

Doug Nelson CBCP, PMP

Business Continuity and Crisis Management, Disaster Preparedness and Recovery

Emergency Management & Safety Solutions, Inc.
260 Whitney Street, San Francisco, CA 94131

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Areas of Expertise: Over 15 years experience in program development and project management:

- ❖ Team Leadership and Motivation
- ❖ Program and Plan Development
- ❖ Threat, Risk and Impact Assessment
- ❖ Continuity and Recovery Planning
- ❖ Facilitation and Group Work
- ❖ Benchmarking and Gap Analysis
- ❖ Team Training and Exercise
- ❖ Operational Resiliency (e.g. Pandemic)

EMERGENCY MANAGEMENT & SAFETY SOLUTIONS

SAN FRANCISCO, CALIFORNIA

SENIOR CONSULTANT

JUL 2006 – PRESENT

- Small Business and Non-Profit – Program Development. Single site, less than 250 employees. Assist in development of Business Continuity, Incident Management and Pandemic plans for organizations involved in government affairs, grant making, community development, and commercial property management. Conduct hazard identification, risk assessment and BIA. Lead ground up, hands-on program development. Facilitate small group work, lead teams, mentor clients, develop tools and templates, implement best practices. Prepare and deliver small and large group presentations to executives and managers.
Client organizations: Canadian Consulate General, San Francisco; Council on Foundations; Pathways Home Health & Hospice; United Way; Wareham Property Development; William & Flora Hewlett Foundation, Monterey Bay Aquarium.
- Medium and Large Business – Program Development. Multiple sites, 500 – 2,500+ employees. Assist in development of Business Continuity, Emergency Management, Crisis Management and Pandemic plans for companies involved in chemical manufacturing, banking and finance, logistics, retail sales, and software engineering. Lead ground up, hands-on program and plan development. Benchmark plans, develop toolkits, assess regional and enterprise-wide programs. Design and facilitate exercises. Direct and assist teams of managers, executives and officers. Prepare and deliver presentations to Executives, Officers and Managers.
Client organizations: Macy's Inc. , Macy's Logistics, Terra Industries, VMware.
- Large Business – Program Evaluation and Benchmarking. Multiple sites, 2,500+ employees. Benchmark, assess and identify preparedness gaps in enterprise-wide Incident Management and Pandemic Preparedness programs, using regulatory guidelines, standards and generally accepted professional practices. Audit plans. Identify corrective actions. Develop summary reports. Work independently and in small groups with subject matter experts.
Client organizations: Entergy, Heritage Commerce Bank, Roche, VISA, Worley-Parsons, Wyeth.

NOVARTIS (CHIRON CORPORATION)

EMERYVILLE, CALIFORNIA

REGIONAL BUSINESS CONTINUITY MANAGER

AUG 2005 – JUN 2006

ENTERPRISE-WIDE BUSINESS CONTINUITY MANAGER

AUG 2003 – JUL 2005

- Enterprise-Wide and Large Business – Program Development and Maintenance. Multiple sites, 2,500+ employees. Continue development of policies, plans, and procedures for Business Continuity, Crisis Management and Disaster Preparedness. Perform threat and risk assessment. Identify mitigation strategies and management controls for risk reduction. Train Corporate Crisis Management Team. Document incident response and lessons learned. Benchmark program. Assess maturity level against national standard for Emergency Management / Business Continuity and generally accepted professional practices. Interface with Board Members. Prepare and deliver presentations to Executives, Officers and Managers. Facilitate activation of Crisis Management Team for (1) campus bombing by animal rights activists, and (2) fire in development lab.
Client organizations: Internal business units in pharmaceutical manufacturing, research and development.

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SIERRA BUSINESS PARTNERS

PRINCIPAL CONSULTANT

OAKLAND, CALIFORNIA

JUL 2002 – JUL 2003

- Small and Medium Business – Program Development. Multiple sites, 50 - 2,500+ employees. Lead hands-on, ground-up development of Business Recovery plan for firm specializing in high net-worth and institutional clients. Design Business Continuity program for regional grocery chain.
Client organizations: Bay Isle Financial Services; Raley's, Bel Aire, and Nob Hill Supermarkets.

JPMORGAN CHASE

VP, REGIONAL BUSINESS CONTINUITY MANAGER (JPMORGAN CHASE)

VP, ENTERPRISE-WIDE BUSINESS CONTINUITY MANAGER (CHASE H&Q)

CONSULTANT, ENTERPRISE-WIDE BUSINESS CONTINUITY MANAGER (H&Q)

SAN FRANCISCO, CALIFORNIA

APR 01 – JUL 02

MAR 00 – MAR 01

MAY 99 – FEB 00

- Enterprise-Wide and Large Business – Program Development and Maintenance. Multiple sites, 2,500+ employees. Lead hands-on, ground-up development and maintenance of Business Continuity program for California and the Western Region. Conduct threat and risk assessment. Develop templates and tools. Manage projects, develop budgets, provide status reports. Assist in Agency audits and testing. Set up Command Center. Facilitate activation of local Crisis Management Team for (1) attacks on September 11th, (2) hazardous materials spill, (3) rolling blackouts and (4) rapid transit strike.
Client organizations: Hambrecht & Quist Investment Bank, Chase H&Q, JPMorgan Chase.

AXEAN GROUP

PROJECT MANAGER

ORINDA, CALIFORNIA

AUG 98 – FEB 99

- Large Business – Project Management. Project management. Technical documentation.
Client organizations: Kaiser Permanente, National Computer Information System (NCIS) project.

PACIFIC GAS & ELECTRIC COMPANY

CHANGE MANAGEMENT LEAD

IT TECHNICAL SUPPORT, TRAINING SPECIALIST

SAN LUIS OBISPO & SAN FRANCISCO, CALIFORNIA

Jul -97 – Jul 98

Jan -90 – Jun 97

- Large Business – Program Development and Maintenance. Multiple sites, 2,500+ employees. Lead Organizational Change Management component of project to convert mainline extension and non-energy billing to SAP. Develop plans for Communications, Training and Post-Implementation Support. Manage budget and scheduling. Liaison with Internal Audit. Lead teams and coordinate education and training for technical and non-technical staff.
Client organizations: Diablo Canyon and Morro Bay Power Plants, General Office.

Certification & Education

Disaster Recovery Institute International, Certified Business Continuity Professional (CBCP)

Project Management Institute, Certified Project Management Professional (PMP)

BACHELOR OF ARTS, University of California, Santa Barbara

MASTER OF ARTS, California State Polytechnic University

Santa Barbara, CA

San Luis Obispo, CA

Professional Affiliation

ASIS – ANSI Standards for Organizational Resilience and BC Management, Technical Committee

BENS – Business Executives for National Security, Northern California, Private Sector Liaison

BRMA – Business Recovery Managers Association, San Francisco Bay Area

DRII – Generally Accepted Practices for Business Continuity, Core Team

NFPA 1600 – ANSI Standard: Disaster/Emergency Mgt and Business Continuity, Technical Committee

References – Available Upon Request