

APPLICATION FOR APPOINTMENT TO COUNTY BOARDS/COMMISSIONS AND COMMITTEES

Instructions: You may fill out this application on-line by tabbing between fields. After you have completed the form, print the application by clicking on the Print button at the bottom of the page. Alternatively, you may print the blank form and fill it out by hand. You must sign and date the application. Attach any additional documents and mail to the address at the bottom of the form.

Name of Board/Commission/Committee as listed on announcement:

Adult & Family Services Commission

Filing Period (as listed on the announcement):

Until Filled

Type of Member:

Public

Incumbent?

Yes

No

Name: Last

Waters (Norris)

First

Langdon

Residence Address (Must be a resident of Nevada County)

Mailing Address, if different from residence

Address

City

Supervisorial District 1 through 5

(Available from Election Office, 265-1298)

Unlisted?

Email Address

Extension

Time(s) available to attend meetings (days, evenings, etc.)

M-F afternoons, weekends as needed

Experience: A resume, or additional sheets, may be attached containing any information that would be helpful to the Board in evaluating your application.

Education/Employment Experience

See Attached

Community Experience and Affiliations

See Attached

Other County Boards, Commissions, or Committees on which you have served:

See Attache

Other experience you feel would be helpful to the Board of Supervisors in making this appointment:

See Attached

References: Please list two references with telephone numbers

Russell Jones, Director Bitney Prep High School, [REDACTED] Shana Stratton, Chair Bitney Prep High School Charter [REDACTED]

Applicants may be required by State Law and County Ordinance to file a financial disclosure statement as part of the appointment process. The form may be viewed at <http://www.fppc.ca.gov>. An Oath of Office will be required upon appointment.

I have reviewed the Financial Disclosure Statement requirement:

JW
Initial

Signature

Lang Norris-Waters

Date

2/12/18

Applications must be filed with: **Clerk of the Board of Supervisors, County of Nevada, 950 Maidu Ave., Nevada City CA 95959-8617.** This application is a public document.

Print Form

Document-16360 Rev 1/2008

Langdon Waters

Education

| | | | | |
|------------------------------------|-----|-------------------|---------|------------|
| University of California San Diego | BA | major: Philosophy | gpa 3.5 | 9/93-6/95 |
| University of Phoenix | MBA | | gpa 3.9 | 12/96-7/99 |

Objective: Looking for an opportunity to help an organization achieve the maximum potential of its learning management system.

Key Words: LMS (configuration, support, administration, implementation), workflow, business process mapping, business process development, BPO, CRM, techsupport, Mzinga, SkillPort, sql, Siebel, Visio, MS Access, Sharepoint, Crystal Reports, UI design, CSS.

Skills

Senior Systems Analyst--1 year.

Manager of global Learning Management System technical support teams--13 years.

Learning Management System administration and management--13 years.

Work with and manage globally distributed teams--16 years

Web based systems--16 years

Train new team members into production support, train and educate lms end users--11 years

Business Process mapping--6 years

Excellent experience hiring and recruiting staff--4 years

UI design, development and customization--5 years

CSS--2 years

Learning Management System implementation--2years

Excellent business productivity tool skills--MS Excel, Access, Visio--20 years.

Excellent communication and writing skills.

Experience

Convergys Corporation, Cincinnati, OH 2016 to present

Senior Systems Analyst

Resigned from NorthgateArinso to become an employee of Convergys Corporation again. My responsibilities with respect to the Convergys learning management system did not change. Please see below.

NorthgateArinso, UK 2010 to 2016

Manager, Operations

NorthgateArinso acquired the Convergys business unit to which I belonged. My role and responsibilities with respect to the learning management system did not change after the acquisition. The relationship with Convergys became one of client/vendor.

Worked on client software implementation for the learning portion of NGA contracts as subject matter expert and go between for client and developers. Worked with clients to gather requirements and interpret these requirements into parameters that the software development team implemented. Investigated functional capabilities, worked with developers, presented options and results to client.

Convergys Corporation, Cincinnati, OH 2005 to 2010

Manager, Operations

With respect to the Mzinga learning management system, know internally as the Personal Development Center (PDC), responsible for:

- **Learning Application User Support:** manage tier one support, provide tier three support i.e. resolve or triage problems to vendor or content engineering for resolution or development. Learning management system had 80,000+ users.
- **LMS Administration:** Superadmin for catalog administration, registration management, access groups, security/role management, metadata maintenance, session management, course and session creation, learning program development and deployment, xml batch record mgt. etc.
- **Development and delivery of reports:** Compliance, business unit, course utilization and program reporting with reporting tools e.g. Crystal as well as sql scripting. Well experienced with the design and development of utilization data gathering techniques for various corporate initiatives.
- **System Configuration:** changes to web look and feel (design, develop and configure), changes to site configuration, new site configuration and all other configurable settings reserved for superadmin of the Mzinga lms.
- **Testing:** Regression testing during major upgrades and the establishment of test cases.

- **Training:** have trained or provided oversight for the training of all lms tech support team members for 10 years.

Design integration strategies between lms and internal applications, for example MS Access and Sharepoint.

Work with Training, HR and Platform departments to formulate system policies and best practices
Experience implementing a lms as well as upgrades and regression testing.

DigitalThink, San Francisco, CA 1999 to 2005

Program Manager / Techsupport Manager

- Managed a global techsupport team with 12 direct reports providing techsupport for the DigitalThink proprietary lms.
- Responsible for developing client reports with sql scripting as well as Crystal Reports
- Lead configurator for the implementation of a Customer Relationship Management Tool (Siebel) for Sales, Internal and Product Technical Support
- Siebel Tools—12 months experience in general configuration (Siebel Visual Basic, Siebel Implementations and Administration, Siebel Workflow Administration, Siebel Server Task Administration)

Recruiter 1999-2001

Responsible for implementing the instructor recruitment effort from scratch. Developed leads, lead tracking database, and interview process.

University of Phoenix, San Francisco, CA 1995 to 1999

Academic Affairs Supervisor

Responsible for recruiting instructors for the University

Developed leads, lead tracking database

Facilitated online instructor training process

Technical

Mzinga, Plateau, SkillPort

Crystal Reports, DBVisualizer, various sql scripting and reporting tools

SQL scripting

Very familiar with Microsoft Office products

Siebel CRM