



Linda Muller, CRM, IGP, ERMp

Principal

c – 425-677-5990

linda.muller@imergeconsulting.com

<p>OVERVIEW</p>	<p>National information management leadership experience in professional records and information governance. Skilled in strategic development of information governance, risk management, project management, managing implementation change and startup. Analysis, recommendations and implementation using best practices and process improvements for change management, cost savings, information governance compliance and risk avoidance initiatives. Client facing presentations; various national/ international speaking engagements.</p>
<p>CONSULTING PROJECTS</p>	<p>Ms. Muller has led numerous records management projects during her career including an international consulting assignment in the UK/ROI; numerous sales-oriented and client-facing records management training and educational presentations highlighting the value and benefits of compliance-driven records programs, streamlined records management processes, reduction in storage costs, and optimizing technology resources; instrumental in developing a Solution Competency Center providing customers a showcase venue for demonstrating hands-on data capture, indexing, filing, RFID, archiving, and final disposition.</p> <p>Accenture</p> <ul style="list-style-type: none"> • Document Process Team consolidation; Filing and archiving consultancy; Process improvements; Workflow documentation; Retrofit archive facility <p>Anadarko Petroleum</p> <ul style="list-style-type: none"> • Analysis teamwork; Procedural documentation for inbound document capture and archive management <p>Arnold & Porter</p> <ul style="list-style-type: none"> • Post-merger records and information management operational review; Rebranding Records Department <p>Atlas Copco</p> <ul style="list-style-type: none"> • ERM consultancy; Strategic recommendations for process improvements; Document capture; Space management; Archive management <p>BAA British Airports Authority</p> <ul style="list-style-type: none"> • Risk management assessment; Hardcopy archive consultancy; Participate in divestiture strategy for records management

	<p>BMW Cars</p> <ul style="list-style-type: none"> • Document process recommendations for process improvements; Disaster Recovery and Contingency planning <p>BNP Paribas</p> <ul style="list-style-type: none"> • Short and Long-Term archive solution development and consultancy; Cost-Benefit Analysis for Outsource Solutions <p>BP British Petroleum</p> <ul style="list-style-type: none"> • Archive consultancy; Document classification scheme; Application of corporate retention policies; Process improvement recommendations <p>Briggs and Morgan</p> <ul style="list-style-type: none"> • Evaluation, reengineer, and implementation of consistent law firm program, policies, procedures for records management including retention and file plan development <p>Dendreon</p> <ul style="list-style-type: none"> • Retention, disposition, GMP regulatory compliance for Biotech research and development firm <p>Fried Frank Harris Shriver</p> <ul style="list-style-type: none"> • Multiple location assessment and recommendations for cost savings and greater risk management compliance <p>Gesmer Updegrove LLP</p> <ul style="list-style-type: none"> • Standard records management policies and procedures, email use policy, file opening and closing procedures; Reduce paper on-site <p>Klinedinst PC</p> <ul style="list-style-type: none"> • Less paper initiative assessment and implementation <p>Kodak</p> <ul style="list-style-type: none"> • Assessment and Strategic recommendations for archive management; Corporate policy compliance <p>Liberty Mutual</p> <ul style="list-style-type: none"> • Assessment and improvements implemented for inbound document capture and claims process; Corporate records management compliance <p>MBIA, Inc.</p> <ul style="list-style-type: none"> • Document workflow assessment; Recommendations for process efficiency <p>Pfizer</p> <ul style="list-style-type: none"> • Management of consistent global objectives for site divestitures; Records management compliance guidelines
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	<p>Smith Hulsey & Busey</p> <ul style="list-style-type: none"> Retention and disposition assessment; future state information governance recommendations <p>Wolf, Rifkin, Shapiro, Schulman & Rabkin LLP</p> <ul style="list-style-type: none"> Implementation of firm-wide standards with a focus to reducing paper and transition to electronic recordkeeping
<p style="text-align: center;">EXPERIENCE</p> 	<p>IMERGE Consulting National Principal Ms. Muller joins IMERGE Consulting focusing on legal and corporate records and information management program evaluation, strategic recommendations for process improvements, maximizing technology resources and ensuring management control throughout the record life cycle.</p> <p>Ricoh Americas Corp. Malvern, PA Director, Legal Records & Information Strategic information management compliance consulting with many AmLaw150 customers centered on information management processing, document workflow and managed services.</p> <p>Pitney Bowes Management Services London, UK International Solution Consultant Manager Multiple consultancy contracts for major global organizations. Collaborated with customers to develop a compelling records management strategy for balancing cost with compliance. Reduced headcount, maximized return on investment, increased consistent operational effectiveness. Designed and implemented records workflow processes, retention compliance, reduced volumes and off-site storage costs, recommendations for storage options, utilization of technology resources.</p> <p>Pitney Bowes Management Services Stamford, CT Records & Information Solution Consultant Ms. Muller provided SME client-facing pre-sales and operational support for facility management and project-related outsource contracts. She provided strong project management and facilitation of key consulting deliverables, recommendations, facility appraisal, and risk assessment. Ms. Muller acted as Liaison to the National Proposal Response Team for RFI/RFP preparation and presentation.</p> <p>PricewaterhouseCoopers Tampa, FL National Records Management Lead Workplace leadership developing strategic direction for the Firm's records management program. Reduce risk in a regulated environment; standardize enterprise-wide records management</p>

	<p>policies and procedures bringing best practices to all lines of service and business units using Six Sigma methodologies.</p> <p>Little Mendelson San Francisco, CA Firm-wide Corporate Records Manager Implementation and support of firm-wide records management initiatives, policies, and model procedures. Oversight of the firm’s Regional Records Coordinators and New Business/Conflicts Staff.</p> <p>Accutrac Software, Inc. Irvine, CA Vice President Client Services Consultative assessment of customer records and information needs and managed the project implementation team. Collaboration with technical software developers.</p> <p>Perkins Coie LLP Seattle, WA Firm Records Manager Ms. Muller led a TQM-Records Management team focused on establishing a Firm records management program including retention schedule, risk management policies, and file classification plan. Firm-wide responsibility for client intake process, docket, and records management operations.</p> <p>Morrison & Foerster LLP Los Angeles, CA Records Manager Supervised Conflicts and Records Staff. Instrumental in developing the “FAP” Filing Assistance Plan, reducing the Firm’s secretarial headcount and costs significantly by shifting file maintenance to trained Records Staff.</p> <p>Vinson & Elkins LLP Houston and WDC Regional Records Supervisor Coordinated and implemented firm records policies for Washington, DC branch office. Assisted with development and implementation of the Firm’s retention schedule and automated records management system.</p>
<p style="text-align: center;">EDUCATION</p>	<p>Robert Morris College, Pittsburgh, Pennsylvania, A.S. Office Administration George Mason University, Fairfax, Virginia Montclair State Teachers College, Montclair, New Jersey ARMA, Basic Records Management Certificate PricewaterhouseCoopers, PMO, Six Sigma Greenbelt Training</p>

<p>CERTIFICATIONS AND PROFESSIONAL MEMBERSHIPS</p>	<p>CRM (Institute of Certified Records Managers) IGP (Information Governance Professional) ERMp (Electronic Records Management Practitioner, AIIM) IRMS (Information Records Management Society of UK) Member and Conference Speaker 2017, 2018, 2019 IAPP (International Association of Privacy Professionals) Member ALA (Association of Legal Administrators) National and Regional Conference Speaker 2016, 2017, 2018 PricewaterhouseCoopers National Chairman's Award Nominee, 2006 ARMA, International (Atlanta Board VP-Sponsorship, Member and Speaker; CRM Certification Trainer) ARMA, International (Educational Foundation Member) ARMA, International (Legal ISG Committee, Legal Core Competencies) ARMA, International (President, Greater Seattle Chapter) ARMA, International (Board of Directors, Atlanta Chapter) ARMA, International (Member, Jacksonville Chapter) VASA Order of America (Pacific Northwest District Secretary) Sammamish Hills Lutheran Church, Telecare Committee University of Washington, Graduate Program Guest Speaker Law Records Management Association (President, Greater Los Angeles Chapter) Goodwill Industries, Business Advisor San Jose State University, MARA (Master Archives & Records Administration) Program, Program Advisor</p>
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