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Jim has a Masters degree in Business Administration from Winthrop University and an undergraduate degree in Mathematics. He is product and customer certified in Siebel and MicroStrategy business intelligence applications. He has worked for 25 years in consulting for various federal clients including the Office of the Secretary of Defense, the Army, the Air Force, the Army National Guard, the General Services Administration, and the Department of Labor. For the past three years, he has been Program Manager for the Office of Operational Process and Performance Metrics, with the Transportation Security Administration. His responsibilities include creating and tracking enterprise metrics. He is currently responsible for the developing a series of solutions to collect and track operational activities for the 450+ federalized airports.