

TODD P. JOHNSON, CRM, ERM^m

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(208) 569-2596

SUMMARY

Senior Certified Records Manager (CRM) with 5 years of hands-on experience in Records and Information Management (RIM), including practical experience with all aspects of developing, implementing and managing RIM related policies and practices in a large multi-national corporation. Results-focused and effectual leader with proven ability to successfully analyze an organization's critical business requirements, identify deficiencies and potential opportunities, and develop innovative RIM solutions to ensure compliance, improving efficiency, increase revenues, and improve the end user experience. Strengths in:

- **Electronic Record Management Systems** (*SharePoint, Documentum, Enterprise Vault*)
- **eDiscovery** (*Data Mapping, Legal Holds, Data Production*)
- **Compliance** (*Legal Research, Record Retention Policy and Schedule Creation, Audit, Best Practices*)

PROFESSIONAL EXPERIENCE

Enterprise Records Manager

Melaleuca, Inc. – Consumer Packaged Goods – Idaho Falls, ID

April 2008 – Present

Melaleuca is a global manufacturer and distributor of nutritional, pharmaceutical, cosmetic, and personal care products. It has over 3,000 employees and annual sales which topped \$887 million in 2008. Melaleuca operates under strict FDA and GMP recordkeeping requirements.

Spearheaded creation, implementation and management of global records management program – including:

- Ensured best practices were followed and legal research was thorough to meet complex compliance obligations
- Crafted records management policy, including compliant record retention schedule and email retention policy
- Designed and executed RIM training and audit to all levels of company
- Instituted eDiscovery process to comply with new amendments to Federal Rules of Civil Procedure
- Worked with business units to improve efficiencies surrounding their records by implementing streamlined work-flow and new technology for electronic and physical records
- Spearheaded selection committee and RFP process for vetting email management and electronic records management systems; gained approval from executive management to purchase solution for managing physical and electronic records
- Created and maintained department-specific records management standard operating procedures (SOPs); worked with business units to ensure compliance with SOPs

Records Manager

SCI Records Storage – Professional Services/Consulting – Idaho Falls, ID

2005-2008

SCI Records Storage is a national provider of record storage and document imaging solutions. SCI uses state-of-the-art record tracking systems and imaging technology to help clients manage their information in compliance with industry-specific regulations.

- Expanded business over 250% from 40,000 boxes to over 114,000
- Managed overall record storage processes – including everything from receipt to compliant destruction
- Ensured contractually agreed upon compliance requirements (HIPPA, SOX, NFPA, FACTA) were strictly adhered to

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- Created and implemented new technologies to streamline processes and reduce full-time headcount from 4 to 1
- Developed Quality Assurance Program, which included adherence to Standard Operating Procedures (SOPs)
- Oversaw budget, marketing and client relations to maintain and build client base

Assistant Athletic Media Relations Director

Utah State University – Higher Education/Athletics – Logan, UT

2003-2005

- Handled all publicity for 4 intercollegiate athletic programs, ranging from production of media/recruiting publications and game notes to handling game-day operations and coordinating athlete interviews
- Oversaw four interns and assigned their responsibilities
- Wrote feature stories and press releases for distribution to media outlets and for posting to athletics website
- Coordinated with marketing director to implement and develop brand strategy

EDUCATION

Utah State University – B.S., Journalism and Communications

2003

Graduated Cum Laude with an emphasis in public relations

PROFESSIONAL AFFILIATIONS

ICRM – Certified Records Manager (CRM)

AIIM – Received Electronic Records Management Master Certificate (ERM^m)

ARMA – Active Member

PRISM