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Security Clearance: Top Secret/Sensitive Compartmentalized Information (TS/SCI)

**PROFILE:**

* Innovative technology leader with extensive experience in portfolio management, productivity enhancement, software development, low-code applications, cloud operations, Scaled Agile Framework (SAFe), Technology Business Management (TBM), FinOps, and DevSecOps. Up and coming thought leader on Artificial Intelligence and, in particular, *Microsoft 365 Copilot*.
* Government and international industry expert on using Microsoft 365 to tackle complex tasks and increase productivity. Microsoft certified in M365 and Azure. Authored the popular book *Creating Business Applications with Microsoft 365* (Apress). Air Force Spark Tank submission using M365 was one of five 2021 finalists and funded for deployment.
* # 1 in Air Force Academy class, first cadet to win a Marshall Scholarship, highly successful software entrepreneur, and innovative IT leader. Nominated for the 2023 FedScoop Awards in the Federal Leadership category.

**EXPERIENCE:**

**Digital Transformation Expert & Microsoft Enterprise Specialist, GS-2210-15 Sep 2022 – Current**

*U.S. Office of Personnel Management, Washington, DC (Remote Employee)*

Leads the operations, initiatives, strategic vision, architecture, modernization, and delivery for agency Software as a Service (SaaS) and low-code products, as well as software development efforts for a portfolio of critical applications, such as the Online Retirement Application, OPM’s new document routing and approval system, and its first deployment of electronic signatures. Microsoft 365, Dynamics, Box, GovDelivery, and Poll Everywhere Product Owner, also responsible for procuring/deploying the SaaS portfolio. Implements strategy and higher-level guidance into appropriate objectives and operational outcomes. Consults with offices across the agency on process improvement, creating/visualizing metrics, and increasing productivity with technology. Champions the use of cloud-based services, including the Microsoft Power Platform (Power BI, Power Apps, Power Automate), drawing heavily upon industry best practices. Member of the senior leadership team for strategic planning, policy development, and architecture -- prioritizing objectives and developing, executing, and managing plans. Manages budget, acquisition, risks, information integrity, interoperability, information management, specifications, quality assurance, resource/funding allocation, strategic acquisition, and expenditure tracking for key agency licenses such as Dynamics, Office, Power Apps, Box, Poll Everywhere, and GovDelivery. Builds highly effective relationships with OPM senior leaders as well as agency stakeholders in implementing emerging technologies, ensuring security controls and an “authority to operate” is in place, managing change, and developing large-scale products. Effectively leads three separate teams of contractors totaling over twenty personnel−two development teams and one implementing change management, communications, and training. Monitors operational requirements and ensures exceptional operational support through both the existing Help Desk and additional personnel as needed.

Accomplishments:

* Led the development of the agency’s generative Artificial Intelligence policy, coordinating and collaborating with Privacy, General Counsel, and other key stakeholders.
* Implemented key agency strategies, objectives, and customer requirements as the project manager and technical lead for the $3.2M agency-wide Power Platform Development contract effort, leading the development, deployment, and maintenance of leading-edge solutions such as a new agency-wide document routing application.
* Demonstrated Power Platform solutions to rave reviews at agency-wide town halls as well as multiple bi-annual *OCIO Technology Showcases*. Presented the showcase as a finalist for the 2023 GITEC Award for Workforce Innovation.
* Appointed the Acting *Senior Advisor for Productivity and Transformation*, currently leading the agency planning, risk management, and rollout of *Microsoft 365 Copilot.*
* Organized and led OPM’s Federal Tech Showcase booth voted “Best Utilization of Data.”

**Product Owner, Microsoft 365 & Supervisor, SaaS, GS-2210-14 Jan 2021 – Sep 2022**

*U.S. Office of Personnel Management, Washington, DC (Remote Employee)*

Key leader in the Enterprise Information Systems (IT Operations) office of the agency. Responsible for the deployment, configuration, security, training, policy, and governance of Microsoft 365, the Power Platform, and individual Office applications. Lead member of OPM’s Cloud Center of Excellence with responsibility for SharePoint, Dynamics, Poll Everywhere, and other cloud-based services. Conducted numerous agency-wide demonstrations, training, and consulting sessions on the optimal use of SaaS tools. Frequently the Chief Information Officer’s “go to” expert, providing technical and policy guidance to program offices, bargaining units, and other stakeholders. Led the Change Management team and its support of numerous Information Technology (IT) initiatives. Managed multiple IT projects while evaluating feasibility, presenting the business case, estimating cost, configuring hardware and software, and performing testing. Led numerous digital services development efforts with Dynamics, Power Platform Suite, and Salesforce, employing product design/software engineering expertise, user-centered interface, and agile methodologies. Addressed issues of national significance such as being the federal government leader in Microsoft 365 federation with OPM being #1 in the percentage of agencies contacted, integrated, and tested. Performed supervisory functions. Led the operation, support, acquisition, and architecture of key agency IT systems and applications.

Accomplishments:

* Hand-picked to lead OPM’s successful deployment and operational support of Microsoft 365. Nominated for the *GITEC Emerging Technology* award for Workforce Innovation (2021) and *NextGen Public Service Awards* for Innovator of the Year (2022).
* Led two successful security assessments of major software platforms, including the first *Salesforce* application in OPM, creating a new system of record for document routing.
* Led the design and implementation of the virtual implementations of the *Presidential Rank Awards* with personal recognition from the OPM Director, to include the use of Azure Access Packages, a custom Power App, and Power BI dashboards.
* Selected by the OPM Director as a 2022 “Unsung Hero” in recognition of delivering digital transformation to the agency by leading the Microsoft 365 rollout, training program offices, and helping architect numerous innovative solutions to important challenges.

**Academic Chief Technology Officer, GS-2210-13 Nov 2018 – Jan 2021**

*Dean of Faculty, U.S. Air Force Academy (USAFA), Colorado*

Inaugural selection to lead strategic planning and implementation for Microsoft 365, learning management systems, lecture capture, student information, information systems support, and enterprise architecture. Responsible for all USAFA academic web/mobile applications and sites. Designed and led efforts to develop systems for conducting academic and military training online and via mobile devices. Used advanced personnel knowledge to create, fill, and supervise Knowledge Manager and Web Manager positions critical to the organization. Ensured IT systems were compliant with laws, regulations, agency standards, and industry guidelines.

Accomplishments:

* Instrumental in designing and implementing USAFA’s contingency plans to successfully educate and train the 4000+ cadets via mobile and online learning in response to the COVID-19 pandemic. Accelerated Office 365 and Teams efforts to move classes online within one week while simultaneously procuring the Echo360 lecture capture system, securing funding and installation assistance for key equipment, and deploying it to all departments.
	+ *Just wanted to say thanks for what you did to “save USAFA!” The steps you’ve taken over the last couple years put the Academy in the position of being able to make the transition to online course delivery. Office 365. Network upgrades. Teams. Cloud services. And so on. Your work might be unsung, but it is heroic.* – Brigadier General (Ret) Andrew Armacost, former Dean of the Faculty & current President, University of North Dakota.
* One of five finalists for *AF Spark Tank 2021* competition for *Improving Commander’s Support Staff Workflow with Office 365* submission. Resulting Power Apps mobile application and associated dashboards fully funded for deployment AF-wide.
* Achieved Continuous Process Improvement (CPI) Green Belt certification; supported successful events on gift funds, vouchers, and other library funding.
* USAFA and nationwide leader on analytics; created numerous Power BI visualizations to manage IT equipment, track requirements, and view survey data. Consulted with NORAD & NORTHCOM to use Power BI to visualize civilian personnel actions; coined by Director.

**Knowledge Manager, GS-2210-12 Mar 2015 – Nov 2018**

*10th Communication Squadron, U.S. Air Force Academy, Colorado*

Directed a Knowledge Operations staff aimed at assessing and synchronizing knowledge management efforts applied to education, training, and unit performance. Designed and developed extensive documentation/learning videos for training classes, presentations, and projects. Architected and implemented multiple learning support software applications including the Strategic Calendar, the Research Paper Approval process, the Foreign National Account Creation process, and the National Character & Leadership Symposium checklists. Technical lead of SharePoint farm consisting of 4,820 sites, 5 million files, and 1 TB data.

Accomplishments:

* Selected as the 2017 Air Force Association Program Manager of the Year for USAFA for innovative training and education applications.
* Spearheaded a major SharePoint migration, created a cost/benefit matrix, analyzed total cost of ownership, and won funding from leadership. Creative migration strategy saved over 1,000 person-hours by avoiding recreation of sites at $10K less than other tools. Migration completed ahead of schedule and within budget.
* Created the first USAFA-wide “Strategic Calendar,” significantly extending an open-source framework used by the Secretary of the Air Force Public Affairs agency to feed programmatically from each mission element’s calendar. Individually recognized by Superintendent (3-star general) at the annual “Best of USAFA” award ceremony.

**President & Chief Technical Officer, GS-15 Equivalent Jun 1996 – Mar 2015**

*Platte Canyon Multimedia Software Corporation, Colorado Springs, Colorado*

Founder of an industry-leading software development`` company. Directed, coordinated, and oversaw operations. Developed strategic, operational, and financial plans. Secured funding and managed both short and long-term goals for projects and program areas. Designed and developed numerous e-Learning programs and products, becoming one of the driving forces in the burgeoning e-Learning industry. One of the first developers of database-driven content (*Exam Engine* and *Training Studio*), learning management systems (*Tracker.Net* and *TBK Tracker*), and the *Learning & Mastering ToolBook* training series used around the world. Directed development teams consisting of internal employees and contractors. Hosted the worldwide *ToolBook User’s/e-Learning Developers Conference* for over ten years.

Accomplishments:

* Improved the lives of education and training developers around the world with customers ranging from small customers to major corporations (Circle K, ExxonMobil, YMCA of the USA, etc.) to government/defense agencies.
* Created a custom database-driven e-Learning authoring tool for the U.S. Army Maneuver Support Center, allowing quick content updates for troops deployed to war zones.
* Designed and developed a talent/performance management system and a Microsoft Reporting Services metric tracking solution for Buckman Labs and a commercial *Tracker Reports* Reporting Services product with 164 reports and graphs for LMS customers.
* Recognized as an industry leader in software and e-Learning cost estimation techniques, with 10+ national conference presentations on the subject. Collected time/cost data on numerous projects and fed it back into the cost estimation models to improve accuracy.
* Researched industry trends and led a resulting “skunk works” task force to develop products with Microsoft’s new .NET framework- led to over $1.1M of new revenue.
* Developer of the *Music Genius Trivia* mobile application employing gamification techniques, available worldwide in the Apple, Windows, and Google Play stores. Developer of *Slide Show Soundtrack*, similarly available in the Apple & Windows stores.

**Director, Multimedia Software, GS-14 Equivalent Jun 1992 – Jun 1996**

*Titan Corporation, Colorado Springs, Colorado*

Responsible for all aspects of Titan’s Multimedia Software business unit, including requirements gathering, project analysis, software architecture, cost estimating, budgeting, marketing, project scheduling, and training development. Hired, trained, mentored, and appraised a high-caliber development team. Wrote numerous successful proposals for customers such as GTE and the states of Utah and Alaska and then led the resulting learning applications development.

**Chief, Engineering & Operations Branch, Captain, USAF Jul 1989 – Jun 1992**

*Air Force Research Laboratory, Edwards AFB, California*

Scientific manager and Laboratory advisor on computer and electronic systems. Contracting Officer’s Representative (COR) for the $13.5M data services contract to support in-house and contract research and development programs. Supervised, mentored, and evaluated a team of seven engineers/technicians. Provided technical direction to fifty-six on-site contractors.

**EDUCATION:**

Master of Science in Economics, London School of Economics & Political Science, London, UK

Bachelor of Science in Electrical Engineering, U.S. Air Force Academy, Colorado Springs, CO

**KEY CERTIFICATIONS/PROFESSIONAL DEVELOPMENT:**

Microsoft 365 Certified: Fundamentals 2024

Certified SAFe® 6 Agilist 2024

Microsoft Certified: Azure Fundamentals 2022

DevSecOps Foundation Certification 2021

DevOps Foundation Certification 2021

FinOps Certified Practitioner (FOCP) 2021

Technology Business Management (TBM) Federal Certification 2021

Leading with Impact Course 2020

Air Force Innovation Improvement Consultants Workshop 2020

Joint Senior Leaders Course 2019

CPI Green Belt Certification 2019

Organizational Leader Course 2018

Air Force Continuous Process Improvement Green Belt Training 2016

**KEY AWARDS:**

Quality Step Increase for High Quality Performance 2016, 2020,2024

FedScoop 50 Award Nomination – Federal Leadership Category 2023

Kathleen McGettigan OPM Values Award – Training & Education Major Procurement Team 2023

OPM Director’s Award – Unsung Hero 2022

Air Force Exemplary Civilian Service Award Medal 2021

Civilian of the Year 2019

Civilian of the Quarter 2015, 2017, 2018, 2019, 2020

Air Force Association Program Manager of the Year for USAFA 2017

Recipient: Marshall Scholarship (one of 30 sponsored by the British Government) 1987

Recipient: Fannie and John Hertz Fellowship (one of approximately 35 awarded annually) 1987

Outstanding Cadet in Graduation Order of Merit (#1 in Class of 1987) 1987

Other USAFA Awards: Outstanding Cadet Group Commander, Outstanding Cadet in Military Performance, Engineering, and Electrical Engineering 1987

**KEY PUBLICATIONS AND PAPERS:**

*Creating Business Applications with Microsoft 365: Techniques in Power Apps, Power BI, SharePoint, and Power Automate,* ISBN: 978-1484288221. 2nd ed., Apress. 436 pages, 2022.

*OPM Technology Showcase*. Presentation at the Government Information Technology Executive Council (GITEC) Emerging Technology Awards, 2023.

*OPM Microsoft 365 Enterprise Expansion* & *OPM COVID Vaccination Form*. Presentations at the GITEC Emerging Technology Awards, 2021.

*Video and Quizzes with Office 365: Stream, Forms, and Teams*. Presentation at the Colorado Learning and Teaching with Technology Conference, 2020.

*Creating Business Applications with Office 365: Techniques in SharePoint, PowerApps, Power BI, and More*. ISBN: 978-1484253304. Apress. 241 pages, 2019.

*Gathering and Visualizing Data in Office 365: Forms, Flow, SharePoint, & Power BI*. Presentation at the Colorado Learning and Teaching with Technology Conference, 2019.

*Creating a Simple Event Registration System using InfoPath. Preventing Double-Booking in a Calendar using SP Services, JavaScript, & jQuery.* SharePoint Fest Conference, 2017

*Programming for e-Learning Developers: ToolBook®, Flash®, JavaScript™, and Silverlight™*. ISBN: 978-0971109926. Platte Canyon Press. 358 pages, 2009

*VBTrain.Net: Creating Computer and Web Based Training with Visual Basic®.NET*. ISBN: 978-0971109919. Platte Canyon Press. 440 pages, 2002

*The ToolBook® Companion: Solutions, Techniques, Expert Information, and OpenScript® Tips*. With Christopher Bell. ISBN: 978-0971109902. Platte Canyon Press. 453 pages, 2001

*Evaluating Performance for Software CBT*. With Christopher Bell. Chapter 15 in American Society of Training and Development’s (ASTD) Measuring Learning and Performance (Toni Hodges Ed.). ISBN: 1-56286-123-9, 1999

*Past, Present and Future: A Trip Down ToolBook's Memory Lane*. Keynote address for the European Online Learning Conference, 1998

*CD-ROM Based Multimedia Homework Solutions and Self-Test Generator*. Paper presented at the Society of Advanced Learning Technology Multimedia Conference, 1998

*Simulation, Narrators, and Tracking: A Case Study of CBT Development*. With Christopher Bell. CBT Solutions magazine, 1997

**TEACHING ACCOMPLISHMENTS:**

Regis University College for Professional Studies, Colorado Springs, Colorado

* Instructed (25+) graduate and undergraduate economics courses: 1992 – 1997

Chapman University, Colorado Springs, Colorado

* Instructed graduate and undergraduate economics courses: 1993 – 1995

Golden Gate University, Edwards AFB and George AFB, California

* Instructed undergraduate economics and engineering courses: 1990 – 1992