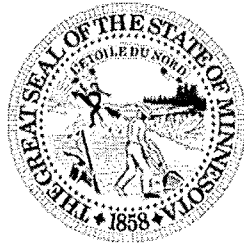


**STATE OF MINNESOTA**  
Executive Department



RECEIVED

JUL 3 2023

**Governor Tim Walz**

President of the Senate

**NOTICE OF APPOINTMENT**

**Diane Burton**

Because of the special trust and confidence I have in your integrity, judgment, and ability, I have appointed you to the office of:

**Public Member**

**Emergency Medical Services Regulatory Board**

Effective: July 5, 2023

Expires: January 4, 2027

This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

Signed and sealed June 30, 2023.



Handwritten signature of Tim Walz in black ink.

**Tim Walz**  
Governor

Handwritten signature of Steve Simon in black ink.

**Steve Simon**  
Secretary of State

Replacing: Michael Jordan

## Part I: Position Sought

---

Agency Name: Emergency Medical Services Regulatory Board  
Position: Public Member

## Part II: Applicant Information

---

Name: Ms. Diane Carol Burton  
Phone: (952) 201-2721  
County: Dakota  
In House District: 57B  
S House District: No Answer  
Recommended by the Appointing Authority: False

## Part III: Appending Documentation

---

### Cover Letter and Resume

Type	File Type
Resume	application/pdf

### Additional Documents (.doc, .docx, .pdf, .txt)

Type	File Name
No additional documents found.	

Veteran: No Answer

## Part V: Signature

---

Signature: Diane Burton  
Date: 3/16/2023 3:45:55 PM

RECEIVED

JUL 3 2023

President of the Senate



# DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

## ● PROFILE

- I served as a key Account Manager / Project Manager for the Saint Mary's Universities' I lead their directors, technology, strategies, content management development, digital marketing, and graphic platforms leading successful completion of their marketing initiatives across the university including, academics, admission, stores, President office, Office of Provost, branding and other University Project from different areas. In concert with Chief Marketing Officers across the business lines, I led a diverse team of product owners, web developers and directors, in digital marketing and was the subject matter experts towards the development of fully integrated, omni-channel, go-to-market strategies, products and campaigns that would drive meaningful results for the business. In addition to my diverse business and technical skill, I trained the team in Project Management and Wrike Product Usage and supplied detail assessments to leadership, so they understood what was causing their projects to fail. Once delivered, we focused on the top ten critical issue so that the team would engage, learn, and be productive. items to start moving the team in the right directions. In other roles, I managed and accomplished managing budgets of over five billion dollars and won multiple awards.

## ● CONTACT

- PHONE:  
(952)-201-2721
- WEBSITE:  
Linkedln available upon request.

## ● EDUCATION

- **Kaplan University (Previous Name: ICM School of Business)**
- GPA 4.0
- Who's Who Award
- Operations Specialist
- Pittsburgh, PA

- **School of Computer Technology**
- GPA 3.9
- Parliamentarian Teacher
- EDP and Business Administration
- Pittsburgh PA

RECEIVED

JUL 3 2023

- **Institute of Project Management**
- Certification Training
- Oct 2009
- Project Management Certification
- New York City, NY

President of the Senate

- **Normandale Community College**
- Online Advertising November 7, 2022
- Boosting your website traffic – October 28, 2022

## ● WORK EXPERIENCE

### Diane Burtons LLC

CEO, President, and Inventor 2009 - Present.

- Portfolio Management, Strategies, Account Management and Project Management
- Leadership over Customer service and Operations, Business, Technology, Process improvement, Content, Check, Creating Contract, figuring out ROI, Creating, and managing a relaxing environment, Negotiating, tracking and oversight.
- Managed Business Growth
- Attended Boosting your website traffic – Completed October 28, 2022
- Attended Online Advertising Completed November 7, 2022
- Develop grow strategies, and manage portfolios.
- Attend chamber of commerce meeting and events required to grow business.
- Associated with Score to learn more about running business Development.
- Met with MN department of economic for business reviews.
- Supply Customer Service, Delivery and handling contracts.
- Train clients out to use new skills to help their skin look and feel younger.
- Provide critical assessments, and results.
- Follow-up and help lead other to success.
- Collaborating with domestic clients

RECEIVED

JUL 3 2023



**DIANE BURTON**

President of the Senate

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*

Senior Leadership

- Email:
- dianeburtonllc@outlook.com

• **OTHER SUCCESSFUL TITLES HELD:**

- CEO, President, Vice President, Strategic Planner, Operations Specialist, Principal Consultant, Sr. Program Manager, Sr. Project Manager. Executive Account Manager, Engineer Manager.

• **MANAGEMENT SKILLS**

- Business Strategy Innovations
- Technologies, Software Web, Legacy, etc.
- Portfolio. Program/Project Management, Vendor Management, Architecture Alignment, Change Management, Customer Relationship Management, Quality and Growth Assurance, Service Delivery Management, Process Improvement Management, Test Management, Enterprise Management. Cultural Leadership, and budgets

• **PERFORMANCE SKILLS**

- Contract Negotiation, Product /evaluations, Project and Resource Management, Program Change Management, Compliance and Risk Review and Resolutions, Legal and Compliance Planning, Security Delivery Oversight, Offshore, Domestic Leader, Web Management, Content, Management, Digital Management, Business Analyst Management, Engineer Management, Marketing, Investments, Pharmaceutical, Retail, Banking, Wealth, Investments.

- Overall, Owner and Leadership, working with businesses, individuals to supply process for success and desired results.
- Worked with Economic department of Minnesota to define Marketing requirements, technologies, products to service as a holistic form to help people who have issues with using chemical and harsh skincare products.
- Strategic management to provide decisions no next steps and go forward process.
- Developed and provided contracts for overall company and identified risks.
- Risk Management, defining risk associated and deciding resolutions.
- Change management for clients and track progress.
- Supplied Budgetary management needed in the next five years.
- Creation of website
- Decided what will be need for future growth.
- Identify Program/Project Management creating project to stay on track, within in budget.
- Use Agile and Scrum Methodologies to iterative complete timeline in a proactively deliver results.

**St. Mary's University of Minnesota (Contract)**

**Executive Account Manager, Business Intelligent Expert, CEO, Diane Burton LLC, Interim Account Manager, Project Manager**

Cause for release: Funding unavailable (Will supply letter)

November 2021 to April 2022

- Portfolio Management, Account Management, Risk Management, Change Management, Compliance and Legal, Technology and business, Multiple sites, Using Agile Methodology, Wrike Technology, Standup Meetings. Used Scrum to manage web interfaces.
- Provided team with a platform that they could use Agile to help track their projects and allowed visibility to those that needed.
- Led the development of an overall marketing technology and process strategies that drove profitable growth.
- Collaborated with business partners to gain a thorough understanding of the drivers of Saint Mary's University line of business marketing; understanding its strategic goals, and successfully led the team to support the growth of the business through process, training, and technology as well as ownership.
- Partnered with business leaders to develop and execute strategic, fully integrated, omni-channel marketing plans and programs that directly support the business's growth agenda specifically focused on:
  - Delivered differentiated marketing capabilities
  - Focused on platform consolidation in Marketing technology
  - Entered new markets or extend our market positions and accelerate growth using marketing technology and capabilities
- Provide strategic and tactical support to package, position and promote innovative capabilities that enable Saint Mary's University of Minnesota to differentiate with Marketing capabilities.
- Facilitated a collaborative process to ensure marketing strategies are correctly prioritized, and focused on the greatest opportunities to drive engagement and profitable growth,



# DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

Brokerage, Manufacturing, Infrastructure. Electric.

- **SECTOR:** Education, Retail, Pharmaceutical, Brokerage, Banking, Call Centers, Government, Financial, Investors, Military and Veterans Business strategies, PMI, Banking, Investment, Marketing, Pharmaceutical, infrastructure, Medical, Nuclear. Beauty.

## • HOBBIES

- Reading and writing
- Walking
- Inventing
- Playing with puppies

### Business Reference:

Optum: Tonya Neavins  
Saint Mary's University of Minnesota  
Yoshiko Miller – Recently Trained.  
Consulting Engagement Manager:  
Tom Cowlshaw

### Personal References

Linda Powell -over 25 years  
Marva William- over 25 years  
Numbers provided at time of interviews. Thank you for your understanding their privacy.

- Participated in ongoing integrated product marketing planning capabilities across the businesses
- Proactively assumed responsibility for leading and executing on strategic initiatives and projects, responding to requests, and serving as a key contact for Saint Mary's University Digital and enterprise Marketing Technology
- Advanced the Product Marketing "analytical agenda" delivering on KPIs (financial, engagement and other initiatives) for all marketing initiatives; develop and perfect A/B testing strategies to assess marketing impact; ensure necessary reporting is in place to track and measure activity, engagement, and financial metrics as needed.
- Developed and managed resource investment to meet campaign objectives, goals, and budget; accountable for driving to target outcomes within identified budget
- Evaluated department and supplied assessment and final report after changes.
- Trained Resources, in innovative technology and processes.

### Diane Burton LLC, CEO

November 16, 2022–Present

- Inventor of Face Definitions™ collaborating with domestic clients
- Overall, Owner and Leadership, working with businesses, individuals to supply process to help in their success and desired results.
- Worked with Economic department of Minnesota to define Marketing requirements, technologies, products to service as a holistic form to help people who have issues with using chemical and harsh skincare products.
- Strategic management to decide how company will function
- Risk Management, defining risk associated and deciding resolution
- Change management, figure out 1 year to 4-year goals
- Supplied Budgetary management needed in the next five years.
- Creation of website, decided what will be need for future growth
- Found competition
- Program/Project Management creating project to stay on track, within in budget.

### United Health Group / OPTUM 5/2015 – 6/2017 (Segment PMO)

- **Specialty Network:** Program Manager:(Managed 5 PM)
  1. Business Process: Accelerator; PPM Methodologies
  2. Technology/Vendor: Agile Methodologies /Doc-On-Demand/ AmWell
  3. Initiative: Behavioral Health / Telecommunications
  4. Data: Provider/ Patient / Enrollment/ Benefit/ Claims/Payment
- **Optum Data Management – Organizational Change Manager (Planning Portfolios and moving resources)**
  1. Business Process: Organizational Change Process

Technology: Excel/ Word

  2. Initiative: Resource Movement
  3. Data: People Resources
- **Shared Services:** Product Manager/Program Manager/ Project Manager: (Consumer Experience) (Managing 6 PM); multiple external to group)
  1. Business Process: Content Portal Changes

RECEIVED

JUL 3 2023

President of the Senate



## DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

2. Technology: Agile / Waterfall /LAWW/ MyUHC
3. Initiative: Portal Rewrites / Updates/ Additions/Changes/ Strategies
4. Data: People Resources

\*\* Successfully collaborated with external providers to discuss integration with team, successfully work with businesses to create vision, SOW as well as work with C-Level Leaders to present plan and strategies.

### Horizontal Integration 11/2014 - 5/2015

Client: United Health Group / Medicare & Retirement (Enterprise PMO)

- Sr. Program Management Consultant (managed 2 PM's, 6 Directors/3 external Salesforce Vendors)

*Oversaw of Distribution Portal in Medicare & Retirement; reviewing vendor contracts; work with regional representative & telesales stakeholders on new portal enhancements. Worked with Business & IT as well as the Production Support and responsible for Vendor's to prioritize & close issues. Manage vendor's contract, budget & production email campaign team; manage content manager & business analyst updates to wireframes. Collaborated with Member & Group Retiree teams to create new intake process for Member, Acquisition, and Medicaid to prioritize new work. Help in tracking and reporting implementation of AEP 2015 to DRX rollout; as well as other projects such as My Health Rewards; Strategies; and Distribution Portal Quarterly Maintenance. Manage and oversight of infrastructure that impact distribution portal and network, track, and oversight network changes*

### Client Projects

- United Health Group/United Health Care/ Medicare & Retirement
  - Business Process: PPM transformation to Agile / Waterfall, DMAIC/Content
  - Technology/Vendor: Miriam / Salesforce/ SS&MO
  - Data: SBC, DCM, AOB, GPS, C&S, Consumer, LearnSource, Content, Telesales, Emails, Member
  - Accomplished: Excellent Customer Experience on time, on track on budget/ no issues or post-implementation defects.

### Software Analyst Corporation 8/2014 – 11/2014

Client: Express Scripts (Managed 6 PM's) (Enterprise PMO)

- Sr. Program Management Consultant

*Added foreign language to key infrastructure from current platform to Medicare Pharmaceutical (NY) diverse portfolio for language preferences; Manage Claims Platform/ Create BA Tool/ Manage Patient System (eSD), long term strategy and vendor negotiations*

### Client: Express Scripts

- Business Process: PPM transformation to Agile / Waterfall, DMAIC/Content
  - Technology/Vendor: Miriam / Salesforce/ SS&MO/WTX, Eligibility/ Polar/ Campaign/ Intervention Router/ BA Tool/ Patient System (eSD)
- Data: Member/ Eligibility, Operations
- Accomplished: Excellent Customer Experience on time, on track on budget/ no issues or post-implementation defects.

RECEIVED

JUL 3 2023

President of the Senate



## DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

### Horizontal Integration Inc.

Client: Medtronic 9/2013 – 3/2014 (R&D PMO)

- **Sr. Program Management Consultant (managed 1 BA and worked with multiple external resources and vendors)**  
*Selected Vendor, Contract Negotiations, and Delivery of New Big Data solution to add to businesses infrastructure as it relates to the FDA Findings to satisfy time issues with Chemist Research. Track and oversight initiative and resources involved: Architecture, Business Analyst, IT Resources, development of Infrastructure and manage vendor (IBM). Ensure Vendor Package for Big Data Solution is satisfied by installing new environments, Vendor Software for Data collections from different internal and external sources, and market to other business units.*
  - Business Process: Agile / Waterfall, DMAIC/Content/ SOW/ACB/ATGB/PMB transitions documents
  - Technology/Vendor: IBM / Data Explorer Software/ Content/ Architecture, storage, network, wiring,
  - Data: Research Data / Member, Teradata
  - Budget 3 million
  - Accomplished: Chemist Research went from 3 months finding to 15 minutes; cut cost by 75%

RECEIVED

JUL 3 2023

President of the Senate

### Contech Inc. 11/2012 - 9/2013

Client: United Health Group/United Health Care (M&V PMO)

- **Sr. Program Management Consultant**
- **Managed 2 PM/BA directly, thirty-eight high-tech Team/ 6 PM's directly) also overall CIO directors, responsibilities of six directors.**  
*Roll out of all Government Health infrastructure and , Plans for Military and Veterans; Security and Compliance/ RSA Token Request for external vendors and internal team members; Work with Claims Portal BA and other groups for associated tasks and track and resent to C-Level Leadership and Stakeholders; Manage external Vendors access; Resource Management of Database, SharePoint, and High-Tech Team with Security Clearance to make changes. Work with CIO Leadership on Organizational Change Management to review contracts, track directors' tasks; Manage provider service, Claims, Billing and Enrollment portals, Medical Management Call Centers, Tricare West Region, manage development Security Applications Contractor Express PGBA/ PCH and LHI Data, and Implement ICD9 to ICD10 for Portals.*
  - Business Process: Agile, Waterfall, DMAIC, Iterative
  - Technology/Vendor: LHI/ PBGA/ PCH/ Clinical Portal/ A2D/ Crystal Reports/ Relationship Management
  - Legacy, Storage, Unix, wireframes, Avaya, Cables, Network, security, Legal, compliance
  - Data: Military and Veterans/ Government/ PGBA/ PCH/ Virtual Call centers/ Network Database/ Call
  - Center, Geo Data Feeds, TSC Wait Screen and MTF data, Testing Tool Data.
  - Budget 2.9 million
  - Accomplished: Launch of new business with UH/C Military and Veterans Health Plans.

TEXSYSTEMS: 3/2012 - 08/2013

Client: USBANK (Enterprise PMO)



## DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

RECEIVED

JUL 3 2023

President of the Senate

- **Sr. Program Management Consultant (managed six direct PM's multiple external resources)**

*Responsible for the 30 Online Banking Applications Internet banking channel: Responsible for managing the delivery of thirty business requirements for the enhancement of a New Online Banking Application including Dodd Frank compliance inclusion. The goal was to move the existing customers from Mainframe Application (RIB) to the new online applications. The apps involved Online banking apps, Western Union. Lead resources as follows: BA, Architecture, Development, Test, Implementation, Production Release, and Readiness. Managed internal & external secured & controlled resource channels for 30 Online Banking Applications:*

- Business Process: Agile, Waterfall, DMAIC, Iterative/SDLC/Scrum/
- Technology/Vendor: Oracle, Mainframe, SDLC, Hogan, .net, web sphere, middleware, java, JavaScript  
Oracle, Project Server, Trust Hub Link, and Linux, Informatics, AFS SOP, Web Focus, Web, NAS, DB2, SQL, Alias Server Infrastructure, Passport BL App, TOS Mainframe Apps, OAM, Power Center, Power Exchange, Connect Enterprise, File Share.
- Data: e-docs, TOPS, Orion, RPS, RIB, PMM, Rewards, and Money Movement; Siebel UI, Data and  
Business Layers' SEI Customer Load, SEI Account Load, ODR Stored Procedures, Geo Data Feeds, TSC Wait  
Screen and MTF data; Testing Tool Data; PCR Employee Load
- Budget: 5 million
- Accomplished: Saved 1.5 million dollars.

**APEX SYSTEMS: 4/2011 – 2/2012(Wealth PMO\_**

**Client: Ameriprise Financial Inc (Managed 3 direct PM and Vendor)**

- **Sr. Business Program Executive**

**APEX SYSTEMS: 4/2011 – 2/2012 (Continued)**

**Client: Ameriprise Financial Inc**

*Responsible for the entire program series in Trailing Stops for Equities, Options, and Strategies for Level 2 initiatives supporting variance of only 1% budgetary to install new Statements, Confirmations, and Best Execution reports and meeting 2011 targets. Working with internal groups such as Broker Experience, Compliance, Legal, Wealth and Advice  
PMO, Business, Development, Business Analysis, Service Delivery, Advisors Experience, and Field Implementation; Communicate to C-Level Executives. Develop strategies to meet corporate goals and business initiatives and manage significantly changes to multiple LOBs, channels system of records, and internal and external customer. Serve as SME as Program/Project Management Standards, Policies and Governance.*

- Business Process: AQMS (in-house process), Operational Risk Management Compliances; MS  
Project Office, Agile, Waterfall, DMAIC, Iterative/SDLC/Scrum
- Technology/Vendor: Web, Mainframe, Client Server. Clarity, IQ Navigator, Gateway VPN, Quality  
Center, FTP, PCI, Thomason Reuter, Thomas Analytic, Knight, SciVantage, and Transaction  
Analytics Group (TAG) Envestnet and Annuitynet
- Data: e-docs, TOPS, Orion, RPS, RIB, PMM, Rewards, and Money Movement; Siebel UI, Data and  
Business Layers' SEI Customer Load, SEI Account Load, ODR





## DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

Stored Procedures, Geo Data Feeds, TSC Wait Screen and MTF data;  
Testing Tool Data; PCR Employee Load

- Budget: 5 million
- Accomplished: Saved 1.5 million dollars; Installed Software to accommodate Trailing Stop Equities to receive statements, confirms, FTP Files, OATS, BDIL (software group PMT, HODS and SciVantage).

### WIPRO LTD 12/2010 – 12/2010 - 4/2011 (Enterprise PMO)

Client: Best Buy Retail

- **Sr. Technology Program Executive**
  - *Responsible for the entire program series in Trailing Stops for Equities, Options, and Strategies for Level 2 initiatives supporting variance of only 1% budgetary to install new Statements, Confirmations, and Best Execution reports and meeting 2011 targets. Working with internal groups such as Broker Experience, Compliance, Legal, Wealth and Advice PMO, Business, Development, Business Analysis, Service Delivery, Advisors Experience, and Field Implementation; Communicate to C-Level Executives. Develop strategies to meet corporate goals and business initiatives and manage significantly changes to multiple LOBs, channels system of records, and internal and external customer. Serve as SME as Program/Project Management Standards, Policies and Governance.*
  - Business Process: AQMS (in-house process), Operational Risk Management Compliances; MS
    - Project Office, Agile, Waterfall, DMAIC, Iterative/SDLC/Scrum
    - Technology/Vendor: Web, Mainframe, Client Server. Clarity, IQ Navigator, Gateway VPN, Quality Center, FTP, PCI, Thomason Reuter, Thomas Analytic, Knight, SciVantage, and Transaction
    - Analytics Group (TAG) Envestnet and Annuitynet
    - Data: e-docs, TOPS, Orion, RPS, RIB, PMM, Rewards, and Money Movement; Siebel UI, Data and Business Layers' SEI Customer Load, SEI Account Load, ODR
  - Stored Procedures, Geo Data Feeds, TSC Wait Screen and MTF data; Testing Tool Data; PCR Employee Load
  - Budget: 5 million
  - Accomplished: Saved 1.5 million dollars; Installed Software to accommodate Trailing Stop
  - Equities to receive statements, confirms, FTP Files, OATS, BDIL (software group PMT, HODS and SciVantage).

### Apex System Inc. 2//2008 – 12/2010

Client: Wells Fargo Financial (Network/ Consumer Lending/ Treasury & Payment. (Treasury PMO)

- **Sr. Network Program Management 7/2008 / Delivery Program Manager**  
*Managed all program series for OSSM infrastructure Network for governance, and strategies for tier 1 initiative with portfolio of 100+ million. Maintained variance of only 1% budgetary and Managed OSSM entire Risk Program to address Audit compliances across lines of businesses: Managed 6 direct reports. Programed management and Project Management Consumer Lending Educational Financial sales & marketing services, infrastructure platform and for moving the collections platform from Wachovia to Wells Fargo after acquisition.*

RECEIVED

JUL 3 2023

President of the Senate



# DIANE BURTON

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

Manage a new \$12 million migration effort to convert legacy applications into an integrated, enterprise payment and management system, including vendor management and twenty-six integration application points

- Business Process: TDM, PPM, Project Office Waterfall, DMAIC, Iterative, SDLC
- Technology/Vendor: NAS, CAS, Fabric, SAN, Backup (NBU, TSM, AVAMAR,), Tools (Brocade, Celera, Centerra, CISCO, EDSG, EMC, Hitachi, NetAPP, Symantec, AptarEMC (ESRS Gateway, IPass, Hitachi), Solaris, UNIX; Oracle
- Data: Mcddata, PCI, Data Domain, Peak Data, IBM)
- Budget: 112 million
- Accomplished: Increased Assess Management from 3% to 75%, exceeding 50% ORM  
 Expected compliance; Increased Storage & Backup Compliance Monitoring 53%, exceeding expected  
 Fifty percent ORM compliance; Completed Inventory Management tools and process, exceeding 50%  
 exceeding expected ORM compliance and completing one month early; Increased Compliance Monitoring from 0% to 53%, exceeding expected 50% ORM compliance and Achieved Storage Server Component; Reporting Development 49%, exceeding expected 25% compliance (2012 closure project)

RECEIVED  
JUL 3 2023  
President of the Senate

### Other Major Initiatives

ALLIANZ SE, Munich, Germany:	Annuities
Sr. Program / Project (Managed 25)	
Perot Systems:	43 Hospital / 80 clinics
Healthcare Specialist (Manage 2)	
Rent A Center:	Infrastructure (build)
Sr. Cnslt. (Global Infrastructure 21)	
Bank of America	Infrastructure
VP of Infrastructure (Managed 4)	
Cap Gemini	Wall Street Back Office/ NYSE
Principal Consultant (Managed 15)	
Citigroup	Call & Collections / Finance
Program Project Mgmt. (AVP) Managed 13/direct and 250 indirect)	
Duquesne Light:	Nuclear Site
Engineer Manager (managed 30)	
ACS	Global Call Center
Global Transform Mgr. (Manages 6)	
**PNC Bank	Financial Systems Sr.
Systems Analyst	

**Other Successes: Launch: Visa Signature; McDonald Café, Build out 3 Canada Call Centers, Enterprise Process Improvements.**



**DIANE BURTON**

*"Hit the Ground Running" – Results Oriented – Global Experience – On Time, On Track, On Budget Delivery*  
Senior Leadership

---

---

**RECEIVED**  
JUL 3 2023  
President of the Senate