

Keith Franklin

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701 N. Palm Street, Pine Bluff Arkansas 71601, **870.489.8143**

EXPERIENCE

Systems Inc.

Dir. Of Operations (Project Manager), 2000 - Present

- Responsible for managing all tasks for the Centers for Medicare and Medicaid Services (CMS) Coordination of Benefits (COB), Medicare Secondary Payer Recovery Contract and (MSPRC) contracts including budgeting, personnel, HIPPA, IRS compliance, ISO 9001. Currently, managing five professionals in the areas of Continuous Improvement, and Six Sigma. Performed over 100 compliance audits, and been audited over 40 times by various government and independent agencies for ISO, Six Sigma, and IT Security, and HIPPA.

SIMS Portex

Production\Quality Mgr. Medical Devices, 1992 - 2000

- Responsible for FDA, OSHA, and EPA requirements, training, and all aspect of quality and production including increasing efficiencies, reducing scrap, and customer complaints. Prepared and managed an annual budget in excess of 5 million dollars and a staff of 100 individuals over 4 shifts.

Warner Lambert (acquired by Pfizer)

Senior Quality Engineer Pharmaceuticals, 1990 - 1992

- Responsible for vendor certifications, root-cause analysis, Continuous Improvement, database management.

Codman and Shurtleff (a Johnson & Johnson company)

Quality Engineer Medical Devices, 1988 - 1990

- Responsible for internal and external audits, software validation, and Statistical Process Control (SPC).

PROGRAMMING LANGUAGES

Visual Basic .Net,
.ASP, and JAVA

Databases/File Structures

SQL Server, FoxPro,
dBase

EDUCATION

Master in Business
Administration
(MBA),
City University
Bellevue, WA. 1992

Bachelors of Science
in Vocational
Education,
Specialization in
Curriculum
development, and
Training
Southern Illinois
University Carbondale,
IL 1988

CERTIFICATIONS

(ISC)² Certified Information Sys. Security Professional (CISSP)

ISACA Certified in Risk and Information Sys. Control (CRISC)

ISACA Certified Information Systems Manager (CISM)

ISACA Certified Information Systems Auditor (CISA)

ASQ Certified Quality Engineer (CQE)

ASQ Certified Quality Auditor (CQA)

ASQ Six Sigma Black Belt (SSBB # candidate)

RAB Certified QMS-ISO Auditor (RAB QMSA)

Instructor (Curriculum Delivery Methods & Instruction) US Navy

INSTRUCTOR

Edison College, Fort Myers, FL (Continuing Ed. Dept.) 1992

Computer Processing Institute, Hartford CT (Technology) 1988