KEYNOTE SPEAKER: Deborah Robbins, CRM, Senior Analyst at Salt River Project

Deborah has over fifteen years of experience in the Records and Information Governance field, in city and county governments, legal, finance, education, utilities, and private sectors. She has been involved in two ARMA local leadership boards, and currently serves on the ICRM Mentoring Committee. She has served as a speaker on topics such as data mapping, gaining compliance with RIM programs, professional growth, change management, and business continuity and disaster recovery.

Jenny Alexander, CRM, Records Management Officer at Texas Health and Human Services Commission

Jenny Singer serves as the Records Management Officer for the Texas Health and Human Services Commission (HHSC) and the Texas Department of State Health Services. Jenny is responsible for setting policy, collaborating with internal stakeholders including IT and Legal, representing the agency on statewide records management initiatives, offering training and consultation for staff performing records management tasks, and supervising the HHSC records management team. Prior to working with HHSC, Jenny worked with the Texas Department of State Health Services, the City of Austin, Travis County, and Yale University. Jenny has a master’s degree in Information Studies from the University of Texas at Austin and a bachelor’s degree from Yale University. Jenny is also a member of ARMA International and a Certified Records Manager.

Catherine Bell, Infrastructure Archivist at Texas Parks and Wildlife Department

Catherine Bell is an Infrastructure Archivist with the Texas Parks and Wildlife Department. She has worked for TPWD for over three years serving the Infrastructure Division. Prior to TPWD she worked as a government and reference archivist at the Mississippi Department of Archives and History. Catherine graduated from the University of Texas at Austin’s School of Information in 2014.
Speaker Biographies

Julia Wilkes Caruso, Executive Assistant in Procurement at Capital Metropolitan Transportation Authority

A passion for continuous improvement has driven Julia to pursue methods to streamline business processes and optimize resources throughout her career. Julia holds degrees in Administrative Management as well as Small Business Management, having worked in private industries until transitioning to the public sector in 2015.

She currently works as an Executive Assistant in the Procurement Department for Capital Metropolitan Transportation Authority in Austin, Texas, where her research and technical writing skills have facilitated the implementation of several new processes including electronic workflows, the utilization of eSignature software and a new eProcurement bid management system. The combined impact of these procedural changes has helped her department realize an 85% reduction in paper use over the past 3 years.

Ryan Ellis, Records Management and Taxonomy Consultant at Databank IMX

Ryan Ellis is a Records Management and Taxonomy Consultant with DataBank IMX and has worked many public and private sector clients to develop and execute records auto-classification, retention automation, and digital transformation projects.

Previously, Ryan led an enterprise level implementation of electronic records management as the Records Management Officer for Galveston County, Texas.

Dorothy Garretson, IT Business Systems Analyst at City of Austin

Dorothy Garretson is an IT Business Systems Analyst for the for the City of Austin, Texas. Dorothy has a B.A. in Comparative American Studies and Religion from Oberlin College. After working nearly a decade in the nonprofit sector, she commenced her employment for the Office of the City Clerk in September 2017. Dorothy is pursuing certificates in Database Administration and in C++ Programming from Austin Community College, both of which have informed her work providing documentation and technical support to the City’s enterprise records management system.

Gary Geddes at Microsoft

Technology strategist focuses on the Digital Transformation of State of Texas agencies by modernizing IT systems, empowering employees with secure collaboration, using data and analytics for better decision making, and improving citizen experiences through online services. With a strong background in Cyber
Speaker Biographies

Security, Gary Geddes works with State IT leaders to develop cloud strategies and transition workloads to the Microsoft Government Cloud including Microsoft Azure, Office 365, and Dynamics 365.

Gary is CISSP and ITILv3 certified. He specializes in security and Identity for the Cloud with government customers.

Sarah Hendricks, Records & Policy Specialist at Texas Department of Public Safety

Sarah Hendricks is currently the Records Manager at The Department of Public Safety in the Records & Policy Office. Previously she worked as in the Enterprise Project Management office as a project manager where she was able to promote records management best practices as projects were being developed agency wide. She is passionate about educating all employees about records and enjoys when the teaching brings enlightenment (and ease of job duties) to her peers.

David Langley, Senior Director of Engineering at Commvault

“I agree that data is the new oil. It’s dark, slippery, only valuable when you can find (and use) it, and really expensive when it leaks out to where you don’t want it.” – David Langley

David Langley is a nineteen-year data management veteran who is currently a Senior Director of Engineering with Commvault. He started his career in the storage space but quickly began to insert risk mitigation and data capitalization strategies into his designs. David currently leads teams in solution design and optimization with a focus on education and enablement across a variety of market verticals. As an accomplished public speaker, David educates and entertains his audiences with both facts and real-world experiences of the rapidly transforming data management world.

Chris Legnon, Regional Director at IQ Business Group

Chris Legnon, IQ Business Group Regional Director. Chris is a certified PMP project manager who has managed RM, Scanning/Imaging, and the delivery of large software implementations his entire professional career. He is an internationally experienced Senior PM with 15+ years of continuous role progression in leadership and responsibility. He has a verifiable history of successfully using the best practices of Agile, ITIL, and PMI to deliver numerous IT, ECM and RM initiatives in the public and private sectors, with budgets ranging from $100k to $10M+.

His experience includes project/portfolio management, software/solution development, project delivery framework documentation, and vendor/contract management. Chris has previous state government, health sector, and
Speaker Biographies

commercial sector experience: he successfully managed projects for the Texas Department of State Health Services (DSHS) that included their Integrated Business Information System, the Texas Cancer Registry, along with many other medium- and large-scale software implementations.

Chris is currently managing a multiple-division ECM implementation for Harris County, the largest county in Texas, with completed successes in the District Attorney’s Office (DAO), the Sheriff’s Office, Engineering and Public Health; and, ongoing roll outs continuing for other County departments. For the Engineering department IQBG consultants, under Chris’ direction conducted a content inventory, mapped records series requirements to content collections, developed the automated RM model to be implemented in the County’s ECM software solution, and developed the digitization plan to scan legacy project and engineering documents.

With the City of Austin, Chris managed a legacy system (Kofax) replacement project by implementing the first ever integration between OpenText Capture Center and eDocs for three business areas: Office of City Clerk, Austin Public Library, and the Office of Vital Records.

For the University of Texas, Chris managed a digitization effort that involved establishing a centralized scanning operation from scratch: recruiting, hiring, training and ongoing guidance of a scanning operation to support digitization of Human Resource, Project, Student, and Faculty records.

Preceding IQBG, Chris performed in similar capacities for the State of Texas, Dell, IBM, and The Home Depot.

Mark Myers, Senior Electronic Records Specialist at Texas State Library and Archives Commission

Mark J. Myers is the senior electronic records specialist with the Texas State Library and Archives Commission (TSLAC) and has over 20 years of experience in electronic records management and digital preservation. Mark is one of the administrators of the Texas Digital Archive which preserves and makes accessible the electronic records of Texas state government, beginning with the records of Governor Rick Perry in 2015. Mark also provides advice and assistance to state government agencies for the long-term preservation of their electronic records. Prior to his work in TX, Mark was the electronic records archivist with the Kentucky Department for Libraries and Archives from 2001-2014, and an electronic records archivist with the Alabama Department of Archives and History from 1999-2001. Mark has a bachelor’s degree in secondary education from the University of Kentucky and graduate work from Auburn University. He now lives in Austin, TX, with his two children.
Liz O’Brien, State Parks Archivist at Texas Parks and Wildlife Department

Liz O’Brien is the State Parks Archivist at the Texas Parks and Wildlife Department. Her career at TWPD began in the former Historic Sites and Structure program before a promotion to her current role. In 2015 she earned a Master of Science in Information from the University of Michigan School of Information specializing in archives and records management.

John Rokenbrod, Records Manager Officer and Software & Records Analyst at Bryan ISD

John Rokenbrod is Laserfiche's 2019 K-12 Education Influencer of the Year. He currently serves as a Software & Records Analyst with Bryan ISD and is the district's RMO. In these roles he supervises all district records, holds the primary responsibility for filling subpoenas issued for district records and court orders to seal juvenile records, and manages the district's Laserfiche system including writing workflows and forms processes used by multiple departments.

He previously served as an elementary school principal in Texas and as a central office administrator, high school principal, elementary school principal, middle and high school assistant principal, middle school department head/teacher, and high school teacher in the suburbs of Richmond, Virginia.

Jennifer Snyder, Chief Account Officer at GovQA

Ms. Jennifer Snyder is Chief Sales Officer and responsible for GovQA's overall sales and marketing programs. Since 2007, she has grown GovQA into one of the fastest-growing private software companies in Illinois. Throughout her 25 year career, Ms. Snyder has focused on customer account and service management for top technology and manufacturing companies. As Vice President and Manager of Inside Sales, she spearheaded business development initiatives at SuzoHapp and Panduit managing groups locally and globally for these industry leading organizations. In addition, Ms. Snyder has over 10 years of experience working with state and local governments around transparency, security and compliance technologies and is a recognized authority, speaker, and author on how multi-channel and multi-media workflow technologies impact municipalities. Ms. Snyder graduated with high Honors from Robert Morris College in Sales and Marketing. She holds multiple certifications in sales, customer and service management.
Adriana Vazquez, Business Process Specialist at City of Austin

Adriana Vazquez, a.k.a. Ava, is a Business Process Specialist for the City of Austin, Texas. She holds a B.A. in Office Systems Administration and a post graduate degree in Law. Ava has worked in the private and public sector covering a full spectrum of duties, including executive support, office management, customer care, database administration, document preparation, and project/program support. Ava has been working with the City’s enterprise records management system since she started her employment with the Office of the City Clerk in February 2018 and currently provides technical support/customer care to its end users.

Alexander Webb, CRM, IGP, Senior Business Process Consultant at City of Austin

Alexander Webb, CRM, IGP is a Senior Business Process Consultant for the City of Austin, Texas. He is responsible for the management of technology projects within the Office of the City Clerk, is a lead for the implementation of a City-wide electronic records management system, and has over a decade of experience in the successful implementation of various enterprise electronic records management systems for local governments. Previously, Alex has served as the Records and Information Management Officer for the Capital Metropolitan Transportation Authority where he oversaw the implementation of their enterprise electronic records management system. Alex is a Certified Records Manager, an Information Governance Professional, and holds a Bachelor of Public Administration from Texas State University.