# County Council of Howard County, Maryland

2011 Legislative Session                                    Legislative day # 12

## RESOLUTION NO. 170 - 2011

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the reappointment of Julie Keough to the Board to Promote Self-Sufficiency.

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Introduced and read first time on November 7, 2011.

By order _____
Stephen LeGendre, Administrator to the County Council

Read for a second time and a public hearing held on November 21, 2011.

By order _____
Stephen LeGendre, Administrator to the County Council

This Resolution was read the third time and was Adopted___, Adopted with amendments___, Failed___, Withdrawn ___ by the County Council on December 5, 2011.

Certified by _____
Stephen LeGendre, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.

1    **WHEREAS**, Section 404 of the Howard County Charter and Section 6.300 of the
2    Howard County Code provide for the County Executive to appoint and for the County Council to
3    confirm nominees to Howard County Boards and Commissions created by law; and

4    **WHEREAS**, Section 6.341 and Subtitle 17 of Title 12 of the Howard County Code
5    provide for a Board to Promote Self Sufficiency in Howard County; and

6    **WHEREAS**, the County Executive has proposed the reappointment of Julie Keough as a
7    member of the Board to Promote Self Sufficiency; and

8    **WHEREAS**, the County Council ratifies the County Executive's special trust and
9    confidence in the abilities of the nominee.

10    **NOW, THEREFORE, BE IT RESOLVED** by the County Council of Howard County,
11    Maryland this 5ᵗʰ _____ day of December, 2011 that the following person is reappointed as
12    a member of the Board to Promote Self-Sufficiency to serve from the passage of this Resolution
13    to November 1, 2016 or until a successor is appointed and confirmed:

14                          Julie Keough
15                          Ellicott City, Maryland

7742 Sandstone Court
Ellicott City, Maryland 21043
jkeough@e-shred.com
Home (410) 379-5119

# Julie B. Keough

**Education**

1993        Loyola College        Baltimore, Maryland
*Master of Business Administration*
- Concentration in Finance.

1989 - 1996    University of Maryland    Baltimore, Maryland
**Instructional Systems Design**
- Graduate courses in Training Systems.

1987    .    University of Maryland    College Park, Maryland
**Bachelor of Science in Electrical Engineering**
- Concentration in Computer Architecture.

**Professional
Experience**

May 2003 – Present    E-Structors, Inc.    Elkridge, Maryland
**CEO / Co-Founder**
- *Create and grow secure destruction and recycling firm in Mid-Atlantic Region.*
- Develop and implement information technology programs for the company.
- Manage Human Resource and Accounting activities.
- Oversee operations; analyze and improve productivity and process flow of dismantling, destruction, and recycling systems.
- Determine strategic direction of company.

May 2000 – October 2001   Mentor Technologies    Annapolis Junction, Maryland
**Sales Training Manager**
- Create and administer business partner training programs.
- Develop and deploy internal training programs for sales and technical support teams.
- Instruct business partners, sales team, and internal staff on Mentor's products.
- Determine and document sales process.
- Liaison between technical staff and sales team.

1996 – May 2000    McCabe & Associates    Columbia, Maryland
**Technical Services Manager, Technical Services Group**
- Directed U.S. sales technical support staff, internal and external consultants.
- *Ensured preparation and execution of product demos and proof of concepts.*
- Exceeded service revenue quota.
- Determined and maintained profitability margins and utilization rates.
- Developed and delivered educational and consultative service offerings including product deployment programs.
- Advised product management on product direction.

**Help Desk and Training Manager, Technical Services Group**
- Directed U.S. post-sales technical support staff.
- Implemented escalation procedures. Resolved customer conflicts.
- Administered bug-tracking procedures.
- Managed product quality assurance testing procedures.
- Directed external training consultants.
- Established educational service offerings and prices. Oversaw course development.

### Training and Certification Manager, Technical Services Group

- Created product-training manual for sales force.
- Managed certification process for our business partners, consultants, and employees.
- Created certification training manual and internal training manuals.
- Developed customized classes based on customer need.
- Allocated training resources for public and private training classes.
- Developed and maintained documentation and exercises for McCabe Structured Testing, Reverse Engineering, and Visual 2000 C, Cobol, and Ada courses.
- Trained McCabe instructors.
- Developed tracking procedures for training classes.
- Taught McCabe classes.

### Sales Engineer, Technical Services Group

- Presented McCabe products to potential clients. Parsed code, created client code demos, and generated reports for prospective clients.
- Installed, configured and integrated our product into client's environment.
- Parsed, analyzed, instrumented, and compiled C++, C, Ada, COBOL and other languages on a variety of platforms including UNIX and Windows.
- Provided technical support for clients. Explained software quality metrics, assessment, and testing to clients.
- Updated technical support Internet FAQ section.
- Created install shield setup program.
- Wrote application notes on integrating our product with third party products.
- Wrote technical support section in quarterly newsletter the Outlook.

1984 - 1995    Naval Surface Warfare Center    Silver Spring, Maryland
### Electronics Engineer GS 12 (Secret Clearance)

- Developed tactical decision aids as part of the Surface Ship Survivability Combat Control System. The code was written in C and ran under DOS or UNIX.
- Integrated Surface Ship Torpedo Defense Combat Control C systems (acoustic sensor simulator, tracker, classifier and effectiveness systems) into a menu driven system for the PC. Used Teamwork to develop data flow diagrams, data dictionaries, and control specifications for these programs.
- Set up and operated a data acquisition system to analyze acoustic analog sea data. Generated reports and analyzed sensor, tracker, and system performance. Monitored contractor's development of an engagement scheduler that used a Bayesian decision tree.
- Installed and operated environmental processing system on HP9020. Evaluated the system performance of HP9020.
- Researched Anti-submarine Warfare platforms, sensors, and threats. Developed C programs to simulate sensor performance, fuse data, smooth and analyze results.
- Designed C program to control wind tunnel blowing valve. Set up and ran fire control system in hydrobalistics facility. Interfaced PC to weapon specification-testing equipment. Collected and analyzed weapon performance data.
- Cooperative Education Student.

1988 - 1997    Bally's Holiday Spa    Baltimore, Maryland
### Aerobics Instructor
- Aerobics and Fitness Association of America certified Aerobics Instructor.

**Publications**    McCabe QA, Test, and Reengineer training material, McCabe Certification Manual, Application Notes: Integrating McCabe Visual ToolSets with Microsoft Source Safe and MKS Source Integrity, Technical Support section in McCabe Outlook.

**Additional**    Train the Trainer, Structured Testing, Reverse Engineering,
**Professional**    Knock your Socks off Customer Service, Microsoft Developers Studio, Borland

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| **Activities** | C++, Structured Analysis for Real Time Systems, Design Review, UNIX, C Programming |
| **Community Activities** | Member of Maryland Partners in Policymaking.  Advocate for people with developmental disabilities. |
| **Awards** | Presidents Club 2000, Leadership Excellence Award 1998, Performance Awards 1994, 1993, 1992, 1990, 1989, and 1988. |