

JEFFREY K. ELKINS

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SUMMARY

Innovative language and business consultant, experienced in grant writing, proposal writing, content generation, and personal and professional knowledge management. Successful at crafting winning proposals, web pages, profiles, and processes across diverse business models for over 15 years, I am passionate about helping both commercial and nonprofit healthcare and human services organizations make a difference for the populations they serve.

EDUCATION & CERTIFICATION

Keystone Business Systems “Keystone University” – SEO and Internet Marketing, 2008/2009
Volunteer State Community College, Gallatin, TN – Associate of Science, University Studies
Project Management Leadership Group – Certified IT Project Manager
ITIL 2.0 – Practitioner Certificate in Release & Control, Foundation Certificate in IT Service Mgmt
Raskasky Group – Basic/Advanced Computer System Validation in a Regulatory Environment
Borland Software – StarTeam Certified Systems Administrator

PERSONAL & PROFESSIONAL DEVELOPMENT

- Member, Association of Proposal Management Professionals, APMP.org
- Member, American Association of Grant Professionals, GrantProfessionals.org
- Member, Society for Technical Communication, STC.org
- Vice-President/Treasurer, Beech Community Band Boosters, 2002 – 2006
- Founding Communications Secretary, itSMFUSA, Nashville Local Interest Group, 2006
- Integrity Systems’ *The Customer: Providing Outstanding Customer Service*, 2007
- LinkedIn Profile: <http://www.linkedin.com/in/jeffreykelkins>

PROFESSIONAL EXPERIENCE

WRITING BENCH

October, 2008 – Present

Owner, Business Consultant

Independent contracts for various funding projects in both commercial and nonprofit sectors. Commercial industries include healthcare, wellness, insurance, online magazines, and web consulting; nonprofit areas include transitional housing, student mentoring, palliative care, and homeless shelters. Services include resource development, product proposals, content generation, grant writing, and opportunity assessment.

HEALTHWAYS

Proposal Manager

March, 2007 – October, 2008

Manage efforts of writers and direct project teams with members from sales, contracting, finance, information technology, and clinical and product development on short-deadline documentation and marketing projects. Promoted twice in two years; also served as Strategic Proposal Developer and Knowledgebase Administrator.

- Responsible for producing higher-than-average forward movement in the sales process; 57% of proposals developed resulted in an invitation to the finalist presentation.
- Contributed towards \$11.5MM of new and up-sell business.
- Interview SMEs, develop content, and assist in the formulation of the strategy for each response.
- Edit team members’ early drafts and final documentation,
- Administer SharePoint/WSS and Kadiant knowledgebases and Salesforce.com contact manager.

HEALTHWAYS (continued)

Change Manager

September, 2003 – February, 2007

Created department and implemented company-wide change control processes to address the Sarbanes-Oxley Act, Section 404 for enterprise systems. Worked closely with internal and external audit teams.

- Developed auditable enterprise level controls by implementing ITIL Change, Configuration, and Release Management across multiple divisions and lines of business.
- Achieved zero management exceptions over three years, as reported by internal and external audits.
- Proposed and managed the development and implementation of a web-based interface enabling staff to report bugs found in their clinical application, reducing potential licensing costs by over \$100,000 and simplifying the clinicians' process of submitting and tracking change requests.
- Implemented corporate software configuration management tools; performed system administration for servers and applications; developed and implemented change control workflows.

Business Analyst/Quality Assurance Analyst

August, 2002 – September, 2003

Performed requirements gathering and documentation for new .NET software product. Served variously as project manager, business and systems analyst, and testing lead. Managed a team of six contractors performing functional and integration testing with Compuware automated scripting tools.

- Designed software; focused on administration, security, and reporting modules.
- Interview SMEs and end-users; develop functional/technical specifications, use cases, and workflows.
- Designed, developed and managed testing and project plans; served as risk officer for \$4MM project.

FISI*MADISON FINANCIAL

1999 - 2002

Manager, IT Quality Assurance

Designed/created new Quality Assurance department for a 40-member development shop and implemented basic change management methodology. Managed testing teams, including Y2K and company/division mergers.

CORD LOGISTICS, A DIVISION OF CARDINAL HEALTH

1998 - 1999

IT Training Manager

Developed training/testing methodology and drafted end-user documentation for AS/400, OS400, and other software. Assisted with implementation of WMS internally and externally.

METRO INFORMATION SYSTEMS

1998

Technical Writing Consultant

Individual documentation projects in an off-site capacity.

WILLOWBROOK HOME HEALTH CARE

1992 - 1998

Information Systems Coordinator

Developed a laptop education/training program, supported 40 nurses on assessment software. NetAdmin for seven branch offices. Performed client scheduling and data administration.

SOFTWARE SKILLS SET

OS: DOS-to-Windows Vista x64. Advanced-to-Expert in MSOffice Suite 2007 and other Microsoft products including Visual SourceSafe, Outlook, Visio; MSProject; Microsoft Dynamics AX Administration, Microsoft CRM, Salesforce CRM; Dreamweaver and online content management systems; WSS/SharePoint 2007 Administration; Pragmatech/Kadient inciteKnowledgebase; StarTeam Enterprise Advantage (through v2005) implementation and system administration; JbuilderX Java development platform; SQL Enterprise Manager and T-SQL; automated scripting tools; HTML.