

Stripe is hiring - We're building the payments infrastructure for the web in San Francisco, CA From: John Collison



Mark E. Gilbert

3rd

Programmer / Analyst

San Francisco Bay Area | Information Technology and Services

Current

Application Programmer / Analyst II – Public Safety Portfolio Coordinator at City of Berkeley

Past

Senior Information Systems Specialist at City of Berkeley, Department of Information Technology

Senior Information Systems Specialist at City of Berkeley, City Clerk Department

Operations Analyst (Programmer / Analyst) at Petopia.com

see all

Education

San Jose State University

Additional Training - Technical and Leadership

Connections

74 connections

Public Profile

http://www.linkedin.com/in/markegilbert

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**Tom Pipes**  
Business Process Designer at Cisco...



**John Hall**  
Director, Event Content, Edgell...



**Alex Cobb**  
Director of Engineering Excellence -...

## Summary

As the programmer / analyst managing the City of Berkeley's largest portfolio of software systems, I'm constantly challenged to find ways to make legacy siloed systems work together better. Shrinking budgets make efficiency a pressing need, so I help departments "do more with less" through automation.

In this environment I provide business analysis, project management, implementation and technical expertise for about 5-7 projects a year – many of them large, complex and high-profile – for the Berkeley police and fire departments. In this position, and earlier as IS specialist for the City Clerk Department, my projects have included:

- \* Implementation of Aegis Public Safety, an ERP-like enterprise suite that brought our police and fire department technology into the 21st century.
- \* Design and implementation of an Oracle I/PM-based system that streamlined the complex process of City Council agenda review.
- \* Improvement of election ballot processing systems, integrating components to enable faster reporting.
- \* Enhancement of user-friendliness in public information databases.

All of this requires in-depth understanding of business processes. It's very satisfying when a 911 dispatcher says, semi-seriously, "You could do my job, you understand it so well!" because then I know I've built a solid foundation for analysis and implementation that will deliver on business goals.

I pay a lot of attention to change management and communication, taking time to listen – to line staff as well as management – before offering solutions, and to communicate the "why" of what's being implemented. And as a project manager I'm willing to initiate the difficult conversations about priorities and expectations.

Having experience as a developer myself – in aerospace and in an online retail business – I'm comfortable with the technical programming discussions as well. I'm willing and able to get my hands dirty with setup, configuration and whatever else it takes to get the job done.

**Specialties**  
Business Analysis, System Design, Project Management, Implementation Support, Change Management, Cross-Functional Alignment, Collaboration, Consulting

Aegis Public Safety Suite, Oracle Imaging and Process Management (I/PM), Kofax Ascent Capture, Crystal Reports, Mobile Data Terminals (MDT), Microsoft Project

Fortran, Visual Basic, VBScript, Java, C++

Windows, UNIX

SQL Server, Microsoft Access

IIS, HTML, ASP

SOA / SaaS

## Experience

**Application Programmer / Analyst II – Public Safety Portfolio Coordinator**  
**City of Berkeley**

Government Agency; 501-1000 employees; Government Administration Industry

2006 – Present (6 years) | Berkeley, CA

Maintain overall project and technical responsibility for all software and systems within the City of Berkeley Police and Fire Departments. Provide business analysis, project management and implementation support for 5-7 technology implementations per year. Coordinate with cross-functional business teams and developers. Gather requirements, perform fit / gap analysis, map business processes and perform configuration, testing, training and implementation support. Recommend, purchase and procure new hardware, software and professional services to increase efficiency of department staff.

- \* Implemented Aegis enterprise suite, automating police and fire dispatching, mobile systems and records management.
- Designed fire inspection billing interface that integrated records management with revenue collection, streamlining billing and increasing revenue capture.
- Integrated call-for-service data with law enforcement case and jail data, providing comprehensive intelligence on community safety and law enforcement to senior management and the public.
- Motivated user buy-in by building relationships, demonstrating in-depth understanding of business workflows and issues, involving stakeholders in system design, offering options and gaining agreement.
- Provided insightful change management, anticipating and addressing ripple effects from business changes.

## Skills & Expertise

- Business Analysis System Design Project Management
- Implementation Support Visual Basic Cross-Functional Alignment Fortran
- VBScript Change Management Cross-group Collaboration Consulting
- Java C++ Windows Unix I/PM Kofax Ascent Capture
- Crystal Reports Mobile Data Terminals (MDT) Mobile Data

View All (41) Skills

## Education

**San Jose State University**

Bachelor of Science, Aerospace Engineering, Minor in Mathematics

1990 – 1995

**Additional Training - Technical and Leadership**

Leadership Development Program (LDP), City of Berkeley, 2007

Project Management Principles and Microsoft Project Professional, City of Berkeley, 2006

Business Systems Analysis, Inteq Group, Inc., 2005


## Certifications

**Imaging and Business Process Management Technical Certification, Stellent, Inc.**

2006


## Additional Information

Groups and Associations:




ACM Members

Join




First Call Emergency Notification User Group

Join



Public Safety Professionals

Join



San Jose State University (official group)

Join

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- career opportunities
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