to expand curriculum to include development of Field Guides, Disaster Assistance Response Centers (DASCs) and Family Assistance Centers (FACs), and NYC OEM Logistics Center.
- Developed and delivered two key exercise programs: Lightning Bolt and Emergency Management Catastrophic Exercise Program (EMCEP) for regional partners in the Regional Catastrophic Planning Team of NY-NJ-CT-PA; conducted 7 exercises including RDD, IND, hurricane, and cyber attack scenarios for regional and Federal partners.
- Developed customized learning management system (LMS) using Moodle (2.3) for on-line registration, tracking, and reporting system for classroom and online training with capacity of 200K seats. System provides reports to 20 NYC Government Agencies.

- After Action Reviews by NYC OEM deemed emergency sheltering response to Hurricanes Irene and Sandy a major success in major part due to the training efforts of the program.
- Developed Sahana Emergency Management System (SEMS) as project lead and development partner for Lightning Bolt Exercises and EMCEP for Regional Catastrophic Planning Team of NY-NJ-CT-PA; SEMS is now used by New York City and five counties in Northern New Jersey.

Clinical Associate Professor in Project Management/BC/DR 2004-Present

New York University, New York, NY

City University of New York, New York, NY

Challenge: Develop curricula in emergency management, business continuity, and crisis management for masters level students. Lead project management courses in ongoing credit programs.

Impact: students completing these programs are entering risk and project management related fields.

- Developed three courses in emergency management, business continuity, and crisis management.
- Deliver 3 courses emergency management, business continuity, and crisis management and facilitate student groups in developing TTX for evaluation of their team project plans.

Portfolio Manager for Project Management and IT

2004-2007

American Management Association, New York, NY

Challenge: Rationalize and grow a portfolio of public courses in project management and IT courses

Impact: Increased revenue by 40% and gross profit by 9% from 2004-2007; Reduced quality defects in courses to one third; Reduced scheduling time from 40 to 21 days via process improvement project.

- Developed 6 new products, 4 webcasts and revised 4 products increasing annual revenue by over \$2 million.
- Implemented a Six Sigma quality approach to course development and delivery.
- Led development of e-learning and blended learning for project management courses using the Outstart ForceTen™ LCMS.
- Reviewed courses and ensured they met requirements for CEU and PDU credits.
- Helped facilitate process improvement project.

Manager of Client Service and Project Management

2001- 2003

PerformXcellence, New York, NY

Challenge: Increase company revenue and clientele through effective client service and project management clients

Impact: Expanded service and product offerings which secured \$750,000 in consulting projects; Consultation work helped client increase sales from US\$ 31 million to US\$ 42 million.

- Developed recruiting and selection program as a turnkey product and trained clients in its use.
- Co-facilitated strategic retreats for privately held companies.
- Provided consulting and coaching to corporate and non-profit clients.
- Employed project management techniques to aid decision making on client service and risk/opportunity management of revenue streams.

President and Founder

1999-2001

Surfing Seniors, Sarasota, FL

Challenge: Founded a computer training company targeted to senior citizens. Developed and executed business plan.

- Served over 2,000 customers by growing a start-up company from 2 computer trainers in 1999 to 12 computer trainers in 2001 and provided computer education programs for condominiums, apartment buildings, and communities in Southern Florida.

Project Manager/Russia

1997-1999

Rieter Automotive Systems, Winterthur, Switzerland

Challenge: Led development of a 15 mill.€ (Euro) project for automotive parts manufacturing in Russia

- Developed business plan for an automotive parts manufacturing plant for the Russian market including market analysis and financial forecast; led negotiations with Russian partner and coordinated manufacturing planning with key clients, Fiat, Renault, Ford, and GM.

Program Manager for East Georgia Program

1995-1996

International Federation of Red Cross and Red Crescent Societies- Georgia Delegation Republic of Georgia

Challenge: Deliver 10 mill.€ food and winterization program with 70 program staff serving 250,000 customers in a country with a decimated infrastructure

- Re-engineered logistical system to reduce regional distribution from 1 month to 2 weeks and reduce losses from 10% to 5%.
- Implemented quality control systems to create greater accountability and reliability, reducing customer complaints from an average of 20 per day to 5 per week.
- Developed professional skills and standard management methods of IFRC staff and Georgian Red Cross staff.

Project Manager & Management Consultant

1993-1995

Catholic Relief Services (CRS), Tbilisi, Georgia & Zagreb, Croatia

Challenge: Deliver medical and winterization relief assistance to over 120,000 refugees and displaced person in the former Yugoslavia. Managed Medical Assistance Project (93/94), a US\$ 6 million grant from the US State Department- Bureau for Refugee Programs; US\$ 1 million from private funds and in-kind donations.

- Developed and implemented plan to distribute pharmaceutical goods to over 100,000 patients; Supervised staff in needs assessment, managed procurement and distribution of \$5.5 million in pharmaceutical goods, monitored and reported on allocation to patients to ensure compliance with US State Dept. regulations.
- Established HQ in Zagreb, 4 field offices in Croatia, trained 12 staff for project responsibilities, and established liaison with local counterpart NGOs, Government, and UN officials,

Expert Consultant

1991-1992

U.S. Holocaust Memorial Museum (Smithsonian Institutions), Latvia & Belarus

Baltimore Economic Development Corp., Odessa, Ukraine

Challenge: Manage government and non-profit projects in the former Soviet Union working in systems with limited infrastructure and limited support

- Conducted microfilming project in Latvia and Belarus; archived over 100,000 pages of historical holocaust era documents for the US Holocaust Memorial Museum.
- Represented Baltimore/Washington area firms in trade negotiations and initiation of joint venture proposals with major companies in Odessa, Ukraine.

Export Manager

1989-1991

S.P.E.C. International, Inc., Hanover, MD

Challenge: Managed \$ 3.6 million in computer hardware and software exports to clients in the former Soviet Union

- Automated Department of Commerce licensing and export documentation processing and tracking system.
- Established LAN facilitating file sharing and improving communication between accounting and operations.

Education

- Masters in the Science of Management** 1997
Hult International School of Business(formerly the Arthur D. Little School of Management), GPA: 3.79
- BA in International Studies:** Area of Specialization-Soviet Union 1990
Johns Hopkins University

Certifications & Professional Associations

- Certified Business Continuity Professional** 2019
Member of the Disaster Recovery Institute International (DRII)
- Logistics 101, 200, 201, 202** 2012-13
Regional Catastrophic Planning Training
- ICS 100, IS-042, IS-120a, IS-200, IS-807, IS-907, IS 368** 2009-14
FEMA Independent Study Courses
- Advanced E-Learning Instructional Design Certificate**
American Society for Training and Development 2010
- CIMS 300 (New York City system based on NIMS)** 2009
New York City OEM
- Certificate in Design of Games, Activities, and Simulations**
North American Simulation and Gaming Association 2009
- Community Emergency Response Team**
Basic Training, CPR Certified Dec. 2012-2014 2012
- IIL** 2006
OPM3 Foundational Course for Assessor & Consultant Certification
- Project Management Professional (PMP)** 2003
Member of the Project Management Institute (PMI) and the New York City Chapter of PMI.

Awards

- 2011 Michael Ribaldo Award for Information Technology Excellence** January 2011
City University of New York
- Federal Virtual Worlds Challenge (led by U.S. Army Research Laboratory)
Second Place, AI Assisted Category, For Hurricane Shelter Simulation** March 2011
Defense GameTech Conference, Orlando, FL
<http://www.fvwc.army.mil/>

Workshops, Presentations & Articles Published

- [A Storm's Approach; Hurricane Shelter Training in a Digital Age](#)** March 2012
Coauthor; Burden, David; Gronstedt, Anders; Jinman, Andrew
MODSIM World 2011 Conference and Expo; 348-356; (NASA/CP-2012-217326)
- Workshop: Rapid Design and Development of Virtual Worlds Training Courses** May 2011
Done in partnership with Dr. Anders Gronstedt, Gronstedt Group
Panel: Virtual Worlds in Government: State and Federal Perspectives
Ft. McNair, National Defense University, Washington, DC
<http://www.ndu.edu/college/fcvw/>

Panel: Lessons Learned from Government Agencies NOAA Games and Simulation Conference: Silver Spring, MD http://www.noaagames.org/boyarsky.pdf	Jan. 2011
Emergency Shelter Game: a Board Game Simulation NASAGA Conference 2010: Metropolitan Hotel, Vancouver, Canada	Oct. 2010
The Case of the Changing Client: Workshop on Managing Client Expectations Done in partnership with Sivasailiam "Thiagi" Thiagarajan and Tracy Tagliati of the Thiagi Group NASAGA Conference 2010	Oct. 2010
Elaboration, Collaboration, and Creation: Activity Based Project Management Learning NASAGA Conference 2009: Doubletree Hotel, Crystal City, Arlington, VA	Oct. 2009
Project Portfolio Management Could Put You in the Drivers Seat Executive Matters, American Management Association	Jan. 2007
Bridging the Gap Between Strategy and Execution Through Project Management MWorld, American Management Association	Winter 2006-2007
Hire Great People by Benchmarking Top Performers: Key Principles of the Hiring Process PerformX Speaks, PerformXcellence	Aug. 2003
Hiring Great People is Job One: Key Principles of Hiring PerformX Speaks, PerformXcellence	July 2003
Create a Focused Business Strategy: a Clear Mission, Value Proposition and Vision PerformX Speaks, PerformXcellence	April 2003

Webinars/Podcasts

Podcast: Dancing with the Black Elephant Writer, Host, and Producer	2017-Present
Agile Crisis Leadership Developer and moderator Yeshiva University	2018
From Surviving to Thriving: How to Manage Crises and Create a Resilient Organization Developer and moderator Yeshiva University	2017
48 Hours: Get Ready for the Storm Developer and moderator CUNY School of Professional Studies	2011
The Art of Managing Risk in your Project Portfolio Co-developer and moderator American Management Association http://www.amanet.org/training/webcasts/The-Art-of-Managing-Risk-in-Your-Project-Portfolio.aspx	2007
Deliver a High ROI Co-developer and moderator American Management Association http://www.amanet.org/training/webcasts/Deliver-a-High-ROI.aspx	2006
Are You REALLY Ready to Lead (the project team); Project Leadership Co-developer and moderator American Management Association	2006