



Please return completed application to:  
Karen Thompson, City Secretary  
100 East Main Street, Suite 300  
P.O. Box 589 (78691)  
Pflugerville, TX 78660  
By fax 990-4364  
By email to [citysecretary@pflugervilletx.gov](mailto:citysecretary@pflugervilletx.gov)

APPLICATION FOR APPOINTMENT TO THE  
PFLUGERVILLE COMMUNITY DEVELOPMENT CORPORATION (PCDC)  
BOARD OF DIRECTORS

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

The Pflugerville Community Development Corporation Board of Directors manages the affairs of the City's 4B Corporation which promotes economic development in order to eliminate unemployment and underemployment, and to promote and encourage employment and the public welfare of, for, and on behalf of the City by developing, purchasing, leasing, implementing, providing, and financing projects under Section 4B of the Development Corporation Act of 1979. The PCDC Board of Directors is composed of 7 members serving 2-year terms. Each Director must be a qualified voter of the City and be a resident of the City, however, there is no set length of residency required. Up to 4 employees of the City, members of the City Council, or other officers of the City are allowed to serve on the board.

All appointments are made by and at the discretion of the City Council. Because vacancies may arise before the next regular appointment period, all applications are kept on file until the next application period.

Name: Jeffrey Thompson Telephone: \_\_\_\_\_

Residential Address: 2009 Hanging Rock, Pflugerville, TX 78660

E-mail Address: \_\_\_\_\_ Alternate Telephone: \_\_\_\_\_

Resident of the City of Pflugerville for 9.5 years.  
Are you are a registered voter of the City of Pflugerville? ☒ Yes ☐ No Voter Registration No. 1214715720

Have you attended a meeting of the Pflugerville Community Development Corporation? ☐ Yes ☒ No

Does any potential conflict of interest exist which may interfere or inhibit you to carry out the duties of a Pflugerville Community Development Corporation Boardmember? ☐ Yes ☒ No (If Yes, please explain.)

N/A

What do you see as the primary role of the PCDC Boardmembers?

I see two primary objectives for the PCDC board: 1) To develop and execute a strategic plan for community economic growth and development; 2) To provide expertise in making sound, reasonable development decisions that promote the city's strategic development plan by increasing the economic vitality and investment-attractiveness of our city.

In your opinion, how much involvement in developing the economic goals and strategy for the City should the PCDC have? How much involvement in developing the economic goals and strategy for the City should the City Council have?

I believe the PCDC is created to marshall our city's professional expertise in economic development and be the focal point for very complex and critical job of civic economic development. The city should be kept up to date on the status of plans, activities, and outcomes of the PCDC, but the PCDC is responsible for developing and executing Pflugerville's strategic economic development plans. The elected city council has enough on it's agenda governing our city - the PCDC is the appropriate accountable entity to focus on providing the city council increased revenue, property values, and job growth to work with.

The PCDC exists and acts as a result of city taxes, and thus the city council does have a

What do you think is the City's primary need in establishing an economic development strategy?

The economic reality of 2014 is one of global reach and extreme complexity. Every civic entity will have to figure out how it will complete and win in a global, knowledge-driven economic system. What our city must do is figure out a strategy that is able to merge the new regional-global aspects of economic growth with the historical challenges of being a physically centric community: we need to grow our ability to participate and compete in the regional/global economy while at the same time building a community where citizens enjoy life, put down roots, and grow socially as well as economically. We need to address the local physical economic concerns of citizens (access, infrastructure, transportation, retail, housing) along with the fiscal economic concerns of citizens (jobs, wages, opportunity,

What are the major challenges Pflugerville faces in economic development?

1. We need a communications plan that messages what makes our city different and better for investment (economic & social), and get that message out consistently. It is not clear to me what the Pflugerville city "Brand" is - that branding campaign will be critical going forward.
2. We remain a largely bedroom community in many ways - we need to embrace the challenge of mass transportation. Not in flashy, expensive, zero-ROI toys like Austin light rail, but in looking at transportation pragmatically and steps we can take to make movement easier for citizens.
3. We need to develop and execute a plan to increase the number of knowledge-economy

Please provide any additional information you feel would be useful to the 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.

I have a long career working at top tier companies in the Greater Austin MSA. My job has been to make things happen - I understand how to deconstruct complex problems, find

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: Jeffrey Thompson

Digitally signed by Jeffrey Thompson  
DN: cn=Jeffrey Thompson, o=Self, ou=Self,  
email=thompson.jeff@pflug.org, c=US  
Date: 2014.11.03 13:51:59 -0600

Date: 11/03/2014

## Summary

- 17 years technical project/program management & execution in high pressure, matrixed environments
- Extensive large scale implementation and complex release experience
- PMP and Agile Certified Scrum Master, MS – Economic Development, MS – Computer Science
- Relationships focused – delivering superior results from a foundation of strong relationships with customers and stakeholders

## Program and Project Management Experience

11/2012 to present

Firm: CACI International - Ticom-Geomatics [RF Technology Provider to Government/Defense]  
Title: Project Management Engineering Leader

### Responsibilities and Accomplishments:

- Architecting and leading enterprise-wide adoption of project/program management practices:
  - Release management processes and artifacts for software development and test organizations
  - Agile techniques: iterative development, continuous build, sprint planning & execution, backlog mgmt
  - Engineering change management processes and artifacts for manufacturing
  - Cross Organizational Risk Management
- Coach and mentor management and staff in process development, implementation, adoption, and improvement
- Organize, lead, & drive adoption of enterprise-wide CostPoint MRP system
- Rescued 2 projects from RED status to on-time/on-budget delivery by executing in Project Manager role
- Hold Current Government Security Clearance

11/2011 to 10/2012

Firm: Bazaarvoice – Austin, TX [Online Social Media Services]  
Title: Program Manager – SaaS Enterprise Platform

### Responsibilities and Accomplishments:

- Created and managed cross-enterprise SaaS Transition Program team: 25 people across Sales, Client Success, Client Technical Support, Business Operations, Finance, Legal, Product Management, Software Engineering, Analytics, Technical Implementation, Product Marketing
- Global team experience: Texas, California, UK – London, Asia/Pacific – Sydney, Australia
- Delivered concept to production deployment solution in 9 months
  - First quarter SaaS revenue after deployment increased 47% over previous year
- Designed and architected overall Enterprise new process and technology transformation vision/plan
  - Obtained leadership buy-in for enterprise program strategy
  - Built productive relationships with Product Engineering, Product Marketing, Development, Sales, Training, Client Services and Finance executives
- Built cross-organizational Risk/Issue tiger teams - Top 5 program risks/issues closed within 30 days
- Developed new Client Pilot program - signed 3 external clients to pilot contracts within 1<sup>st</sup> 60 days
- Created and maintained Enterprise Program schedule
- Scrum Master for 2 development teams – achieved over 100% developer output increase
- Coached, mentored business teams and area managers on developing task-level plans, creation of task schedules, measurement KPI selection, reporting scorecards, critical path analysis, and risk management

## Jeff Thompson, PMP, CSM

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- Managed successful delivery of All Hands introduction and Q&A presentation sessions
  - Led content owners to on-time delivery; approved final content
  - Managed enterprise presentation organization and structure
  - Achieved attendee satisfaction average score of 9 out of 10
- Increased collaboration between Engineering and Client Support teams via combined team working sessions
- Implemented work management methods combining business and technical roles
- Created & led adoption of PMO Enterprise Risk Management Processes, Measurement, and Reporting methods/templates

12/2007 to 11/2011

Firm: Charles Schwab – Austin, TX [Financial Services]  
Title: Senior Manager, Project Services

### Responsibilities and Accomplishments:

- Planning and successful execution of corporate data center move from Austin to Phoenix (800+ servers, 2000+ applications) – on time, on budget (12 months, \$4,000,000)
- Managed on-time, under-budget development and deployment of new enterprise-level financial transaction posting system (increased daily message processing rate 10x, 25 million to 250 million; decreased system API call traffic by 70%)
- Drove development of new, effective working partnership between Mainframe & Distributed/PC software teams.
- Led successful hardware and software infrastructure transition to VMware virtualized platform for 2 enterprise applications.
- Developed new, first-ever end-to-end system architecture process map for enterprise transaction processing (full life cycle process map in use enterprise-wide as architecture design reference document)
- Designed and deployed new, first-ever order processing performance monitoring & reporting system (produced daily dashboard of critical applications health indicators, and trend analysis)
- Hands on management experience with Agile and Rational Unified Processes
- Experience managing global teams (Russia, India, Brazil)
- Experience with highly matrixed organizational structure
- Managed and drove on-time completion of complex program schedule tasks
- Full project lifecycle management – initiation through closure
- Cross-organizational Risk Management (Prevention/Detection/Mitigation)
- Creation and management of schedules, reports, design & architecture documents, and presentations (technical, business, executive, and large teams)

09/2000 to 10/2007

Firm: Dell, Inc – Round Rock, TX [Computer Hardware and Services]  
Titles: Senior Program Consultant  
Senior I/T Project Manager  
I/T Project Manager

### Responsibilities and Accomplishments:

- Earned Dell Six Sigma Green Belt for application monitoring capacity increase
- Managed Application Reliability portfolio (Increased total enterprise-critical applications monitored from 25% to 95%)
- Managed full life cycle development and deployment of new global Talent Management system world-wide (Budget \$2MM, 43 countries, 55 team members)
- Managed prioritization, support, enhancements, and releases for portfolio of 8 Product Group software applications (Increased release frequency 100%, decreased first quarter defects reported by 40%)
- Managed global security remediation program moving 320 unmanaged software under IT stewardship & eliminating redundant systems/applications (Enterprise portfolio size reduced by 30% - \$900,000 annual cost savings)

# Jeff Thompson, PMP, CSM

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- Led creation, development, and deployment of first-ever enterprise-wide application health and performance monitoring system (MS MOM, Nagios).
- Led Requirements Gathering, RFP, & Vendor Selection as Enterprise Master Data Management Program Lead (budget \$4MM)
- Planned & Led successful CMM Level 2 certification for HR/Corp/PG IT organizations (300 people)
- Expert in 5 CMM Key Process Areas: Requirements Mgmt, Project Planning, Proj Tracking & Oversight, SQA, Software Config Mgmt
- Developed methods and trained staff in process & artifact tailoring
- Trained CMM Assessor – assessed 2 organizations
- Created & managed SQA team
- Managed Contractor Project Managers and 3<sup>rd</sup> Party Consultants
- Developed & deployed on schedule a web-based, Fortune 500 customer-facing application for hardware platform management
- Mentored/Trained Project Managers, QA Managers, Software Development Managers

## Software Developer Experience

07/1997 – 09/2000

Firms: Aptis Software - Austin, TX  
VTEL - Austin, TX  
State Government - Austin, TX

[Start Up Venture – Telecom Software]  
[Start Up Venture – Telecommunications]

Titles: Lead Developer  
Oracle Reporting Consultant  
Programmer Analyst

### Responsibilities and Accomplishments:

- As Lead Developer for Aptis, I managed a team of developers working on database and middleware code development. I architected solutions, reviewed code & test results, wrote complex code, planned development work, managed subordinate performance and HR duties.
- As Oracle Reporting Consultant for VTEL, I wrote new, original, complex custom reports for Oracle Apps 10.7 NCA standard installation. I was responsible for report requirements gathering, report coding & testing, report maintenance & enhancements, and user relationship management.
- As a Programmer Analyst for state government, I performed web application and SQL query development.

## Certifications & Earned Degrees

2011	Certified Scrum Master (#000155995)	Agile Alliance
2005	PMP – Project Management Professional (#238080)	Project Mgmt Institute (PMI)
2008	Master of Science – Economic Development & Entrepreneurship	University of Houston – Victoria
2001	Master of Science – Computer Science	Texas State University – San Marcos
2001	US Patent 6,324,341 (Rapid Thermal Anneal Process Optimization)	Named Inventor

## Technical Skills Summary

Microsoft Applications – Windows, Word, Excel, PowerPoint, Visio, Access, SharePoint, IE, Outlook

Project Methodologies/Tools – Agile, Scrum, Lean, Rational Unified Process, MS Solutions Framework, Waterfall, JIRA, eProject, Project Office, Clarity, MS Project, MS Project Server

Software – Linux, JIRA Greenhopper, Java, JavaScript, SQL, HTML, AJAX, XML, Remedy, Business Objects, Google Analytics, Oracle, MS SQL Server, Costpoint, Cognos, Confluence