



Please return completed application to:
Karen Thompson, City Secretary
100 East Main Street, Suite 300
P.O. Box 688 (76691)
Pflugerville, TX 78680
By fax 990-4364
By email to citysecretary@cityofpflugerville.com

APPLICATION FOR APPOINTMENT TO THE
PERSONNEL APPEAL BOARD

All information provided in this application is public information pursuant to the provisions of the Texas Public Information Act.

The Personnel Appeal Board conducts hearings and renders decisions regarding employee appeals to suspensions, demotions, and terminations. Not less than 5 members are appointed by the Mayor with the advice and consent of the City Council to serve for up to 3 years. Any given board is composed of 3 appointed members. Members must be at least 21 years of age, have no criminal record, no prior employment with the City, and are required to have 3 years city residency. Because vacancies may arise before the next regular appointment period, all applications are kept on file until the next application period.

Name: Christopher Clark Telephone:

Residential Address: 19804 Vilamoura St. Pflugerville, TX 78660

E-mail Address: Alternate Telephone:

Resident of the City of Pflugerville for 5+ years.
Are you are a registered voter of the City of Pflugerville? Yes No Voter Registration No.
Are you at least 21 years of age? Yes No Do you have a criminal record? Yes No
Do you have prior employment with the City? Yes No
Have you been a resident of the City of Pflugerville for at least 3 years? Yes No

Does any potential conflict of interest exist which may interfere or inhibit you to carry out the duties of a Personnel Appeal Boardmember? Yes No (If Yes, please explain.)

What experience do you have regarding escalated employment relations issues?
Working as a Project Manager with Accenture for over 10 years, I have encountered numerous situations and involving employment relation issues. I have ad to work with all types of workforces including employees, contractors, temps and interns. The capacity of my involvement has ranged from hiring, mentoring, evaluating terminating.

What experience or skills would you bring to the Personnel Appeal Board that pertains to adjudicating a dispute between employees and employers?

Managing team leads and the employees that work under them can provide similar experiences to those on the Personnel Appeal Board. As I listen and work through issues experienced by both the team lead (employer) and the team member (employee), it is ultimately up to me to decide the best course of action moving forward for not only the individuals involved, but also the company as a whole. In the case of the Personnel Appeal Board, the City of Pflugerville would need be considered in whatever decision is made to minimize any negative impact on the City itself.

What is your interest in serving on the Personnel Appeal Board?

My interest in serving on the Personnel Appeal Board is to bring my private sector experience to the city I live and raise my family in to make the City of Pflugerville a great place to work.

What is your work experience (or submit a resume)?

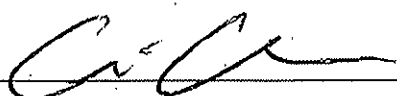
See Resume

Have you ever served on an arbitration or similar appeal panel?

No

Please provide any additional information you feel would be useful to the Mayor and City Council in considering your application. Please use additional sheets as necessary. A cover letter and/or resume may also be submitted with the application.

By signing this application, I hereby affirm that I am aware of the requirements for the position and certify that I meet those requirements.

Applicant Signature: 

Date: 11/8/11

Christopher K. Clark

Office Phone:

Email Address:

cell phone/pager:

Profile Summary

Self managed, action-oriented with over 13 years experience in all facets of the software development lifecycle, including State Government Experience. Committed to partnering with key stakeholders at all levels of an organization to translate business needs into intelligent, cost-effective technical solutions through strong relationship and team building. Demonstrated ability to operate with significant autonomy and latitude. Excellent verbal and written communication.

Job Experience

Client/Company : State of Texas OAG
Project Duration : Dec 2011 - Present
Standard Role : Program/Project Manager

Project & Role Description

Managed the day to day operations of multiple project teams responsible for the development of new functionality for related TMHP systems. Responsible for multiple business functions and supporting systems, and was a key participant in complex cross-function activities. Managed and built effective client relationships.

Client/Company : State of Texas HHSC
Project Duration : July, 2006 - Nov, 2010
Standard Role : Program/Project Manager

Project & Role Description

Managed the day to day operations of multiple project teams responsible for the development of new functionality for related TMHP systems. Responsible for multiple business functions and supporting systems, and was a key participant in complex cross-function activities. Managed and built effective client relationships.

Responsible for leading and managing the day-to-day operations of three areas: Configuration Management, Data Management and Business Technology Optimization. Combining these functions within one group helps to ensure the integrity of production systems. Responsible for the results of these areas to both Accenture and its clients.

Client/Company : New Mexico Human Svcs Dept
Project Duration : Feb 2002 - June 2006
Standard Role : Program/Project Manager

Project & Role Description

Accountable for business function(s) and overall success of application outsourcing engagement consisting of up to 15 technology services professionals. Developed and maintained strong client relationships, consistently meeting or exceeding customer expectations for service delivery. Partnered with client management to set overall project goals and priorities.

Accomplishments:

- Developed succession plan for Accenture personnel which forecasted zero or positive variance in revenue and margin over the life of the contract
- Successfully negotiated two contract extensions totaling \$2.3 million dollars which included details of transitioning positions from Accenture to the State
- Actively managed attrition with zero revenue loss during the transition of positions from Accenture to the State
- Developed succession plan for Accenture personnel which forecasted zero or positive variance in revenue and increases in margin of up to 4% over the life of the contract
- Ensured contractual service levels are met

Client/Company : State Farm Insurance

Project Duration : Jan 1999 - Aug. 2001

Project & Role Description

- Reduced future costs and work required during PeopleSoft 8 upgrade. Led effort to gather all information necessary to create Regression, Integration, and System test scripts, resulting in a repeatable process as well as a systematic approach to testing. This allowed anyone who used the scripts to understand what was required and how exactly to test.
- Fixed errors and validated results in a timely manner while executing System test scripts during the PeopleSoft 8 upgrade.
- Co-performed market research, technology research, and wireless vendor research, which led to the production of a white paper, published internally to display PwC's thought leadership in the area of wireless technology.
- Created a dependable support team to identify, duplicate, and resolve software problems which resulted in increased customer satisfaction through reduced problem resolution cycle times and one-call problem resolution.
- Led the effort to create a service level agreement between the production support team and the participating subsidiary support teams improving the tracking and response time for raised issues.
- Developed a web page, which documented and organized 300+ investigative and debugging procedures that educated support technicians, served as a training tool for newly hired support personnel, reduced resolution times, enhanced customer service, and assisted with upward feedback through different support levels.
- Designed, developed, and delivered training for support personnel in Germany that improved efficiency by 25%.
- Leadership experience supervising 1 consultant and 4 contractors, later transitioning production support knowledge to 6 replacement contractors over a 3-month time period.
- Served as the contact for customer questions and provided status to PwC staff allowing for consistent and streamlined communication.
- Implemented new web site functionality for system users around the world using SQL and PL/SQL commands and instructed the customer on how to use the added functionality which increased the company's ability to market and sell their products on the web.

Client/Company : Tennessee Human Svcs Dept

Project Duration : Feb. 1997 - Dec. 1998

Project & Role Description

- Managed a team of 6 analysts and 10 programmers through a federally mandated 6-month IEF (CoolGen) project for the State of Tennessee (PRWORA). Analyzed and interpreted revised federal guidelines, discussed key points with officials, prepared analysis documentation on IEF (CoolGen) system changes, created Gantt charts for customer and work teams, wrote IEF (CoolGen) detailed design documents, managed the IEF (CoolGen) changes through unit, string, and system, and performed final acceptance testing with customer.
- As lead analyst, served as main financial contact to the customer with extensive involvement implementing new IEF (CoolGen) software design to the financial area, including distribution, disbursement, and adjustment of payments.
- As a programmer / analyst, supervised 2 consultants and managed their tasks in addition to researching and designing specs for making IEF (CoolGen) code changes.
- As a junior programmer, coded minor programs in COBOL using IEF (CoolGen) in several areas of the system, executed daily financial reports by creating SQL queries, coded and unit tested financial code changes, assisted in problem research, and handled calls from the help desk, explaining system operations and / or correcting data that was mishandled.
- Resolved nightly batch failures, moved code from one environment to another, and executed test batch cycles for the customer during their acceptance testing.
- Gathered data from local child support offices that later was used in the conversion process once the system was brought on-line.

Education

University/College	Degree	Year
David Lipscomb University	Business Administration / Computer Information Systems	12/1996

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