



CITY OF OAKLAND



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1 FRANK H. OGAWA PLAZA • 3RD FLOOR • OAKLAND, CALIFORNIA 94612

Office of the Mayor
Jerry Brown
Mayor

(510) 238-3141
FAX: (510) 238-4731
TDD: (510) 839-6451

Letter of Nomination

February 21, 2006

The Honorable City Council
One City Hall Plaza, Second Floor
Oakland, CA 94612

Dear Councilmembers:

Upon nomination of the Mayor, the following person is hereby appointed as a member of the following Board or Commission:

Citizen's Police Review Board

Renee Harwood, Mayoral appointment to serve as an Alternate Commissioner for the term beginning 2/16/2006 and ending 2/15/2008, filling the seat formerly held by Cheryl Anderson.

If you have any questions or concerns, please feel free to contact me.

Sincerely,

JERRY BROWN
Mayor

RENEE HARWOOD

AREAS OF EXPERTISE:

*Cross-Functional Team Design
Strategic Planning and Implementation
Business Operations and Logistics
High Performance Team Training*

*Change Management Consulting
Knowledge Management System Development
Product Marketing and Sales
Business Process Reengineering*

PROFESSIONAL CAREER:

COLWELL-SALMON, INC. January 2004 - Present

New York, New York
New Delhi, India

Outsourced Support Services – Business Development

Vice President Business Development

- Built Western Division relationships within the Hi-tech sector
- Created inbound line of packaged service solutions
- Created first off-shore inbound revenue stream
- Began the Inbound Business Development team
- Developed channel partnerships with third party VARs
- Developed professional services and consulting services

WEBCONVERSE, INC. August 2002 – December 2003

San Marco, California

Outsourced Support Services – Sales

Vice President, Business Development

- Merged BigHelp, Inc. with WebConverse to provide customer service as well as technical support.
- Creating Sales and Business Development team
- Created off-shore vendor/partner strategy
- Liaison between operations and customers and service delivery

BIG HELP, INC. January 2001 – 2003

Oakland, California

Outsourced Support Services

Founder, President

- Founder and President of a Social Enterprise Outsourced Call Center (Technical support services company that trains, mentors, and employs low-income youth and young adults to fulfill outsourced support service contracts for technology companies)
 - Built company team, planned training programs, negotiated community partnerships, and handled all aspects of company launch
-

- Chosen as the first company of June Ventures Initiative Center program
- Secured seed financing in 2001

JUNE via January 1998 - January 2001

Technical Services

General Manager, Technical Services

- Both organization that delivered 24x7 support for Linux and Open Source
- Led Sales efforts with key accounts, such as Dell, SUN Microsystems, IBM and Motorola
- Introduced new service offerings that were responsive to the emerging Linux market
- Managed a PL with a revenue stream of \$2.5M per year
- Designed training program to enable the technical support organization to take on more complex, repetitive assignments
- Managed resource sharing program that targeted increased customer satisfaction by getting the right skill set assigned for quick problem resolution
- Worked with large hardware OEM to help them design their support strategies to meet emerging demand for Open Source Support
- Led marketing campaign to introduce new service offerings

San Francisco, California

GAP INCORPORATED 1996-1999

Business Technology Integration

Director - IT

- Identified customer requirements and outlined specific utilization designs for portable point of sale computing
- Designed and developed support processes for remote users internationally
- Managed \$5M of inventory, service and installation for local area network facilities in regional locations

Oakland, California

CEBWEILL BANKER COMMERCIAL 1986-1994

Information Technology

Western Regional Technical Support Manager

- Originally employed to provide a service delivery consult across a wide range of services/support functions including the design and delivery of a major training program to unit technicians (two consultants and the general raising of awareness that a climate of system integration would in future prevail), linking hardware/software and services developments to customer sensitive deal management

National Senior Training Specialist

- Large scale training development & delivery roles included major conference and seminar presentation to senior managers, sales associates and technical specialties; topics included customer interfacing skills, business opportunity analysis, service delivery, software management methodology and instructional design. Advanced and end-user IT training for Commercial corporations.

EDUCATION:

Speech Pathology, Secondary Educator / Instructional Design
Speech Pathology

BACHELOR OF SCIENCE
UNIVERSITY OF WISCONSIN (1985)
UNIVERSITY OF MINNESOTA (1987)

AFFILIATIONS:

President of the San Francisco Chapter of the Help Desk Institute
Advisory Board Member for the International Customer Service Association - Golden Gate
Advisory Board Member for the Bay Area Information Technology Consortium
MENTOR - StreetTech a Not-For-Profit Agency

ACKNOWLEDGEMENTS:

Presidential Service Award, Coldwell Banker Commercial
Star Service Award, Nextel Communications
Excellence Award, Linuxcare, Inc.
IT SUPPORT NEWS, SERVICE 25, SERVICE HONOR ROLL FOR 2000 & 2001 - TOP 25 SUPPORT SERVICE
SUN MICROSYSTEMS 'SERVICE VENDOR OF THE YEAR' AWARD RECIPIENT 2000

PERSONAL:

Freelance Writer, Traveler, Sea Kayaking, Food and Wine enthusiast

OAKLAND CITY COUNCIL

DRAFT

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RESOLUTION No. _____ C.M.S.

RESOLUTION APPOINTING RENEE HARWOOD AS A MEMBER OF THE CITIZEN'S POLICE REVIEW BOARD

WHEREAS, Ordinance No. 11905 C.M.S. creates the Citizen's Police Review Board, whose members are nominated by the Mayor and approved by the City Council; and

WHEREAS, Ordinance No. 11905 C.M.S. specifies that members of the Citizen's Police Review Board are to serve two year terms, which are to be staggered so that some appointments will expire every year, and appointments to fill a term of office are only to be for the remainder of that term; now, therefore, be it

RESOLVED, that by the nomination of the Mayor, the following individual is hereby appointed to the term set forth below:

Renee Harwood, to complete the term beginning February 16, 2006 and ending February 15, 2008, filling the position formerly held by Cheryl Anderson.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES- BRUNNER, KERNIGHAN, NADEL, QUAN, BROOKS, REID, CHANG,
AND PRESIDENT DE LA FUENTE

NOES-

ABSENT-

ABSTENTION-

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California